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Administrative Support Guide

**Instructions for Conducting
Examinations (ICE)**

June 2017

Pearson LCCI Qualifications





LCCI Qualifications

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Introduction

This document replaces all former LCCI Examinations Regulations and should be read in conjunction with the current version of the *JCQ Instructions for Conducting Examinations (ICE)* (<http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>). This is a supplementary guidance for centres undertaking paper-based and / or onscreen models of the LCCI qualifications. Where there are differences between this document and the *JCQ Instructions for Conducting Examinations (ICE)*, the instructions in this document should prevail.

All centres delivering LCCI qualifications must first be approved by Pearson.

The Head, Principal or the Chief Officer of a centre, approved by Pearson, is defined for the purposes of this document as the Head of Centre. The Head of Centre is responsible for the proper conduct of the external examinations by observance of these instructions.

Each centre must have a designated manager responsible for system security, the quality of provision and resources within the centre.

Information relating to registrations, entries and certification for these programmes is available in the Pearson Information Manual which can be accessed on our website. For queries about access arrangements please email uk.special.requirements@pearson.com

If a situation arises which is not covered by these instructions, please email your enquiry to lccassessment@pearson.com



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Further Information

Pearson contact information can be found on our website:

<http://qualifications.pearson.com/en/home.html>

For guidelines on dealing with instances of suspected malpractice in examinations please refer to:

<http://qualifications.pearson.com/en/support/support-topics/exams/examination-guidance/malpractice-and-plagiarism.html>

<http://qualifications.pearson.com/en/support/support-for-you/students/contact-us/reporting-suspected-malpractice.html>

Pearson reserves the right to conduct audits, which may include unannounced centre visits, to ensure examinations are administered appropriately.

For guidelines on access arrangements refer to:

<http://qualifications.pearson.com/en/support/support-topics/exams/special-requirements/access-arrangements.html>



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General Administration of the Examination

Before the Examination

Question Papers

For qualifications which involve paper based on demand examinations, centres will be sent exam materials by Pearson or a local Agent in sealed packets in advance of the date of assessment. When received, centres must follow the rules detailed below. It is, therefore, essential that centre staff read this document carefully before releasing any material to candidates, to ensure that the integrity of the examination is not inadvertently breached.

It is the responsibility of the Head of Centre to ensure the security of all materials that are sent to the centre before the tests.

When your centre receives question papers you should:

- never open question papers until the time of the examination (i.e. question papers cannot be opened until within 60 minutes of the scheduled start time)
- check the contents of each envelope by reading through the window. Please contact your Local Coordinating Authority or International Enquiries (internationalenquiries@pearson.com) if you believe specific question papers are missing
- all question papers must be kept secure at all times. They must be kept in a locked safe, or cabinet, in a locked and secure room. Restrict the number of key holders to two, and you must keep an access log. Please refer to the *JCQ Instructions for Conducting Examinations (page 3 section 1.1)* and the *Conditions for storing confidential exam material* on the *JCQ Instructions for Conducting Examinations* page, and ensure that you meet all the specified requirements: <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>
- If you are conducting the examinations at another site, other than at the centre, it is the Head of Centre's responsibility to ensure that during transportation to and from the external site that the security of the examination materials is not compromised



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in any way. If there is any issue where the materials may have been compromised, even potentially, this must be reported immediately to the Investigations team (pqsmalpractice@pearson.com)

- On-demand examination papers must not be retained or distributed after the examination. The question papers must either be returned to Pearson or securely shredded.

Preparation for Practical Examinations

The procedures set out in this document must be strictly adhered to and every effort must be made to ensure the confidentiality of the test paper (see *JCQ Instructions for Conducting Examinations*).

The centre must be able to demonstrate that appropriate security systems and procedures are in place to prevent unauthorised access to question papers.

Assessment content should be protected from unauthorised access until immediately before the assessment and also after the assessment. Centres must maintain the confidentiality of the test.

You must tell Pearson immediately if the security of the test material is put at risk or has been breached (e.g. by fire, theft, damage or through malpractice).

Invigilation Arrangements

Where invigilators are not provided by Pearson, the Head of Centre must ensure that suitably qualified and experienced adults, who have received appropriate training, carry out invigilation. Any relative, friend or peer of a candidate in the examination room is not eligible to serve as the sole Invigilator.

Invigilators are responsible for overseeing the conduct of a particular examination session. Invigilators must give their whole attention to the proper conduct of the examination. Invigilators are not to perform any additional task (e.g. marking) in the examination room. Invigilators must be fully aware of their roles and responsibilities.

Centres must keep signed records of the seating plan and invigilation arrangements for each examination session. Pearson may ask for the seating and invigilation records at any



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time up to six months after the examination has been taken for the purpose of enquiries about results, appeals, investigations, etc.

