

Instructions for the
Conduct of Examinations
Essential Skills Northern Ireland
Levels 1 and 2

2023-2024

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Introduction

This document should be read in conjunction with the current version of the JCQ Instructions for Conducting Examinations (ICE). This is a supplementary guidance for centres undertaking paper-based and/or onscreen models of the Essential Skills Northern Ireland qualifications at Levels 1 and 2. Where there are differences between this document and the *JCQ Instructions for Conducting Examinations (ICE)*, the instructions in this document should prevail.

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. If a situation arises which is not covered by these instructions, please contact us via the [Pearson support portal](#).

Each centre must have a designated manager responsible for system security, the quality of provision and resources within the centre. The Head of Centre and examination officers must familiarise themselves with the entire contents of this document.

For queries about access arrangements please contact us via the [Pearson support portal](#).

All centres running Essential Skills Northern Ireland at Levels 1 and 2 must first be approved by Pearson.

Other Information

Various Pearson contact information can be found on our website [here](#). For guidelines on dealing with instances of suspected malpractice in examinations and access arrangements refer to: www.jcq.org.uk

Pearson reserves the right to conduct audits to ensure examinations are administered appropriately. Audits for Paper based tests are unannounced but for onscreen tests, centres will be given advance notification of a potential check.

Roles and responsibilities

Examinations Officer

The Examinations Officer is responsible for:

- the safe and secure storage of all assessments prior to administration
- ensuring all teaching and assessment staff have appropriate access to the controlled assessment materials at the appropriate time
- allocating invigilators
- managing the security arrangements following completion of the controlled assessments
- managing the secure disposal of completed controlled assessment tests after certification.

Head of Centre/Test Manager

The head of centre is responsible for making sure all examinations/assessments are conducted to instructions and the qualification specifications issued by Pearson.

Quality Nominee

The Quality Nominee must ensure that suitably qualified and experienced adults carry out invigilation. The Quality Nominee must ensure that appropriate arrangements are in place to enable all Invigilators to carry out adequate checks on the identity of all candidates.

Invigilator

The Invigilator is the person in the examination room responsible for the conduct of a particular examination session in the presence of the learners.

General instructions for paper-based and Onscreen assessment

Invigilation Arrangements

The Head of Centre must ensure that suitably qualified and experienced adults carry out invigilation. Whilst the Head of Centre has discretion to decide who is suitably qualified and experienced, any relative of a learner in the examination room is specifically not eligible to serve as the sole Invigilator.

The Invigilator is the person in the examination room responsible for the conduct of a particular examination session in the presence of the learners. 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.

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 every 30 learners or part thereof. Invigilators may be changed, provided that the number present in the examination room does not fall below the number prescribed
- when one Invigilator is present, he/she must be able to summon assistance easily, without leaving the examination room and without disturbing the learners
- a teacher who has prepared the learners for the subject of the examination can only be the sole Invigilator during an examination in that subject if an alternative invigilator is not practicably possible e.g. a remote learner sitting the test in the work place
- arrangements must be such that an Invigilator can observe every learner in the examination room at all times.

Each invigilator in the examination room must have the following documents available:

- Pearson Edexcel Essential Skills Northern Ireland Instructions for Conducting Examinations (this document)
- JCQ Instructions for Conducting Examinations
- JCQ Warning to Candidates

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

invigilation record at any time up to six months after the examination has been taken for the purpose of enquiries about results, appeals and investigations.

Display materials (e.g. diagrams, wall charts) that might assist learners to answer test questions must be removed, unless the rubric expressly states that learners are allowed to use reference materials in the examination. Particular care must be taken with those examinations that are held in laboratories or libraries.

The most up to date Warning to Candidates and Mobile Phone poster issued by the Joint Council for General Qualifications must be displayed outside the examination room. See Appendix 1 and Appendix 2.

Possession of unauthorised items is an infringement of the regulations and could result in disqualification from the examination. Centres are advised that unauthorised materials and mobile phones in particular whether or not switched on or within reach, must not be in learners' possession.

An invigilator must not:

- re-phrase a question for a candidate
- explain any subject-specific or technical terms to a candidate
- give any indication of the time elapsed or remaining where a question paper consists of distinct sections.

