Regulations for Conducting Remote Online Controlled Classic IESOL Exams

1. Document Overview

This document provides guidance to centre staff involved in all stages of the remote delivery of controlled online Classic IESOL exams.

Approved Centres are responsible for ensuring that an initial training session is held for any new Invigilators and Interlocutors.

Invigilators:

- must confirm the identity of all candidates attending the exam session
- must record the outcome of the ID checks in the *Exam Report Form*
- must give all their attention to conducting the exam properly.
- must be able to observe each candidate at all times.
- must not carry out any other task (for example, reading a book or marking) whilst invigilating an exam session.

Where groups of candidates are taking the Listening, Reading, or Writing assessments together, and the exam is invigilated remotely, the ratio of candidates to invigilator must not exceed 6 to 1. This means that one invigilator can supervise no more than 6 candidates (except for resit candidates – an additional resit candidate is permitted in each unit).

Where groups of candidates are taking the Listening, Reading, or Writing assessments together and the exam is invigilated in person in centre, the ratio of candidates to invigilator must not exceed 12 to 1. This means that one invigilator can supervise no more than 12 candidates.

Spoken assessments should be conducted by an Interlocutor with two candidates at a time.

GA does not permit centres to conduct online exams for different levels of the Classic IESOL exams at the same time.

2. Start Time of the Exam

- GA allows Approved Centres to start exams up to 30 minutes after the scheduled start time for the session, without prior permission. Please note that exams are NOT permitted to start any time *before* the scheduled start time of the session.
- Further adjustments to exam session start times need to be authorised by GA in advance of the commencement of the exam session. Please note that failing to adhere to this regulation may lead to the candidates' results being withheld.

3. Prior to the Exam

24 hours prior to the start of the exam session start time:

The Centre will:

- download the Classic IESOL Interlocutor Booklet, the candidate image prompts for the Speaking exam (two PDF documents) and the Exam Report Form for online exams (from the Ark).
- send the following documentation to each candidate at least 1 working day ahead of the scheduled exam session:
    - a. *SEB Installation Guide*
    - b. *Technology Requirements for Online Exams*
    - c. *GA Online IESOL Exam Instructions to candidates (SEB)*
- GA Online IESOL Exams Instructions to candidates needs to be sent with instructions for the candidate to read, sign, date and return the form (via email – an electronic signature is acceptable).
- Please note that where a candidate is under the age of 18, the GA Online IESOL Exams Instructions to candidates document must be signed by a parent or other legal guardian.

The candidate will:

- read, sign and date the GA Online IESOL Exams – Instructions to candidates form and return a completed copy to the centre at least an hour ahead of the scheduled exam time (signed by a parent or other legal guardian where the candidate is under the age of 18).
- ensure that they can comply with all the instructions listed in the above document prior to commencing the exam.
- ensure they have the ID document they used to register for the exam available (they will be required to show this to the invigilator at the commencement of the exam session).

**15 minutes prior to the exam session start time, the invigilator/Interlocutor must:**

- set up their equipment and check the internet connection and camera are in full working order.
- set up the Zoom meeting.
- issue the Zoom invitations to candidates (unless done before).
- have a printed out copy of the Interlocutor Booklet available (or the booklet containing the full script and instructions available on a second screen/device to refer to it throughout the speaking exam).

## 4. Checking the IT Equipment, Settings and Connection

Invigilators/Interlocutors must check their computer/webcam setup for the exam as follows:

- Test the webcam and microphone are enabled and running.
- Check there is nothing covering the lens of the webcam at any time during the Exam.
- Check the computer is connected to the internet.
- Check the power supply (ideally, on charge to prevent loss of battery power during the exam session).

Invigilator View of the candidate during the listening, reading and writing exam
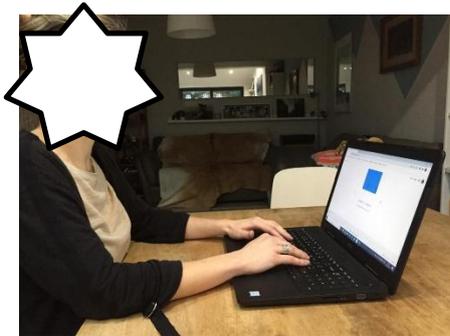
1. Perfect positioning. ✓
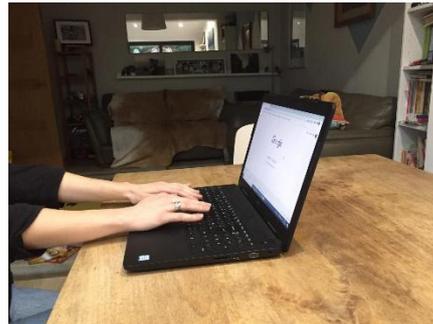
2. We can't see your face. ✗

3. We can't see your workspace or keyboard. ✗

The candidates should place their second device with Zoom in the same way as Picture 1 to give the greatest view of their workspace and room. The invigilator will need to see the candidates, their workspace, and their keyboard. Pictures 2 and 3 are not appropriate. Please inform the candidates to adjust their camera if it is incorrectly positioned prior to starting the Exam.