When more than one candidate is taking a test in the same room, the tests should be scheduled with the same start time to cause the least disruption to candidates

A sufficient number of Invigilators must be appointed to ensure that the examination is conducted in accordance with the following requirements:

- at least one Invigilator must be present for each group of 30 candidates or fewer sitting a written examination. Invigilators may be changed, provided that the number present in the examination room does not fall below the number prescribed
- at least one Invigilator must be present for every 20 candidates or fewer sitting a Practical examination (Computerised bookkeeping / accounting, Text Production, Practical ICT). Invigilators may be changed, provided that the number present in the examination room does not fall below the number prescribed
- in an *L* or *T* shaped room at least two invigilators must be present for the whole examination
- when one Invigilator is present this Invigilator must be able to summon immediate assistance easily, without leaving the examination room and without disturbing the candidates
- a teacher who has taught the subject of the examination cannot be an Invigilator for an examination in that subject if they have taught the candidates
- arrangements must be such that an Invigilator can observe every candidate in the examination room at all times

Before the examination begins, invigilators must:

- check the Invigilator Declaration and Attendance Report is available and correct. This document must be completed and returned with the completed scripts following the examination.
- check the front of the question paper so they know what material candidates can use in the examination.
- ensure that candidates sit the correct test at the correct level.
- check that candidates have not brought into the examination any material they are not allowed such as revision notes, mobile phones (including smartwatches) or electronic dictionaries. These items should be placed outside the exam room, or out of reach of the candidates during the exam (i.e. not under their desks). If candidates have to retain their bags, due to the lack of security outside of the examination room, then these must be closed at all times and the Invigilator must ensure that they are not accessed during the examination at any point..



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Arranging the Examination Room

- Check that the Warning to Candidates and Mobile Phone poster issued by the Joint Council for Qualifications (JCQ) are displayed both inside and outside the examination room: <http://www.jcq.org.uk/exams-office/exam-room-posters>
- Check that display materials (e.g. maps, diagrams, wall charts) have been removed or covered in accordance with the *JCQ Instructions for Conducting Examinations (ICE)*. Particular care must be taken with those examinations that are held in laboratories or libraries.
- Check that desks are positioned at least 1.25 metres apart as given in the JCQ rules (if partitions or screen filters are available, workstations may be closer together). Where this is not possible a minimum distance of 1 metre must be observed and you must inform Pearson ahead of the examination.
- Check that a wall clock is clearly visible to all candidates.
- Display a board showing the centre code, and the examination start and finish times.
- Make sure that the room is quiet and well lit. The room should also be well ventilated, at a reasonable temperature with sunlight glare blocked out.
- Follow any subject-specific invigilation instructions.
- Check you have a seating plan for the examination showing the exact position of each candidate. This plan must be retained at the centre and made available to Pearson on request.
- This document, together with the *JCQ Instructions for Conducting Examinations (ICE)*, the Warning to Candidates and any specific regulations relating to the subjects being tested must be available to each Invigilator in the examination room. Invigilators must also be familiar with the procedures for dealing with incidents of suspected or actual malpractice.

Identification of Candidates

The Invigilators must be satisfied as to the identity of every candidate attending each examination. The Head of Centre must ensure that appropriate arrangements are in place to enable all Invigilators to carry out adequate checks on the identity of all candidates.

Candidates who are not known to the assessment centre authorities must be required to present photographic documentary evidence that they are the same persons who were entered for the examination each time they attend an examination session and before an



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examination is taken. Appropriate photographic evidence would be a valid passport (of any nationality) or a photo card driving licence.

It is the responsibility of the centre to ensure that each candidate signs the attendance register and checks the spelling of his/her name.

Attendance Registers/Invigilator Declaration

It is the Invigilators' responsibility to ensure that all candidates sitting the examination sign the attendance register and are provided with the examination materials, before the start of the examination time.

Only candidates whose names appear on the Invigilator Declaration and Attendance Report should be permitted to sit the examination. No scripts from unregistered candidates will be accepted*.

*This does not apply to German candidates.

At the end of the examination the Invigilator(s) must complete the declaration on the reverse of the attendance register. The Centre Co-ordinator/Head of Centre must then sign the completed form.

A copy of the attendance register/Invigilator Declaration must be returned to Pearson with the candidates' scripts.

Candidates with Special Requirements

In some circumstances, candidates with particular requirements may be given additional time to complete the examination.

For further information please refer to the JCQ Regulations and Guidance at www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration relating to candidates who are eligible for adjustments in examinations. For information on how to apply for special consideration for candidates with particular requirements, please refer to the Pearson website <http://qualifications.pearson.com/lccisupport>



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During the Examination

Starting the Examination Session

An examination is deemed to be in progress from the time the candidates enter the room until all candidates have completed the examination and left the room.