Identification of Learners

Centres must check the identity of their learners at enrolment and record the items of identification seen. Invigilators must carry out an ID check for each individual learner on the day of a test and record the evidence of learner ID. For onscreen tests, the invigilator must check the identity of each learner to ensure that the correct ID and password are issued.

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

People present

Only learners taking the test(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.

Before the examination session

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

The Invigilator must not offer any advice or comment on the work of the learner.

Before learners are permitted to start work the Invigilator must:

- ensure that learners are seated in accordance with the prescribed seating arrangements
- inform the learners that they are now subject to the regulations of the examination and read out the relevant notices and warnings
- warn learners 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 learners have all the necessary material to enable them to complete the examination, including a check that they have been issued with the correct question paper
- remind learners that they are forbidden to communicate in any way with, seek assistance from, or give assistance to, another learner whilst they are in the examination room.

Arranging the examination room

- The seating arrangements must prevent candidates from overlooking (intentionally or otherwise) the work of others. The minimum distance in all directions from centre to centre of candidates' chairs must be 1.25 metres
- 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
- Learners are seated ten minutes before the start of the test
- *Warning to Candidates* and *Mobile Phone* notices must be displayed.

Before the examination

- Place a notice on the door of the room that says 'Quiet please - examination in progress. No admittance'
- Check the front of the question paper so you know what material candidates can use in the examination
- Check that candidates have not brought into the examination any material they are not allowed such as revision notes, mobile phones or electronic dictionaries
- Read out the Instructions to Candidates
- Open the packet of question papers in the examination room
- Remind the candidates that they must fill in the details on the front of the answer booklet
- Tell candidates to read the instructions on the front of the question paper
- Tell candidates when they may begin and how much time they have to complete the examination
- Make provision for candidates to securely store their personal belongings outside the room if possible or out of reach.

During the examination

- Learners may only take pens into the examination room and any pencil cases must be transparent.
- Mobile telephones, pagers and other electronic equipment are not permitted.
- Be aware that candidates who arrive after the start of the examination should be allowed the full time for the examination, depending on your centre's organisational arrangements and provided that adequate supervision arrangements are in place.
- Once the test has started learners may not ask questions about the test.
- Invigilators must not talk to or distract learners during the test.
- Be vigilant and supervise the candidates at all times to prevent cheating.
- No requests for help from learners in relation to the test can be dealt with during the test.
- Where there is a sole invigilator he/she must have the facility to summon help without disturbing learners taking the test.
- If you discover cheating, take away any unauthorised material and allow the candidate to continue. This should be reported as malpractice on the invigilation report which must be submitted to Pearson via the Pearson Support Portal
- Make sure that a responsible adult is available to accompany any candidates who need to leave the room temporarily. They remain with them at all times and ensure that they cannot access restricted material. The learners remaining in the exam room must continue to be invigilated.
- Learners must be reminded verbally when there are only ten minutes of the test

remaining.

- Ensure that candidates who have finished their work and have been allowed to leave the examination room early hand in their work before they leave the examination room. Those candidates must not be allowed back into the room.
- Tell candidates to stop writing at the end of the examination.

After the examination

- Collect all scripts and question papers before candidates leave the examination room, ensuring that all details on the front page of the scripts have been completed
- Arrange scripts in the order candidates appear on the attendance register
- Ensure unused question papers are added to the completed scripts for return to Pearson
- Sign the invigilation report and record any late arrivals, disturbances or malpractice
- Make sure that scripts are kept in a secure place before being sent as directed in the instructions received with the question papers to Pearson within 48 hours of the examination.

Scripts

- After each examination, pack and seal the scripts, sorting by centre, by subject and by order of the Attendance Reports. Scripts for different examinations must be packed separately.
- Store scripts securely before dispatch and post within 48 hours of each examination.
- Dispatch scripts to Pearson using instructions received with the question papers, as Pearson can only be responsible for scripts from the point of receipt.

Supervision of learners

Invigilators must supervise the learners throughout the whole time the examination is in progress and give complete attention to this duty at all times.

Learners with special requirements

In some circumstances, learners with particular requirements may be given additional time to complete the examination. In this case, the examination should be split into two or more parts so that learners have a supervised rest break.