5. Checking the Exam Environment

Invigilators/interlocutors must check the candidate's exam environment for the following:

- the test environment must be quiet.
- there aren't other people in the room, with the exception of candidates under the age of 18, who are permitted to have a parent or other legal guardian in the room.
- where a parent or other legal guardian is present in the room, the invigilator / Interlocutor MUST instruct the parent / guardian that they are not permitted to help the candidate with the exam questions and they should not speak to the candidate and instruct them that if the candidate speaks to them, they should instruct the candidate to remain focussed on their exam.
- on the workspace, there may not be anything except a computer and, in case the computer does not have an internal webcam, an external web camera. All other materials have to be removed, unless explicitly permitted (see below).
- there isn't any sound from music, television or any other devices.
- there aren't any unauthorised computers or similar devices running in the room.
- the lighting is acceptable – ideally it should be "daylight" quality. An overhead light is best. If overhead is not possible, the source of light should not be behind the candidate.

- the candidate is suitably dressed.

6. Authorised Materials for candidates

Authorised materials include:

- photo ID
- a pen and blank pieces of paper (in the Speaking and Listening exams only; please note that these are NOT permitted in the Reading and Writing exams)
- headphones (in the Speaking and Listening exam only)
- medicine, where required
- a drink

If candidates have any unauthorised material in the exam (whether or not they intend to use it), this may be considered as malpractice.

7. Starting the Exam

Order of invigilation

Invigilators/interlocutors should conduct Listening, Reading, and Writing exams (in that specific order, unless one or more of the candidates are taking a partial resit exam, in which case you should start with the unit that is taken by all candidates in the group), followed by the Spoken Exam.

The invigilator/interlocutor must:

- check the audio connection and provide instructions to candidates.
- confirm each candidate's identity.

In the Listening, Reading and Writing exams the invigilator must:

- welcome the candidate(s) to the session.
- provide instructions on the online exam procedure.
- explain that they must not talk, copy from or use any unauthorised items or they may be disqualified.
- explain that they must not leave the room at any point during the exam without the invigilator's permission.
- ensure that the view of the candidates and their work environment is in line with regulations during the LRW units.
- allow candidates the opportunity to ask any questions relating to the exam instructions or process and provide confirmation/clarification where appropriate.
- check with the candidate(s) that they are undertaking the correct level exam.
- provide candidates with details about the format of the exams (modes and timings, as appropriate to the individual exam being conducted).
- instruct candidates that mobile phones must be put on silent and only used to communicate with the invigilator/Interlocutor when necessary.

- instruct candidates that the use of any other electronic devices or mobile phones ringing will be treated as malpractice.
- inform candidates what authorised materials are allowed in the exam area.

Carrying out Identity Checks

All candidates are required to present their original ID documents at the beginning of the online exam and have them available throughout the exam. The delivery staff will conduct the ID checks and record them in the *Exam Report Form*.

Candidates under the age of 18 may not always be able to provide photographic ID. It is the Centre's responsibility to ensure that candidates under the age of 18 have had their identity confirmed at the point of enrolment.

In the Speaking exam:

The interlocutor should follow the script provided in the Interlocutor Booklet.

The candidate's visual prompts for Task 3 of the Speaking exam should be shared with candidates using the share screen function immediately prior to starting Task 3.

8.   During the Exam

In the Listening, Reading and Writing exams:

- the candidate must not communicate with anyone other than the invigilator/Interlocutor, or talk out loud (not to him/herself either). Communication is allowed only in case of an emergency and should be recorded in detail on the Exam Report Form.
- wearing headphones is ONLY allowed during the Listening exam.

In the Listening and Reading exams, the candidate is required to answer questions by selecting the appropriate answers.

In the Writing exam, the candidate's written responses are inputted with a keyboard.

The Writing exam will be video recorded in full for all candidates aged 18 and over for the purpose of external quality assurance.

In the Speaking exam:

- the candidate may communicate with other candidates only when instructed by the Interlocutor.

The Speaking exam will be audio or video recorded in full for all candidates aged 18 and over for the purposes of external assessment and moderation.

Candidates under the age of 18 will be audio recorded only. Please note that this is necessary in order to externally assess and moderate the candidate's performance.

In addition to the above, the invigilator/interlocutor must ensure that the candidate:

- doesn't leave the room prior to the end of the exam.
- faces the computer screen the entire time.