The Invigilator must not offer any advice or comment on the work of the candidate. Before candidates are permitted to start work the Invigilator must:

- ensure that candidates are seated in accordance with the prescribed seating arrangements
- inform the candidates that they are now subject to the regulations of the examination and draw their attention to the relevant notices and warnings
- warn candidates that any unauthorised material must be handed in (this should also include any food or drinks, which may only be allowed at the express discretion of the Head of Centre)
- check that candidates have all the necessary materials to enable them to complete the examination, including a check that they have been issued with the correct question paper
- remind candidates that they are forbidden to communicate in any way with, seek assistance from, or give assistance to, another candidate whilst they are in the examination room.
- Open the packet of question papers in the examination room.
- Tell candidates to read the instructions on the front of the question paper.
- Candidates should fill in their details on the front of the answer booklet before the start of the examination.
- The time taken to complete the details should not be included in the time allocated for the examination.
- The invigilator should then tell candidates when they may begin and how much time they have to complete the examination.



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During the Examination

- Allow late candidates to enter the examination room quietly but only if the examination has been in progress for less than 60 minutes. If candidates arrive after 60 minutes, they should be allowed to complete the examination but a Very Late Arrival Form (downloadable from <http://www.jcq.org.uk/exams-office/forms>) should be completed and submitted to Pearson via pqsmalpractice@pearson.com
- For exams with a duration less than 60 minutes all candidates must remain until the end of the exams, for exams lasting more than 1 hour no one can leave until 60 minutes into the exam duration.
- Make sure that a responsible adult is available to accompany any candidates who need to leave the room temporarily.
- Tell candidates to stop writing at the end of the examination.

Supervision of Candidates

Invigilators must supervise the candidates throughout the examination and give complete attention to this duty at all times.

Malpractice

The head of centre is responsible for ensuring that appropriate measures are put in place to prevent malpractice from occurring and for reporting all cases of malpractice to Pearson's Investigations team (pqsmalpractice@pearson.com).

The Invigilator should remove and retain any unauthorised material discovered in the possession of a candidate in the examination and make a note of the circumstances.

Where such incidents occur, detailed records should be kept and Pearson's Investigations team informed. Candidate malpractice should be reported by using a JCQ M1 Form while staff malpractice/centre maladministration should be reported by using a JCQ M2(a) Form. Both Forms can be found on our website at <http://qualifications.pearson.com/en/support/support-topics/exams/examination-guidance/malpractice-and-plagiarism.html> and should be emailed, together with supporting documentation, to pqsmalpractice@pearson.com

Upon receipt of the above, the Investigations team will be in contact regarding the next steps. Please note that the final decision regarding the penalties to be imposed on candidates and the release of results rests with Pearson. Pearson conducts its malpractice



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investigations in accordance with the JCQ General and Vocational Qualifications Suspected Malpractice in Examinations and Assessments Policies and Procedures (<http://www.jcq.org.uk/exams-office/malpractice>).

Please note that any breach of these instructions can constitute malpractice.

Persons Present

Only candidates taking the examination(s) and persons authorised by the Head of Centre in connection with examinations are allowed in the examination room.

Pearson reserves the right to visit centres during the period of the examinations to inspect the arrangements made for the security of confidential examination material and for the conduct of the examinations.

Emergencies

In the event of an emergency, such as a fire alarm or bomb alert, the Invigilator must take the following action:

- evacuate the examination room in accordance with the instructions given by the appropriate authority
- when there is an evacuation, candidate scripts and question papers must be left on the desks and the room locked
- note the time and duration of the interruption
- candidates must not communicate with each other during the evacuation
- it might be necessary to cancel the examination if the disruption lasts longer than 30 minutes
- if the examination can be resumed, the lost time should be granted as additional time
- the details and reason for any emergency or disturbance must be recorded on the invigilation report
- if the centre is taking onscreen examinations, this session will have to be abandoned and rescheduled
- make a full report of the incident by emailing your centre details and the candidates' details to examsofficers@pearson.com. For onscreen tests, you will be informed whether the examination results can be voided.



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After the Examination

Examination Materials

All examination materials, including question papers and any notes made by the candidates, must be collected by the Invigilator at the end of the examination before candidates leave the examination room. Invigilators must ensure that all candidate details and, where appropriate, question numbers answered are included on the front page.

Invigilators should sign the invigilation report and ensure there is a record any late arrivals, disturbances or malpractice.

After each examination, pack and seal the scripts by order of the Invigilator Declaration and Attendance Reports. Scripts for different examinations must be packed separately.

Never retain or distribute question papers after the examination. Unused question papers must either be returned to Pearson or securely shredded.

Store scripts securely before dispatch and post by within 48 hours of each examination. Failure to do so may result in Pearson being unable to accept the work for marking. Dispatch scripts to Pearson or your Coordinating Authority using a secure and traceable method, as Pearson can only be responsible for scripts from the point of receipt.

Entries received late or incorrectly completed may result in their delay or possible rejection.



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Instructions for Speaking assessment in LCCI

***PLEASE NOTE THAT CASSETTES WILL NO LONGER BE ACCEPTED AS A FORM OF SUBMISSION**

Checklist for teacher-examiners

Preparation

- Try to obtain the best possible recording conditions and surroundings. This should ideally be a quiet room, undisturbed by background noise such as people walking into the recording area or telephones ringing.
- If only one microphone is used, ensure that it is closer to the candidate(s) than to the teacher-examiner.
- Ensure that the microphone will not be affected by noises such as hands tapping on the table, knocking against table legs etc.
- Timing devices may be necessary but should not be intrusive and distracting to the candidate (for example, loud timers).
- Carefully read through the teacher-examiner instruction booklet 24 hours before the first Examination.
- Ensure you are familiar with the teacher-examiner's role for all candidates' material.

