TRINITY
COLLEGE LONDON

Additional Information:

Booking and administering GESE and ISE speaking and listening exams for online delivery in registered exam centres

This additional information for administration of online exams is to be read in conjunction with existing Best Practice Guidebooks for Graded Examinations in Spoken English (GESE) and Integrated Skills in English (ISE)

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Contents

1. Introduction 3

1.1 Who this information is for 3

1.2 What this information is about 3

1.3 Changes to the document 3

2. Preparing candidates 4

3. Enrolling candidates 4

3.1 Exam dates, booking deadlines and closing dates 4

3.2 Exam fees 4

3.3 Online enrolment 4

3.4 Data Protection 4

3.5 Enrolment requirements 5

3.6 Candidates with disabilities 5

3.7 Special Consideration Policy 5

3.8 Equal Opportunities Policy for exam candidates 5

4. Organising online exam sessions 6

4.1 Before the exam day 6

4.2 On the exam day 7

4.3 Organising ISE reading and writing sessions 8

4.4 Results and Certificates 8

4.5 Checklist for organising online exam sessions 8

5. Working with Trinity 9

5.1 Appeals, complaints and re-mark requests 9

6. Trinity's quality and standards 9

6.1 Quality and standards 9

6.2 Registered Exam Centres 9

6.3 Results entry, malpractice, anti-corruption, bribery and regulations 9

7.1 Appendix 1 – Timetabling guidelines 11

7.2 Appendix 2 – Notice to Candidates (online exams) 14

1. Introduction

1.1 Who this information is for

This information is for everyone involved in the delivery of Trinity GESE and ISE online exams in your centre. This includes:

- The Centre Representative (see below)
- Exam co-ordinators and administrators
- Exam supervisors, invigilators and stewards
- Teachers.

1.2 What this information is about

This information is to be used in conjunction with the existing *Best Practice Guidebooks* for both GESE and ISE. The information in this document highlights key differences between the administration of Trinity's GESE and ISE exams in standard format (visiting examiner) and in online delivery (via video conference). Standard processes, requirements and conditions should be applied as detailed in the *Best Practice Guidebooks* unless stated otherwise in this document.

1.3 Changes to the document

We will make changes to this document from time to time. Whenever we do so, we will notify your Trinity contact who will then advise you. The changes will become binding on the date specified for the change to take place. We'll make sure that you are given reasonable notice of any change that is likely to have an operational impact on the delivery or administration of Trinity exams at your centre.

2. Preparing candidates

Preparing candidates for Trinity exams, including making the relevant *Trinity specifications* and *Guides for Teachers* available to teachers.

It is your responsibility to make sure that candidates at your centre are fully familiar with the contents of the exam and corresponding rules and regulations.

You should ensure all candidates are provided with an appointment slip so they know where and when their exam will take place and inform them of any ID documents they must bring to their exam. The ID must be checked and verified by centre staff. Please refer to Trinity's policies at **trinitycollege.com/policies** for information on Trinity's *Candidate ID Policy*. You must also ensure that all candidates understand and abide by the exam rules and regulations by making available Trinity's *Notice to Candidates* – see Appendix 2.

3. Enrolling candidates

How to enrol candidates, pay exam fees and deal with any candidate requests in accordance with Trinity's procedures.

3.1 Exam dates, booking deadlines and closing dates

All Trinity exams have booking deadlines and closing dates. These are the dates by which exams must be booked and all enrolments and corresponding payments must be made to Trinity or, where applicable, to your Trinity contact for them to send on to Trinity. Closing dates for online exams differ from those of exams with visiting examiners. Please check with your Trinity contact for booking deadlines and closing dates in your region.

3.2 Exam fees

Details of exam fees are available from your Trinity contact.

For standard format exams with a visiting examiner, a minimum fee is applied to cover the costs of organising a Trinity exam. For online exams there is no minimum fee.

Your centre must pay the exam fees in full on or before the closing date for the exam session. Once you have booked your exams at Trinity Online, the system will automatically produce an invoice for the corresponding exam fees.

We may not accept the enrolment of your candidates if we're unable to match a payment which your centre has made with the information that you have entered at Trinity Online, owing to incomplete candidate data.

Please note that further candidate entries will NOT be accepted from centres with payment in arrears.

3.3 Online enrolment

All exams are booked and all candidates are enrolled through Trinity Online, Trinity's web-based administration system.

All Registered Exam Centres must use Trinity Online to submit and manage exam entries and sessions.