Please refer to the [JCQ Regulations and Guidance](#) relating to learners who are eligible for adjustments in examinations for further information. For information on

how to apply for special consideration for learners with particular requirements, please refer to the [Pearson website](#).

Misconduct

This type of examination relies heavily on the integrity of the learners. In those cases where misconduct occurs, or is thought to have occurred, this will be investigated and learners may have their result withheld.

It is the centre's responsibility to inform Pearson's Business Improvement and Regulation department of any breach of regulations by using the [Pearson Support Portal](#).

Irregular conduct

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

It is the duty of the Head of Centre to ensure that all cases of irregularity and suspected or actual misconduct in connection with the examination are reported to Pearson within 48 hours. The Head of Centre is empowered to expel a learner from the examination room but such action should only be taken when it is considered essential or when the continued presence of a learner would cause disruption to other learners.

Any infringement of the regulations must be reported and may lead to disqualification of the learner. The decision on disqualification rests solely with Pearson.

Emergencies

The invigilator must take the following action in an emergency such as a fire alarm or a bomb alert.

- Stop the candidates from writing.
- Collect the attendance register (in order to ensure all candidates are present) and evacuate the examination room in line with the instructions given by the appropriate authority.
- Advise candidates to leave all question papers and scripts in the examination room.
- Candidates should leave the room in silence.

- Make sure that the candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion about the examination.
- Make a note of the time of the interruption and how long it lasted.
- Allow the candidates the full working time set for the examination.
- If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination.
- Make a full report of the incident and of the action taken, and send to the relevant awarding body.
- Make a full report of the incident by contacting Pearson with your centre details and the candidates by using the [Pearson Support Portal](#).

Instructions for paper-based assessment in Communication and Application of Number

Please refer to the general instructions section on page 7.

Safe custody of assessment papers and other materials

Only the Examinations Officer should have access to the live materials prior to the scheduled assessment time.

Live assessment materials include question papers. These materials must be checked carefully once received and notify the Pearson Exams Officers Support team immediately if there are any problems. Refer to the Appendix section at the end of this document for a full list of Pearson contact details.

It is the responsibility of the Quality Nominee to ensure that the assessment papers are locked away in a place of high security after they have been received. Centres are not allowed to store any live assessments on their computers. All assessment materials are considered 'live' until Pearson release them as practice papers.

- You must be able to demonstrate that the appropriate security systems are in place to prevent unauthorised access to the test/examination materials.
- You must ensure that envelopes and boxes containing confidential materials are signed for. A log must be kept, ideally at reception, recording the delivery of

confidential materials. Each awarding body's deliveries and the number of boxes received must be logged.

- You must make appropriate arrangements to ensure that confidential materials are delivered only to those authorised, i.e. to the Quality Nominee.
- Examination materials must be stored securely at all times.
- Only the Quality Nominee and the Exams Officer must be allowed access to the centre's secure storage facility.
- You must maintain the confidentiality of candidate responses and candidate details.
- You must ensure that all timed assignments are stored securely both before and after examination sessions.

Please note that it is not always possible for us to send you the exact number of question papers. Should you need to rearrange the numbers of question papers to cater for various sub-sites your centre may have, you must follow these instructions:

- only open the packs of question papers if absolutely necessary
- open the packs in a safe environment, i.e. in a private room or office
- only limited number of people should have access to the question papers while they are being rearranged
- once the correct number of question papers is reached for each sub-site, the question papers should be sealed in a new envelope and put back into safe storage
- the newly sealed envelopes cannot be opened until the time of the scheduled assessment time.

For secure transport, the arrangements are as follows:

- question papers will be despatched only to a fully approved centre site meeting the full requirements for secure storage, as at present
- within four days of the intended test date, centres with multiple sites are allowed to split and reseal the packs of papers, in accordance with instructions above, and transport these to other Pearson approved centre sites
- within 24 hours of the intended test date, centres are allowed to release the resealed packs of papers to assessors to transport to test venues, which may not be approved centre sites.

The Examinations Officer is the designated person within a centre who is responsible for the safe storage, access and delivery of secure assessments.