When recording

- Check that the recorder and microphone are in good working order prior to conducting the Examination.
- Record all required details at the start of each Examination (as set out in *The Conduct of the Examination* section p.19-20).
- Ensure that only candidates for the same component are recorded on any one CD.
- Centres must ensure that each recording appears as a separate track on the CD.
- Ensure that the time limits for each part are not unduly exceeded although it is important not to stop a candidate's response in mid-sentence.

After recording

- Check after each Examination that the audio evidence has been recorded. If not, the candidates must complete the Examination again, using different material.



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- Ensure that the quality of recording is clear and does not contain continual hums, buzzes etc.
- If the recording is too unclear to moderate, specify this on the CD label.
- Make sure that recordings of previous candidates are not accidentally erased.
- Label the CDs in the same order as the candidates are recorded on the CD.
- Enclose the attendance report with the component mark sheet and CDs.
- Keep a copy of the attendance report, component mark sheet and CD for centre records.
- Send the CDs to Pearson using the address labels provided.

Administrative Instructions

Dates and Times of Examinations

- The speaking examinations should be conducted within two weeks either side of the written papers.
- Speaking and Listening Examinations for English for Business (EFB) and English for Commerce (EFC) are not scheduled. Centres may hold the Speaking and Listening Examinations on any date before the relevant written examinations so that results may be sent to Pearson together with written examination scripts. It is recommended that dates for Speaking and Listening Examinations are not set more than one week prior to the commencement of the Series, allowing sufficient time for papers to arrive. Speaking and Listening Examinations must be taken within 12 months of the written paper to be included on the certificate. Results cannot be issued until the Speaking and Listening results have been received.
- Centres are required to notify Pearson of the dates of the examinations.

Teacher-examiners

- Where a local Agent has not provided an Examiner it is the responsibility of the Centre to appoint the examiners who will conduct the speaking examinations.
- The examiner must have completed some training / familiarisation prior to conducting a session.
- Teacher-examiners or external examiners may mark the speaking tests.
- Each candidate's test is recorded for moderation by an examiner appointed by Pearson.

Materials for the Examinations

- Pearson provides the marking criteria and assessment materials for the Examinations.
- The examination material (teacher-examiner instructions, tasks) may be opened the evening before the first speaking Examination to allow for preparation by the teacher-examiner. It may not, however be removed from the centre.

Centres are responsible for providing:

- a suitable room for the Examination, as soundproof as local conditions permit;
- a good quality recorder with microphone.
- labelled blank CDs for recording the Examinations. (If Examinations are recorded electronically, they must be burned onto a CD before being sent to Pearson.)

The Examination Room

It is important to ensure that the room used for the examination is reasonably pleasant to work in. This is not simply for the benefit of the candidate who will only spend a few minutes in the room, but also for the teacher-examiner who, in all probability, will be spending several hours there. Mental fatigue or discomfort on the part of the teacher-examiner may adversely affect the performance of the candidate. Every effort should be made to ensure that the environment is as quiet as would be expected for a written examination. Telephones ringing, interruptions and intrusive classroom noise do not help the concentration of either the candidate or the teacher-examiner.

The Recording Equipment

- The recording equipment used should be the best the centre has available, with clean recording capabilities.
- The teacher-examiner should be fully familiar with its operation.
- If possible, an external microphone should be used rather than one that is inbuilt, and it should be placed *on a soft surface* between teacher-examiner and the candidate.
- Place the microphone nearer to the candidate than to the teacher-examiner. Teacher-examiners should do their best to ensure that the microphone does not pick up any extraneous noises such as nervous candidates tapping the table where possible.
- Pearson recommends the use of lapel microphones, which candidates can attach to their clothing.



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Format of the Speaking Component

The Speaking examinations consist of different parts or sections.

Please see the relevant Guidance Document for each test.

Timing

- The instructions for timing appear in the relevant Guidance Document for each Speaking Examination and must be adhered to.
- Teacher-examiners should time the length of the conversation (e.g. by using a stopwatch) to avoid overrunning significantly. Bear in mind that loud and intrusive ticking devices may hamper the concentration of candidates. If a time signal sounds at the end of the set period the conversation should be brought to a natural conclusion and not stopped abruptly in mid - reply.
- Timings must be adhered to as closely as possible out of fairness to candidates.
- In exceptional circumstances it may be found desirable to curtail the examination or part of it, if it is found, for instance, that the candidate is quite unable to produce any assessable utterances, or has reached the limit of what he / she can say. It should be realised that such a candidate is likely to receive a very low mark.