Enrolling candidates for online exams differs from having a visiting examiner. For details on how to enter candidates, and for support regarding the changes to Trinity Online, please ask your Trinity contact.

3.4 Data Protection

'Personal data' is data that can be used to identify a natural person and can be, or is intended to be, held on computer or in manual records.

Your contract with Trinity is governed by English law and, therefore, English data protection laws apply to the way in which data is collected, stored and used (ie 'processed'). These laws are defined in your centre contract to include all applicable laws in force at the relevant time and currently include the Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679. Under English data protection law, both Trinity and your centre are 'data controllers', which means they are both responsible for complying with English data protection laws when they process personal data, such as personal data about candidates, teachers, Trinity examiners, etc. In addition, if your centre is based outside England or Wales, it may be required to comply with local data protection laws. Whenever there is a possible conflict between English and local data protection requirements, it is usually good practice for your centre to act in accordance with the legal requirement that is the strictest.

When your centre collects personal details from actual or potential customers for Trinity exams, it should notify them that their data will be shared with Trinity for marketing and academic purposes and refer them to Trinity's *Data Protection Policy* on its website for further information.

In addition, for online exams, a privacy statement needs to be given to all candidates in advance of exams taking place. It can be found at **trinitycollege.com/privacy-digital-exams.**

Candidates have the right to see the personal data held about them by Trinity and can make a request about using and correcting that data. There are prescribed times and ways to respond to these requests, which your centre might need to comply with if you are required to help Trinity with such a response. More details can be found on the Data Protection page on our website at **trinitycollege.com/data-protection.**

3.5 Enrolment requirements

- Candidates must be at least five years old at the time of the exam. There is no upper age limit.
- Candidates may enter at any level without having previously taken any other Trinity exam.
- Candidates may not enter for more than one level in the same exam session, eg a candidate cannot take GESE Grade 1 and GESE Grade 2 in the same session. The requirements and specifications of a level presuppose a level of competence which encompasses the demands of lower levels. At least one month must elapse between attempting different levels of the same module.
- If a candidate does not reach the level required to pass and wishes to re-sit a module, a minimum of one month must elapse before the candidate may enter again.
- There is no restriction on candidates simultaneously entering for exams from other Trinity exam suites (eg ISE), or on entering for exams of other awarding organisations.

Failure to observe these rules may result in exams being voided with no refund payable.

It is not possible under any circumstances for Trinity to enrol any candidate(s) retrospectively.

3.6 Candidates with disabilities

Trinity College London is committed to creating an inclusive environment where candidates with disabilities are able to demonstrate their skills and feel welcomed. We aim to make our exams accessible to all. Where practicably possible Trinity will try to adhere to arrangements for reasonable adjustments and special provision as set out in the *Disabled Learners Policy* and *Best Practice Guidebooks*.

3.7 Special Consideration Policy

Special consideration may be given to candidates who are ill, injured or suffer other adverse circumstances at or near the time of the assessment or moderation. Where practicably possible Trinity will try to adhere to arrangements as set out in the *Special Consideration Policy*.

3.8 Equal Opportunities Policy for exam candidates

Trinity is committed to equality of access to exams. Trinity will adhere to the same conditions as set out in the *Best Practice Guides*.

4. Organising online exam sessions

How to organise examiner sessions.

4.1 Before the exam day

Technical requirements
Your centre must be equipped with appropriate hardware, software and internet in order to administer online exams. Specifically, your centre must have:

- An internet connection, broadband wired or wireless (3G or 4G/LTE).
- A recommended bandwidth of 1.8 Mbps (upload/download). This can be checked **here**.
- A laptop or desktop with speakers and a microphone, either built in to the computer or connected via a USB port.
- A laptop or desktop with a webcam or HD webcam, either built in to the computer or connected via a USB port.

Zoom
Online exams will be conducted using Zoom video conferencing software. Zoom works with most operating systems and browsers. Supporting documentation will be provided on the suitability of Zoom for your hardware and the process for using Zoom on exam day.

Zoom has features for enabling virtual backgrounds. The virtual backgrounds must be turned off for exam sessions.

Examiner
Shortly after you have booked your session we will send you confirmation of the exam date by email, and include an invoice for the exam fee. We will confirm the name of your examiner(s).

The examiner(s) will also contact you before the session to provide contact details in the event of issues on the exam day.