The Examinations Officer should:

- keep a record of when and who accesses question papers while in safe storage

- keep them safe and secure prior to administration
- make them available to assessors and candidates at the appropriate time
- manage the assessment day, ensuring that candidate identity is checked and verified, candidates receive no help during the assessment period and assessments last for the designated time as stated on the assessment paper (**please note**, this particular activity can be completed by the Invigilator of the examination session)
- route completed assessments and unused question papers securely and as appropriate following completion of the assessment.

The Pearson Business Improvement and Regulation team must be informed immediately if the security of the assessment papers has been put at risk by fire, theft, loss, damage, unauthorised disclosure or any other circumstances.

Once the assessment has been sat, all scripts must be collected before the candidates leave the room to ensure that no assessment materials are accidentally removed. If the assessments are taking place on more than one site, the Quality Nominee is responsible for ensuring that:

- the correct number of question papers is delivered to each site and that security is maintained throughout
- the terms and conditions are followed
- the transport of assessment materials, if applicable, is secure (please see further information below).

Only persons authorised by the Quality Nominee may have access to the assessment materials and completed scripts.

Security of question paper content

Question paper queries, i.e. the content of the assessment materials, must not be emailed as the content is secure and emailing any part of it is considered a breach of security – if you have a query about the content of a question paper, please contact FS assessment through the [Pearson Support Portal](#) or call Customer Services stating your name and contact details, and request for one of the team to contact you directly via phone to discuss your queries.

Question papers

When your centre receives question papers from Pearson you should:

- check the contents of each envelope by reading through the window. Contact Pearson centre support if you believe specific question papers are missing
- never open question papers until the time of the examination
- never photocopy examination papers under any circumstances unless express permission is obtained from Pearson
- store all question papers in a locked safe, or cabinet, in a locked and secure room. Restrict the number of key holders to two or three.

Conditions for storing paper based tests

Centres running Essential Skills Northern Ireland paper-based tests to implement the secure storage as mentioned below. Centre approval may be withdrawn if the secure storage is found unacceptable. It is the responsibility of the Quality Nominee to ensure that the assessments are locked away in a place of high security and to set out the appropriate terms of authorisation for members of staff. Assessment materials must be stored in a safe or a cabinet in a securely locked room conforming to the secure storage requirements below:

Requirement	Recommendation
<ul style="list-style-type: none"> •Strong safe or security cabinet or metal cabinet with locking bar •2 or 3 key holders only 	Preferably bolted to wall or floor
<ul style="list-style-type: none"> •Secure room in a fixed building, i.e. not a Portakabin or similar •Walls, ceiling and floor of strong, solid construction 	Preferably on an upper floor with no windows
<ul style="list-style-type: none"> •Solid door •Strong, secure hinges •Security lock, e.g. 5 lever mortise lock •2 or 3 key holders only 	A hollow door would require reinforcement
<ul style="list-style-type: none"> •Centres must not keep a spare set of keys in a cabinet or safe which can be accessed by members of staff who are not involved in exams administration. •Keys must either be kept on the key holder's person or kept in a coded safe which is only accessible to the designated key holders. 	

Please see section 1.3 of the [JCQ ICE document](#) for a full list of requirements and the Conditions for storing confidential exam material.

If the security of the assessment materials has been put at risk by fire, theft, loss, damage, unauthorised disclosure or any other circumstances FS Assessment must be informed immediately by using the [Pearson Support Portal](#).

Conditions for transporting assessment materials

Assessment materials should not be moved until immediately before the scheduled assessment time. If the sub-site is a considerable distance away, the assessment materials can be transported, provided that:

- the alternative site has secure storage to keep the question papers until the scheduled assessment
- assessment materials are sealed in a secure envelope
- assessment materials are transported by a responsible member of staff who has sight/hold of the sealed envelope at all times during the transport
- a transport log is kept (there is no specific template but a spreadsheet would be suitable) which records the following:

Names of all people handling the papers

- Times when papers were removed from secure storage at each location
- Means of transport and security measures taken
- Time of arrival at each location
- Tracking number log

If required, assessment materials should be rearranged and transported as close as reasonably possible to the date the assessments take place, and be kept secure at all times. Pearson will dispatch question papers only to a Pearson approved centre meeting the requirements for secure storage. Centres with multiple sites or examination venues are allowed to split packages of examination materials for transportation to alternative locations. Test papers must not be stored in unsecure locations such as hotels during transportation.