The Conduct of the Examination

- All candidates' speaking must be burned onto CDs.
- Examinations at different levels must not be recorded on the same CD.
- Different teacher-examiners must use different CD's for each centre.
- The examinations should preferably be conducted in candidate number order, unless this creates administrative difficulties.

At the beginning of each CD, the teacher-examiner should record an introduction precisely on the following pattern:

CD Number
Centre Number and Name
Examination Level (e.g. JETSET Foundation level)
Date (e.g. Thursday 4 May 2017)
Examiner (e.g. Mrs M Brown)



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The number and name of each candidate (surname followed by initials and the name by which the candidate is referred to during the examination) should be announced and recorded before he / she begins the examination.

After the last candidate on each CD, the teacher-examiner should say “end of recording”.

- Once each candidate’s examination has started, the recording must be left running continuously on RECORD; it must not be switched off, nor may the PAUSE button be pressed, during the test.
- Centres must ensure that each recording appears as a separate track on the CD.
- Teacher-examiners must check immediately after each candidate’s examination that the audio evidence has recorded.
- Where recordings have failed, are incomplete or unintelligible, the candidate should be given the opportunity to repeat the examination using different tasks.
- If this is not possible, teacher-examiners should provide full details when sending the CDs to Pearson.
- Teacher-examiners should ensure that the order of the candidates on the CD corresponds exactly to the order on the CD case.
- Centres must retain a ‘back up’ copy of all submitted recordings.
- If a moderator requests a replacement, you will be required to send a further copy of the relevant assessment, Pearson will be unable to release results without a replacement copy.

Pearson accepts recordings in the following formats:

- .mp3 (at least 192 kbit/s)
- .wav
- .wma

If centres record the oral assessment in a different digital format (e.g. .m4a), please convert the recording to one of the accepted formats.

CD Case labels

The following information must be clearly entered on the label on each CD cover:

- Examination code, eg ASEXxxx
- the level of examination
- the date of the examination



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- the centre number and name
- the number and name of each candidate (including the name by which they are referred to during the examination) in the order in which their examinations are recorded

Security

- At all times during the examination, assessment materials must be kept under conditions of security similar to those in force for examination materials in a written examination (see *Question Papers* p.7-8 and *Examination Materials* p.15).
- The assessment tasks may not be communicated to the candidates in advance of their examination.
- Centres send CDs to Pearson before they are dispatched to an external examiner for marking.
- The teacher-examiner is responsible for dispatching completed CDs to Pearson.



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Instructions for Listening assessment in LCCI

Examination availability

Pearson will send audio CD(s), question books showing the examination version code, and Candidate Answer Sheets for recording answers after registrations have been received.

Examination material security

Immediately upon receipt, the CDs should be locked away (follow the same instructions for paper-based exam materials on pages 7-8 of this document) until needed for the examination. The CDs must only be checked in secure conditions to ensure that they are not defective. Under no circumstances should any CDs be removed from the centre.

Before the Examination

It is the responsibility of the centre to check that the CDs provided for the Listening examinations work on the machines for the exam a minimum of 24 hours before the examination.

If the CDs are found to be faulty the centre must contact qpd@pearson.com immediately for a replacement sound file. This will be sent via Pearson Secure File Transfer and will require downloading and playing either on a compatible PC, with speakers, or burnt to CD to be played in an audio player. At no time can a copy of this audio file be kept or stored electronically, it must be deleted from the system once used.

If the CDs for the examination arrive in the same packaging as Exam scripts then the CDs must be removed, at no point should the Exam scripts be removed from the packaging during this process. Once the CDs have been removed it is the responsibility of the Head of the Centre to ensure that the process for securely storing the Exam scripts is then followed (pages 7-8 of this document).



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Timings and instructions

- All timings of recordings are approximate and are based on the recorded transcript.
- The time allowance on the candidate's instructions is the maximum time permitted.
- An additional 2 minutes is allowed to enable instructions to be given and clarified.
- Note that the instructions to candidates are NOT part of the examination and must be read to candidates.
- Centres must ensure that candidates understand these instructions by asking for confirmation, and by giving explanations where required.

Environment

The Listening Examination must be conducted under examination conditions, in a quiet and comfortable room, i.e. where there is little likelihood of being disturbed.

The Listening Examination may be conducted and completed with a single group of candidates or a number of examinations may be carried out simultaneously but in different rooms. Contact PQS International Enquiries (internationalenquiries@pearson.com) for extra CDs.

Where it is impossible to conduct the Examination simultaneously, the centre must ensure that candidates cannot speak to each other about the Examination content until all examinations have been completed.

Equipment and examination room

A good quality CD player is required to play the recorded tasks to the candidates.

The CD player must be fully operational and in perfect working order – tested for efficient operation and audibility before the Listening Examination takes place.

It is the centre's responsibility to ensure that all candidates can clearly hear the recording wherever they are sitting in the examination room.

A clock must be visible to all candidates.

Copies of the Candidate Answer Sheet must be available for each candidate.