Timetabling
It is your responsibility to ensure that exam timetables are prepared before the Trinity examiner begins a session at your centre – you must use Trinity Online to do this. There are two elements to creating a timetable for an exam: the timetabling of candidates' exam time and the timetabling of examiner breaks. The timetable for online exams will not match that of the standard format (visiting examiner) exams and there are several extra steps that must be taken to ensure an effective timetable is constructed. More guidance is provided in Appendix 1.

For details on how to timetable candidates, and for support regarding the changes to Trinity Online, please ask your Trinity contact.

Candidate information
When you have prepared exam timetables on Trinity Online, it is your responsibility to communicate the correct information about the exam to the candidates. You will be able to print individual appointment slips confirming the exam time, the candidate number, and the date and location of the exam, just as you would for standard format exams. You will also need to advise the candidates of the exam rules (Appendix 2) and that they will need to bring along on the day of the exam:

i) their appointment slip
ii) their proof of identification in accordance with Trinity's *Candidate ID Policy*.

Centre information
Centres will be sent Zoom meeting ID codes by email in advance of the exam session, along with links to supporting information.

4.2 On the exam day

Materials
You should ensure that all the following materials are ready:

Exam registration
- Attendance Report

Candidate
- Appointment slip – distributed to candidates in advance
- ID document (eg passport)
- Completed Topic form (for applicable GESE and ISE exams)

Hygiene and social distancing
The online assessment mode of delivery has been designed to be implemented with candidate and centre staff safety in mind, and for local centres to be able to support and administer the exams according to local laws and guidelines. Please ensure that at all times your centre adheres to measures for sanitising shared equipment (computers/headsets if applicable) and social distancing, as set out by local laws and guidelines.

Exam room
The exam room must be quiet, reasonably ventilated and maintained at a comfortable temperature. The room should be lit with natural light if possible. Consideration must be given to computer screen visibility and glare. The exam room must contain at least one comfortable chair that provides good support. The room must be equipped with the appropriate hardware, software and broadband connectivity for online delivery of exams. As is the case for Trinity's standard format speaking and listening exams, the exam room(s) must only be used by one candidate at a time.

Waiting room
There should be a waiting room for candidates to use when they arrive. This should be far enough away from the exam room that the exam cannot be overheard.

Notices
Silence posters (available from Trinity) and the *Notice to Candidates* (see Appendix 2) must be displayed around the waiting room and exam room area.

Stewarding
You must provide a steward for the exam day who will greet candidates, show them to the waiting room and exam room, and ensure that everything runs smoothly. Stewards should ensure that candidates leaving their exam do not return to the waiting area to converse with those still waiting to take their exam. Stewards may also be required to provide basic Zoom support (logging candidates in to the meeting and assisting with basic audio/visual issues) but they will be required to leave the room during the exam.

Centre staff and topic points
Some GESE and ISE exams require topic points to be prepared and shared with an examiner during the exam. In the standard exams, topic points are shared with the examiner on a paper topic form. As this is not possible in an online exam, staff (or the candidate(s) themselves) need to transfer topic points from a candidate's form into the chat function in Zoom before the start of the exam. More guidance on this can be found in the Zoom supporting documentation.

Prohibited items
The following are NOT permitted in the exam room:
- eating or smoking (bottled water is permitted)
- mobile phones or other electronic devices (including smart watches)
- language aids, eg dictionaries, written scripts
- audio or video recording equipment
- live animals or weapons/dangerous objects, eg knives (or replicas)

4.3 Organising ISE reading and writing sessions

Arrangements before and during the exam day for reading and writing sessions remain the same as usual – they are not impacted by the online delivery of the speaking and listening exams. For more information please refer to the *ISE Best Practice Guidebook*.

4.4 Results and Certificates

The standard timescale for the delivery of results and certificates also applies to the online versions of the exams.

4.5 Checklist for organising online exam sessions

Before the exam day

- Book a suitable exam room
- Ensure hardware, software and broadband connectivity adhere to the requirements above
- Test Zoom
- Use Trinity Online to book your session before the booking deadline and enrol all candidates before the closing date
- Ensure all entries are accurate, payment is made in full and that any requests for a candidate's particular need provision has been submitted with the necessary accompanying documents
- Inform candidates of their exam time, the exam rules and what to bring
- Appoint a steward and ensure they know what to do
- Ensure you have printed all the necessary exam materials
- Prepare a timetable for the examiner(s).

Exam day

- Set up a registration area with the attendance list to confirm the attendance of the candidates.
- Provide basic Zoom support and transfer topic points into the chat box for the examiner to see (if applicable).