Centres must have a tracking system for recording when assessment materials are taken from secure storage and when they are returned to ensure that the assessment materials remain confidential. For exceptional circumstances regarding storing assessments materials please contact the FS Assessment team [here](#) for further guidance. It is advised that this is done prior to the SV visit taking place in order to avoid a potential block.

Communication, Speaking and Listening

The normal procedures relating to oral examinations apply (see JCQ Instructions for Conducting Examinations 2022 – 2023).

There is no set time limit for this assessment but we suggest approximately 30 minutes per learner at each level. The assessment can be distributed over more than one session at the centre's discretion.

Learners are not required to bring any materials into the assessment room. They can, however, bring notes with them. These must be checked to ensure that they do not include prepared responses.

Centres must refer to the [Centre Guide to Quality Assurance for Essential Skills Northern Ireland Levels 1 and 2](#) for guidance on the Communication Speaking, Listening unit.

Onscreen, on-demand Communication and Application of Number

Please refer to the general instructions section on page 7.

Invigilation

Invigilators must be familiar with the onscreen testing software.

It is essential that an IT technician is available at the start of the test. They do not need to be in the room thereafter but they must be in the vicinity of the test room and must be contactable by phone or pager to deal with any technical difficulties that may arise.

Either an IT technician or dedicated Administrator must be familiar with the software 'User Guide'. They must understand the procedures for logging on, uploading learner tests and exiting the tests as necessary. Either an IT technician or dedicated Administrator must set up the testing room. This involves switching on the PCs and opening up the software before learners enter the room. It is a

condition of accreditation to offer onscreen tests that suitable technical support is provided.

Invigilators must not allow a learner to login under the name of another learner. If the incorrect learner has been entered, staff can add a late entry to the test session, or the learner will have to be scheduled in for another time. Any learner entered under an incorrect name will have their results voided. This will be construed as malpractice.

For onscreen tests, teaching can take place up to the day of the test.

Preparation for the test

Testing software must be securely managed at all times so that no unauthorised person has access. The centre must be able to demonstrate that appropriate security systems and processes are in place to prevent unauthorised access to tests on the computer system.

These must include:

- only administrators having access to passwords which give access to the onscreen tests
- computers being set up so as to prevent access to any software not allowed by the test regulations whilst the test is in progress
- only learners who have been entered to take tests are permitted to do so.

Centres must have the available expertise to administer and access tests using secure uploading and downloading. They should also have the appropriate level of expertise to deal with any issues or technical difficulties that may arise during a test.

Centres must maintain the confidentiality of the test.

Assessment content should be protected from unauthorised access at all times, i.e. before, during and after the examination session.

You must tell The Pearson Business Improvement and Regulation team immediately if the security of the test material is put at risk or has been breached (for example, by fire, theft, damage or through malpractice).

Start times for tests

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

Tests can be unlocked and taken up to 4 hours before the time scheduled and up to 4 hours afterwards. Centres should inform each learner of the starting time of the session when their test is to be held.

Resources for tests

Learners must not have access to any materials, including books and unauthorised software, whilst they are sitting the test. Learners are allowed dictionaries in Communication tests.

The Invigilator may have rough paper and pens available to help learners plan their answers. Learners must request this at the start of the test. Invigilators must collect all rough paper at the end of the test and ensure that all materials are shredded or securely destroyed.

For Application of Number, we strongly advise learners to use the onscreen calculator facility. This avoids the possibility of transcription errors and ensures all workings are shown, to fully access the marks available. However, learners may use their own calculators if they wish to do so.

Learners should be warned that the possession of any unauthorised material will be considered as an infringement of regulations in the same way as the possession of any other unauthorised items. If unauthorised items are present in a test area (whether they intend to use them or not), this may constitute malpractice. As a result, they could be subject to sanctions and penalties in accordance with relevant JCQ Malpractice Guidelines.