Preparation

- Candidates should have had an assignment preparation / skills session before the day on which the Listening test is being completed – *The CD supplied for use as the test must NOT be used for preparation sessions.*



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- Candidates must be informed of the procedure and conditions before examining and again at the point of examining – i.e. before beginning the examination.
- Test supervisors must have a copy of this guidance.

Before the Examination

Candidates must be told that:

- they will complete a Listening Examination
- they will not have a break during the Examination

The supervisor should:

- Welcome candidates
- Ensure candidates have the materials needed to complete the Examination: a pencil, an eraser, and the Candidate Answer Sheet and Question Book.
- Confirm candidates' names, candidate numbers and centre code, and ensure these are correctly recorded on the Candidate Answer Sheet (candidate numbers are provided by EDI after registration)
- Ensure the Examination version code is entered into the Exam Number field of each Candidate Answer Sheet; this is shown on the front of the paper in the *Information* section.

Candidates must then be told that:

- They will listen to a recording of questions and answers or of a conversation, with timed response 'gaps'
- The gaps are used to mark the chosen answer on the Candidate Answer Sheet.
- The supervisor must then ensure that the candidates are ready to begin the Examination before starting the recording.

During the Examination

After the Examination has started the supervisor must:

- Observe the Examination and ensure that examination conditions are being maintained
- Ensure the recording quality is maintained



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The recording must NOT be stopped until the end of the Examination. In exceptional cases (e.g. breakdown of the CD player, fire), the recording may be stopped and then re-started at the beginning of the question at which the interruption occurred. Where an interruption occurs, this must be recorded on the Test Supervision Report that accompanies the examination materials.

End of Examination

At the end of the Examination, the supervisor is responsible for ensuring that candidate details and test details have been correctly entered on all the Candidate Answer Sheets. The supervisor is responsible for ensuring that all the examination materials are collected. Only when all of the examination materials have been collected can the candidates leave the room.

All Examination materials must be kept in a secure place at all times.

After the Examination

All CDs must be returned to Pearson 48 hours after the Examination has been sat.

All electronic copies, if applicable, must be deleted from the system they were downloaded on and then deleted from both the downloads folder and trash / recycling folder.

Centres must ensure that the following materials are returned to Pearson after each Listening test:

- CD(s)
- Candidate Answer Sheets
- Attendance register
- All copies of question books



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Guidance for Conducting Pearson LCCI multiple-choice assessments

All Examination procedures, as previously set out in this document, must be followed for these examinations.

Additional guidance notes for examination supervisors for completing the candidate answer sheet

Please read the following notes carefully before the examination.

Important

- Candidates will require an HB pencil and an eraser.
- When completing the Candidate Answer Sheet, candidates must use an HB pencil only.
- If they use a pen, the results will not be recorded.

Before the Examination begins

- Examination supervisors should ask the candidates to complete the following sections on the OMR sheet, and check that each candidate has completed the details correctly as illustrated (see appendix page 36).
- Centre code – candidate should enter the Examination Centre code. *Write this on a board before the Examination begins.*
- Test number – on the front of each question paper in the *Information* section. *Write this on a board before the Examination begins.*
- Candidate name – remind candidates to write their first name and family name clearly.
- Exam title – this is given on each question paper and can be checked without opening the envelope containing question papers. *Write this on a board before the Examination begins.*
- Candidates should enter their own candidate ID number.
- Order number – candidate should enter the Order Number. *Write this on a board before the Examination begins.*
- Remind candidates to use a pencil.

Examination supervisors should inform candidates that they should:

- Read the questions carefully and choose the correct answer from the given options
- Carefully enter each answer against the correct question number on the Candidate Answer Sheet (OMR)

Answers area

- Only use an HB pencil
- Mark only one answer
- Make sure they fill the circles completely
- Only complete the answers to the questions
- Not make marks on the Candidate Answer Sheet except in the places provided
- If they make a mistake, make sure they erase it completely.

When all the candidates are ready, tell them:

- The time allowed for the Examination
- To start work.

After the Examination

- Centres must retain a 'backup' copy of all submitted OMR answer sheets

All candidate OMR answer sheets must be returned to Pearson 48 hours after the Examination has been sat.

Centre's must ensure that the following materials are returned to Pearson after each Examination:

- Candidate OMR Answer Sheets
- Attendance register
- All copies of question books

This page can be photocopied and handed out to candidates

Instructions to candidates

You must follow these instructions when taking Pearson LCCI examinations.