After the exam day

- Distribute results in a timely manner
- Distribute certificates in a timely manner.

5. Working with Trinity

Upholding the terms and requirements of Trinity's specifications, regulations, information and guidance notified to you from time to time as applicable and ensuring these are communicated to candidates and teachers as appropriate.

5.1 Appeals, complaints and re-mark requests

We strive to ensure that all our candidates and centres have a positive exam experience. However, we recognise that occasionally things do not always run as smoothly as we would like. If you are unhappy with any aspect of Trinity's service, please contact us. You should raise your concern with your Trinity contact in the first instance who will either be able to solve the problem or advise you how to take your complaint further.

Information about our policies for Complaints, academic investigations and Appeals and procedure for Re-marks, which govern how complaints are handled by Trinity, is available at the Trinity website at **trinitycollege.com/policies** and **trinitycollege.com/appeals.**

We ask that you help us in any investigation into your concerns by cooperating fully and providing all necessary information. Please note that exam scripts and recordings remain the property of Trinity College London and will not be made available to centres or candidates.

6. Trinity's quality and standards

Your centre is required to participate fully and regularly in Trinity's quality assurance programmes, which are designed to preserve Trinity's good reputation and the good standing of its exams. Some of Trinity's initiatives in this area are outlined below.

6.1 Quality and standards

Examiners and markers for the online exams undertake the same training and adhere to the same standards as do the visiting examiners.

6.2 Registered Exam Centres

Inspections
Trinity reserves the right for its representatives (and those from any regulatory bodies by whom it is governed) to visit any exam centre unannounced. Trinity's representatives check that all prescribed measures for security, exam conduct, hardware, software and broadband connectivity are in place and of the required standard. Trinity reserves the right to withdraw registration of any centre found not to be following stated procedures for the delivery of Trinity exams.

6.3 Results entry, malpractice, anti-corruption, bribery and regulations

The processes in place for checking the validity of results and related to malpractice for online exams match those in place for a visiting examiner. Likewise, laws applying to anti-corruption and bribery and regulatory criteria governing Trinity qualifications are the same as outlined in Best Practice Guidebooks. For further information please refer to the guides or Trinity's policies found here: **trinitycollege.com/policies.**

Appendices

7.1 Appendix 1 – Timetabling guidelines

TRINITY COLLEGE LONDON

Timetabling

Exam timetabling

It is the responsibility of the centre to timetable the exam. You must timetable using Trinity Online to enable the exam to be conducted. For details on how to timetable candidates, and for support regarding the changes to Trinity Online, please ask your Trinity contact.

Work out your timetable by allocating the students' time as follows:

GESE and ISE speaking and listening	
Grade 1	5 minutes
Grade 2	6 minutes
Grade 3	7 minutes
Grades 4-6	10 minutes
Grades 7-9	15 minutes
Grades 10-12	25 minutes
ISE A1	14 minutes
ISE Foundation	16 minutes
ISE I	18 minutes
ISE II	20 minutes
ISE III	25 minutes

- Please note that all timings include administrative time.
- A 2-minute buffer between exams must be applied to ensure candidates are able to log in to the video conferencing software, any necessary sanitation of the equipment has happened and that Topic points have been shared with the examiner (for applicable exams)
- Timetable the exams so that the same grades are together, starting from the lowest and ending with the highest.

Examiner hours and breaks

The total number of examining hours per day must not exceed the limit of 3.5 hours. The 3.5 hours is inclusive of buffers and examiner breaks.

Centres must also observe the rules for examiner breaks. An examiner is entitled to a 10-minute break every hour.

Example Timetables

Candidates should be timetabled in ascending order, beginning with the lowest level in the session, eg GESE Grade 1. When timetabling the session using Trinity Online, the timings will be automatically calculated per level.