Duration of tests

- Communication Level 1 (ESNICL1) – 1 hour and 30 minutes
- Communication Level 2 (ESNICL2) – 1 hour and 45 minutes
- Application of Number Level 1 (ESNIAL1) 1 hour and 30 minutes
- Application of Number Level 2 (ESNIAL2) 1 hour and 30 minutes

Accommodation

General environment / layout

To ensure an appropriate assessment environment, centres should ensure that:

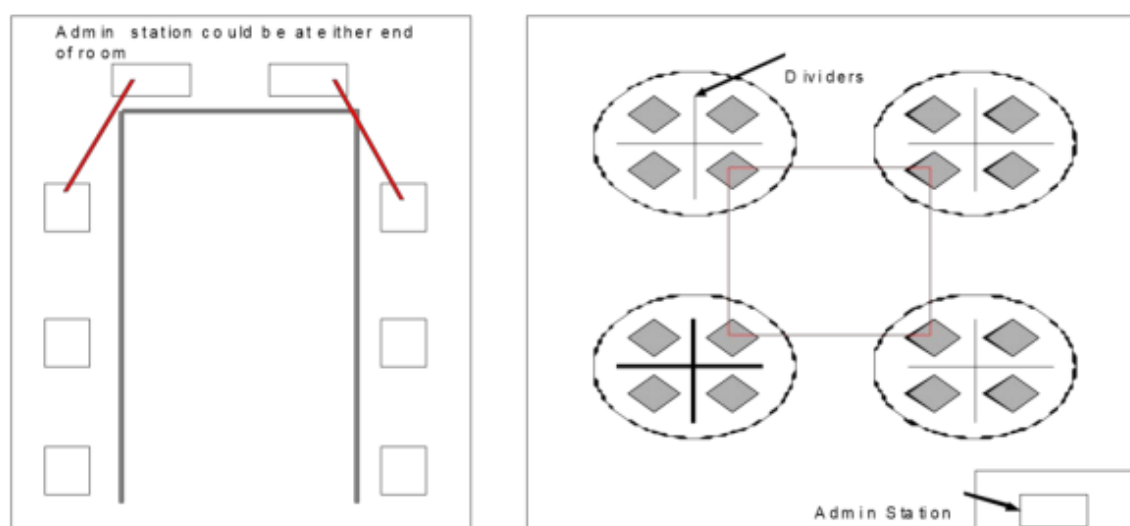
- the accommodation is suitable for use as a testing room
- the area is quiet and free from external disturbances
- due attention has been paid to such matters as heating, lighting and ventilation.

The workspace provided for the learner should enable them to access the equipment.

The arrangement of the workstations and the position of the Invigilator's desk should facilitate detection of any unauthorised activity by learners, for example communication with others or use of unauthorised material.

We advise that workstations should be isolated by at least a space of four feet / 1.25m measured from the nearest outer edge of one screen to the next or separated by a partition - see diagrams for examples of appropriate layout.

Computer Suite setup in test centres



The way in which your IT technician has installed the system will determine how many learners are able to sit a test at one time. Spare PCs should always be available.

The testing room must be set up with all PCs logged on and the software open before learners enter the room.

Test time will be determined by the individual learner's clock on their PC, however a

reliable clock must be visible to each learner in the test room.

Any other test may be held in the test room at the same time, provided that no disturbance is caused thereby.

The centre should ensure that learners are not interrupted whilst taking a test.

Workstations

Each workstation must be tested on completion of installation. Once the system has been installed, Pearson will provide a DEMO test to ensure that the software has been correctly installed.

Hardware and software

There should be adequate back-up provision in case of equipment failure. Provision can include:

- spare workstations (of the required specification)
- spares of easily replaced items (e.g. mouse, screen).

Hardware should be maintained to minimise the likelihood of failure during an assessment. Up-to-date virus protection measures should be in place.

Starting the test

In addition to the general instructions, the Invigilator must:

- ensure that learners start the examination in accordance with the specific instructions provided for electronic testing
- draw the learners' attention to the instructions on the screen at the beginning of the test and ask them to check that they have been provided with the correct test for the correct subject and level
- inform learners that they must not use the Quit button without first asking an Invigilator
- instruct learners to enter the required information on their screen when prompted to do so at the start of their test
- instruct learners in regard to the instruction screens that will appear prior to the start of the test
- instruct the learners that any scrap paper or pens they use must be returned to the Invigilator at the end of a test, and must not be taken out of the test room.