- Arrive for your examination 30 minutes before the start time. Bring with you photo-identity e.g. National identity card, passport or driving licence. You cannot sit the examination if you do not have this identity.
- Only use additional material specified for the examination.
- Where dictionaries are permitted, you must only use a standard language dictionary. You must not use an electronic dictionary.
- Do not share question papers or authorised material with other candidates.
- Do not bring or use any unauthorised material, books or notes in the examination.
- You must not be in possession of any unauthorised items, including but not limited to:
 - Mobile phones
 - Smartwatches
 - Ipods or MP3/4 players
- Fill in your full name, candidate number and centre details on the answer book cover before starting the examination. Write clearly in BLOCK CAPITALS.
- Write your answers in blue or black pen. Pencils should only be used for marking multiple-choice test forms and for graphs, charts or diagrams or where otherwise specified.
- All answers must be correctly numbered in the sequence they were answered.
- Do not use correcting pens, fluid or tape in your answers unless permitted by the syllabus.
- Do not eat or smoke although you may bring in water in a clear bottle with the label removed.
- Do not communicate with, or seek assistance from, any other candidate while in the examination room.
- Do not share any material, calculators or dictionaries with other candidates.
- In an emergency, you may temporarily leave the examination room and be re-admitted, although you must be accompanied throughout by a person authorised by the Invigilator.
- For exams with a duration less than 60 minutes you must remain until the end of the exams, for exams lasting more than 1 hour you cannot leave until 60 minutes into the exam duration.
- At the end of the examination, check you have added your candidate details to the front of your script. Remain seated until your answers and the question paper have been collected.
- Ensure all questions answered are numbered correctly both on the front and inside the script.
- You must not take the question paper out of the examination room.
- If you break these regulations you may be disqualified from this and other examinations.



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Specific instructions for the use of word processors

Candidates are only permitted to use word processors, typewriters, personal computers and other microprocessors in an examination if this is allowed by the syllabus or has been first agreed as an adjustment for candidates with particular assessment requirements.

Qualifications where word processors are permissible

Typed and printed responses to assessment, rather than written are only permissible in:

- LCCI Computerised Accounting
- LCCI Text Production
- LCCI Practical ICT

Access arrangements

It is allowed for students eligible as an access arrangement. However, a PAR Form (*Adjustments for learners with Particular Assessment Requirements form*) must be completed to apply for the arrangement before the examination.

https://qualifications.pearson.com/content/dam/pdf/about/LCCI/exam-admin/Guidance_notes_for_centres_on_reasonable_adjustments_for_learners_with_particular_assessment_requirements_PDF.pdf

If used, the use of word processors must follow the guidelines below:

- Candidates using word processors in circumstances where their use might distract other candidates must be accommodated separately from others.
- The centre must ensure that the word processor is working correctly at the time of examination or assessment.
- Candidates must have access only to those facilities which have been agreed in advance. Candidates must not be able to gain access to existing files and documents or to the internet browser or search engines.
- Spellcheckers, authorised dictionaries, thesauruses and calculators can all be used by candidates, unless otherwise stated.
- The frequent saving of work is strongly recommended. Where available, an auto-save facility should be used.
- Where candidates have access to shared printing equipment, printing may be undertaken after the examination time. Candidates may input printing instructions



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under the supervision of an invigilator, but only the invigilator may handle the print copies from the printer. All print copies must record the candidate's name and specify clearly to which questions the work refers.

- If the syllabus permits printing during the examination, the invigilator must supervise the candidate's input of printing instructions.



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Specific instructions for the use of calculators

The regulations for the use of calculators in examinations are set out in the *JCQ Instructions for Conducting Examinations* (ICE).

For question papers where the use of calculators is allowed, candidates are responsible for making sure that their calculators meet Pearson's regulations.

The instructions set out in this section apply to all examinations unless stated otherwise in the appropriate subject-specific instructions.

Candidates should be told these regulations beforehand.

Calculators must be:

- of a size suitable for use on the desk
- either battery or solar powered
- free of lids, cases or covers.

Calculators must not:

- be designed or adapted to offer any of these facilities:
 - language translators
 - symbolic algebra manipulation
 - symbolic differentiation or integration
 - communication with other machines or the internet.
- be able to print
- make sounds
- have retrievable information stored in them - this includes:
 - databanks
 - dictionaries
 - mathematical formulas
 - text.
- The candidate is responsible for the following:
 - the calculator's power supply



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- the calculator's working condition.
- be borrowed from another candidate during an examination for any reason (an invigilator may give a candidate a replacement calculator*)

Advice:* An Invigilator may give a candidate a replacement calculator.

A basic scientific calculator should be considered sufficient for the demands of the LCCI examinations.



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Advice for 'Best Practice' when examining JETSET

At SET level, try to broaden the area of discussion to more general and global issues – however, this does NOT mean contentious or sensitive issues, such as politics, women's rights, religion and so on.

Try to ensure that the questions asked are likely to be appropriate for the candidates: JETSET is a test of achievement in language, NOT a test of knowledge.



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Speaking Test Technique

Information for the Teacher-Examiner

Candidates must be given every opportunity to show what they can do; consequently, it is essential for candidates to be as relaxed as the situation allows, and it must be noted that nothing is to be gained by making the test more difficult or stressful than need be. The manner of the teacher-examiner plays a big part in this, the teacher-examiner who is thoroughly prepared gives off an air of confidence which is transmitted to the candidate and plays a part in setting the candidate at ease.

When the candidate first enters, the teacher-examiner should make one or two comments, or ask one or two simple questions, in English, to ensure that the candidates are at ease.