GESE

Timetable

Save | Reset Timetable | Remove Items

Enrolment Seq.	Start	Duration	Name	Subject
01 July 2020 (Wednesday)				
1	9:00	5	Candidate One	GESE Online Grade 1
	9:05	2	Break (2 minutes)	
2	9:07	5	Candidate Two	GESE Online Grade 1
	9:12	2	Break (2 minutes)	
3	9:14	6	Candidate Three	GESE Online Grade 2
	9:20	2	Break (2 minutes)	
4	9:22	6	Candidate Four	GESE Online Grade 2
	9:28	2	Break (2 minutes)	
5	9:30	7	Candidate Five	GESE Online Grade 3
	9:37	2	Break (2 minutes)	
6	9:39	7	Candidate Six	GESE Online Grade 3
	9:46	2	Break (2 minutes)	
7	9:48	10	Candidate Seven	GESE Online Grade 4
	9:58	10	Break (10 minutes)	
8	10:08	10	Candidate Eight	GESE Online Grade 4
	10:18	2	Break (2 minutes)	
9	10:20	10	Candidate Nine	GESE Online Grade 5
	10:30	2	Break (2 minutes)	
10	10:32	10	Candidate Ten	GESE Online Grade 5
	10:42	2	Break (2 minutes)	
11	10:44	10	Candidate Eleven	GESE Online Grade 6
	10:54	2	Break (2 minutes)	
12	10:56	10	Candidate Twelve	GESE Online Grade 6
	11:06	10	Break (10 minutes)	
13	11:16	15	Candidate Thirteen	GESE Online Grade 7
	11:31	2	Break (2 minutes)	
14	11:33	15	Candidate Fourteen	GESE Online Grade 7
	11:48	2	Break (2 minutes)	
15	11:50	15	Candidate Fifteen	GESE Online Grade 8
	12:05	2	Break (2 minutes)	
16	12:07	15	Candidate Sixteen	GESE Online Grade 8

ISE

Timetable

Save | Reset Timetable | Remove Items

Enrol... Seq.	Start	Durat...	Name	Subject
01 September 2023 (Friday)				
1	9:00	14	candidate 11 candidate 11	ISE A1 Speaking and Listening (Online)
	9:14	2	Break (2 minutes)	
4	9:16	14	candidate 10 candidate 10	ISE A1 Speaking and Listening (Online)
	9:30	2	Break (2 minutes)	
7	9:32	14	candidate 12 candidate 12	ISE A1 Speaking and Listening (Online)
	9:46	2	Break (2 minutes)	
13	9:48	16	candidate 14 candidate 14	ISE Foundation Speaking and Listening (Online)
	10:04	10	Break (10 minutes)	
10	10:14	18	candidate 13 candidate 13	ISE Level I Speaking and Listening (Online)
	10:32	2	Break (2 minutes)	
16	10:34	18	candidate 15 candidate 15	ISE Level I Speaking and Listening (Online)
	10:52	2	Break (2 minutes)	
19	10:54	20	candidate 16 candidate 16	ISE Level II Speaking and Listening (Online)

Please note that orders can contain both online GESE and online ISE candidates.

7.2 Appendix 2 – Notice to Candidates (online exams)

TRINITY COLLEGE LONDON

Notice to candidates

(Online speaking and listening exams)

To be made available to candidates prior to their exams and displayed outside each exam room. **Please read carefully.**

Arrival

- You should arrive at the exam venue at least **30 minutes** before your exam time and report to the exam supervisor/ exam registration desk.
- If you are late, you may not be able to take the exam.

What to bring

You should bring the following items:

- Proof of identity (eg your passport)*.
- Your *Appointment Slip*.
- Any supporting items you require for your exam (topic form, photos, objects, brief notes, etc) – ask your teacher or see the relevant test specifications for more details.

*Proof of identity: ID requirements vary according to country and exam – check with your exam centre for guidance on acceptable forms of ID.

Conduct

You MUST:

- Register and wait quietly in the waiting area.
- Follow any instructions given by the exam supervisor or steward.
- Go to the exam room when told to by the steward, leaving your belongings in the designated secure area.
- After your exam, return to the waiting room, collect your belongings and leave quietly without talking to other candidates.
- You are advised to use toilet facilities before entering the exam room.

You MUST NOT:

- Take unauthorised material into the exam room (see below).
- Attempt to cheat in any way.
- Use threatening language or behaviour towards exam centre staff or the examiner.

Prohibited material

The following are NOT permitted in the exam room:

- Mobile phones or other electronic devices (including smart watches).
- Language aids (eg dictionaries, written scripts).
- Eating or smoking (bottled water is permitted).
- Audio or video-recording your exam.
- Live animals or weapons/dangerous objects, eg knives (or replicas).

Help and guidance

If you have any questions about your exam, ask the exam supervisor or steward. If you feel your performance may be affected by ill health or any other reasons, tell the supervisor.

Disqualification warning!
If you cheat, use unfair practice, or break the exam rules in any way, your conduct will be reported to Trinity College London and you will be disqualified from the exam.

THIS NOTICE MUST BE DISPLAYED FOR ALL ONLINE SPEAKING AND LISTENING EXAMS