Additional Instructions:

- Any candidate arriving late to the session may be permitted to sit the exam at the discretion of the invigilator, providing no other candidates will be adversely affected by this.
- If any candidate has a query during the exam which relates to the instructions or exam procedure, an invigilator may help. This should ideally be done at the stage where the candidates are reading the instructions and inputting their details on the first page they access, and before they click on the 'Start Exam' button.
- Once the exam has started, any communications should be limited to emergencies only and take place via 'chat' function. Any assistance must be provided in the English language only.
- Where an invigilator/interlocutor suspects a candidate of malpractice they should warn the candidate that a full report will be made to Gatehouse Awards. The candidate may then be permitted to finish the exam at the discretion of the invigilator/Interlocutor. Consideration of a candidate's papers where malpractice has been suspected / confirmed is at the sole discretion of GA assessment staff.
- Any candidate causing a disturbance in the exam session for whatever reason should have their exam terminated and the details recorded on the Exam Report Form.
- In the case of fire or other alarm, power cut, lack of Internet or any other unexpected emergency occurring at the location of the invigilator or one of the candidates, the online assessment will be discontinued. The invigilator should contact GA to obtain further guidance.
- Invigilators should provide information to candidates regarding timings. In Reading and Writing exams, an announcement should be made halfway through the permitted time and again at 10 minutes and 5 minutes prior to the end of the allocated time. No announcements should be made during the Listening exam.

9. Invigilation arrangements for candidates with access arrangements not requiring prior approval from GA

Candidates may use assistive technology which does not affect the exam regulations, for example increasing the size of the screen display. Candidates may use the ctrl + or ctrl – function to do this.

For any other access arrangements, please contact GA directly prior to enrolling the candidate for an online exam.

10. Invigilation arrangements for candidates with access arrangements requiring prior approval from GA

Managing Additional Time during Online Exam Sessions

Where a candidate has been approved for additional time as a reasonable adjustment, it is acceptable for the candidate to be invigilated within the same exam session as other candidates who do not receive additional time.

Centres should follow the procedure below when organising and invigilating the session:

1. Start of the exam

- All candidates may begin the exam at the scheduled start time.
- The exam platform will apply the approved additional time automatically to the candidate who has been granted the adjustment.

2. End of the standard time

- Candidates without additional time will reach the end of their allocated time first.
- Once their standard time has expired and their responses have been submitted, these candidates may (temporarily) leave their workstations.

3. During the additional time period

- The candidate who has been granted additional time must remain under continuous invigilation until their extended time has expired.
- The invigilator must ensure that candidates who have finished do not access the next exam unit while another candidate is still completing their extended time.

4. Proceeding to the next unit

- If the exam session includes multiple units, candidates must not begin the next unit until all candidates in the session are ready to proceed.
- The invigilator is responsible for managing the timing of the session and confirming when the next unit may begin.

Centres must ensure that invigilators clearly communicate these instructions to all candidates at the start of the exam and supervise the session appropriately to maintain the integrity of the assessment.

11. Terminating the Exam

- At the end of the Listening, Reading and Writing exams, candidates will submit their answers on the GA online exam system and exit the Safe Exam browser.
- The Interlocutor Booklet contains a script of how to end the Speaking exam.
- Invigilators should fully and accurately complete the Exam Report Form.
- A seating plan is not required for remotely invigilated sessions.

12. Reporting Malpractice

Some examples of malpractice which must be reported by the invigilator are:

- talking.
- copying / collusion.

- using unauthorised material, such as dictionaries or notes.
- impersonation.
- disruptive behaviour.
- not following the instructions of exam staff.
- attempting to communicate with another person during the exam.
- receiving assistance from another person who is not authorised to be present.
- attempting to obscure the camera view or leave the invigilated environment without permission.
- using additional devices or screens that have not been authorised.
- putting themselves on mute unless instructed to do so.

If an invigilator suspects misconduct, they should give a discrete but clear warning to the candidate that their behaviour will be reported. Unless the candidate's behaviour causes disruption to other candidates, the candidate should be allowed to complete the exam. The incident will be reported to Gatehouse Awards in the Exam Report Form, which should contain specific and unambiguous detail.

Document Specification:	
Purpose:	To set out consistent, robust and fair criteria for the conducting of controlled online CLASSIC IESOL exams remotely for Gatehouse Awards qualifications
Accountability:	Gatehouse Awards Governance Committee
Responsibility:	Assessment Manager
Version:	5
Effective from:	March 2026
Indicative review date:	March 2028
Links to Ofqual GCR:	G4, G6, G7, G8, G9
Other relevant documents:	Gatehouse Awards Qualification Specifications Gatehouse Awards Candidate Access Policy and Procedure Gatehouse Awards Appeals Policy and Procedures Gatehouse Awards Conflict of Interest Policy and Procedure Gatehouse Awards Design of Qualifications and Assessments Policy