In all parts of the test the teacher-examiner is to play the part of a 'sympathetic native speaker'. This means that:

- the teacher-examiner will make an effort to understand and make himself / herself understood in order to help the process of the communication along. The teacher-examiner will not be deliberately obstructive
- the teacher-examiner must try to forget what he / she already knows about the candidate. The formal or informal form of address should be used, as appropriate.

If the candidate is in difficulty it should be remembered that in reality a sympathetic native speaker would try and help out and would not simply ignore what was said if it was not clear. To clarify what the candidate has said, the teacher-examiner may need to pose a question which does not give away any of the required vocabulary. The teacher-examiner should bear in mind the implications of this for marking. Too much prompting on the part of the teacher-examiner which offers the candidate the necessary vocabulary will result in the candidate losing marks because he / she has not produced the utterance independently. The teacher-examiner should ensure that prompting does not happen so frequently that the role-play is interminably long. There may very well come a time, with some candidates, when the teacher-examiner simply has to stop trying to elicit the information in order to complete the remainder of the test. Long silences, while waiting for the candidate to respond, are to be avoided.

Conversation

Teacher-examiners should ensure that they are familiar with the speaking component material. They should always be aware, when asking a question, what possible answers could be given, and ensure that they do not expect candidates to answer questions which



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involve specialised knowledge and / or structures which are beyond the level being tested.

Teacher-examiners should never correct candidates during the course of the conversation. A well- prepared, patient and encouraging approach will produce the best response.

Advice for 'Best Practice' when examining

Try to grade the construction of questions and the level of language appropriately. The candidates' passive knowledge of the language can sometimes be somewhat in advance of active knowledge. Prepare a selection (2 to 3) of possible questions with which you feel comfortable; remember, however, to listen to the candidates' responses, as these may lead more naturally to other lines of conversation. (See separate information for suggested questions and structures.)

Make sure to give equal time to each candidate, with an equal number of questions and time to answer for each candidate.

Do not compare the candidates with each other, but only with the given criteria of the test at the level for which they are entered. Make a note* in the 'comments' section of the mark sheet if you think a candidate has been entered at the wrong level.

*There is no need to make a comment on the mark sheet if no problems are encountered.

Along with the criteria given, training and standardisation, Pearson relies on your professional expertise and judgment when examining. This includes any dealings with the centres, interactions with students and personnel, as well as conduct of the tests.

Please remember that the criteria should be used as 'best fit'. Do not use + or -.

In case of difficulty, please make a note in the 'comments' section of the mark sheet.

Please make sure that the layout of the room is comfortable – there is no reason why the assessor cannot sit opposite to the candidates at a desk or table. Make sure the atmosphere in the room is welcoming and put the candidates at ease with 2-3 questions in Part One of their test. (Please make sure that you check the overall length of the test and keep to this timing.)



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Example of OMR Candidate Answer Sheet for Pearson LCCI multiple-choice assessments



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Candidate Answer Sheet

Mark your responses like this: ●

Do NOT mark your responses like this: / ✕ ✓ ⊖ ○

Use an HB or No. 2 pencil only. Erase mistakes thoroughly.

Centre Name *CENTRE A*
 Centre Code *ANK111*
 Candidate Name *CANDIDATE A*
 Exam Title *LCCI EXAM A*

Test No. *ASE111512*
 Candidate No. *1387222*
 Exam Date *11/1/2016*

ENTRY PEARSON REF

1	3	8	7	2	2	2	2
0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9

ORDER NUMBER

2	4	0	0	5	9	8	4
0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9



ANSWERS

1	A	B	C	D
2	A	B	C	D
3	A	B	C	D
4	A	B	C	D
5	A	B	C	D
6	A	B	C	D
7	A	B	C	D
8	A	B	C	D
9	A	B	C	D
10	A	B	C	D
11	A	B	C	D
12	A	B	C	D
13	A	B	C	D
14	A	B	C	D
15	A	B	C	D
16	A	B	C	D
17	A	B	C	D
18	A	B	C	D
19	A	B	C	D
20	A	B	C	D
21	A	B	C	D
22	A	B	C	D
23	A	B	C	D
24	A	B	C	D
25	A	B	C	D
26	A	B	C	D
27	A	B	C	D
28	A	B	C	D
29	A	B	C	D
30	A	B	C	D
31	A	B	C	D
32	A	B	C	D
33	A	B	C	D
34	A	B	C	D
35	A	B	C	D
36	A	B	C	D
37	A	B	C	D
38	A	B	C	D
39	A	B	C	D
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42	A	B	C	D
43	A	B	C	D
44	A	B	C	D
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47	A	B	C	D
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49	A	B	C	D
50	A	B	C	D
51	A	B	C	D
52	A	B	C	D
53	A	B	C	D
54	A	B	C	D
55	A	B	C	D
56	A	B	C	D
57	A	B	C	D
58	A	B	C	D
59	A	B	C	D
60	A	B	C	D