During the test

Technical problems

- **Power failure.** In the event of power failure the onscreen test should be abandoned and a further set of onscreen examinations scheduled when the fault has been rectified and the system tested.
- **Technical failure.** If during the test there are difficulties with individual PCs or the whole centre system then, if the failure cannot be rectified within 30 minutes, the onscreen test should be abandoned and a further set of onscreen tests scheduled when the fault has been rectified and the system tested.
- **Set up.** If the system is not up and running successfully at the scheduled start time, the test should be delayed by no more than 15 minutes for the problem to be resolved. After this time, the onscreen test should be rescheduled when the fault has been rectified and the system tested.

At the end of the test

Finishing the test

- The test will automatically close down when the allocated time has been used.
- The test can only be exited by the exam administrator. Learners should not individually quit the test.
- Centres must keep all evidence of attendance sheets that are produced at the end of the tests for every learner present. These are to be used as proof of attendance and should be stored in centres for all learners for two months after the tests. These may be requested at any time during this period by Pearson.

Leaving the test room

Learners who have completed the test may leave the room at the discretion of the Invigilator, subject to ensuring that no disturbance is caused to other learners and that the Invigilator turns off the screens to ensure others cannot see them. Those learners must not be allowed back into the room.

Support

Documentation

We contact your Quality Nominee or, for administration and certification information, the Examinations Officer. We do not usually issue information directly to Programme Managers/Lead Internal Verifiers. However, a variety of qualification specifications, policy documents and information booklets are produced to assist teaching teams. We also send out more general communications and newsletters relating to Essential Skills – if you wish to sign up, please [contact](#):

Online

Pearson Edexcel Certificate in Essential Skills Northern Ireland in Communication Levels 1 and 2

Our [website pages](#) are regularly updated with all the most current information and documents.

Edexcel Online

Edexcel Online, www.edexcelonline.com, is an invaluable service for administrators, providing support at every stage of the qualification cycle from approval through to registration and entry, reporting of achievement, and results and post-results services. It also includes access to services for teaching staff, online booking for training events and Pearson publications ordering.

Pearson teams

Functional Skills Assessment Team

For issues with the content of test paper questions, mark schemes and general assessment queries, emergencies or incidents during assessments and general assessment queries. **Please note:** The content of the tests is secure and emailing any part if it is considered a breach of security – if you have a query about the content of a test or the allocation of marks for a particular question/task, email us stating your name and contact details, and request for one of the team to contact you directly via phone.

Customer Services

We pledge to provide excellent service in all your dealings with us. Each centre will have a dedicated Accounts Specialist that will be their first point of contact. All

contact details for the appropriate teams can be found under the Contact Us tab [here](#).

Curriculum Development Managers

Curriculum Development Managers are an important part of our Pearson UK FE and Schools teams. They provide a range of professional advisory support across all Pearson qualifications.

A key responsibility of Curriculum Development Managers is to build relationships with schools, colleges and Local Authorities to raise achievement and promote our drive for excellence in education. Work Based Learning centres are supported by their Account Manager. If you would like your Curriculum Development Manager or Account Manager to contact you, please get in touch with our Customer Services team and they will be able to guide you through this.

Appendix Section

Posters issued by the Joint Council for General Qualifications must be displayed outside the examination room.

Appendix 1 Warning to Candidates

Appendix 2 Mobile Phone

Warning to Candidates

1. You **must** be on time for all your examinations.
2. You **must not** become involved in any unfair or dishonest practice in any part of the examination.
3. You **must not**:
 - sit an examination in the name of another candidate;
 - have in your possession any unauthorised material or equipment which might give you an unfair advantage.
4. **Possession of a mobile phone** or other unauthorised material **is breaking the rules**, even if you do not intend to use it, and you will be subject to penalty and possible disqualification.
5. You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.
6. You **must** follow the instructions of the invigilator.
7. If you are in any doubt speak to the invigilator.

Appendix 2

AQA

City & Guilds

CCEA

OCR

Pearson

WJEC



**NO IPODS, MOBILE PHONES
MP3/4 PLAYERS
SMARTWATCHES
NO POTENTIAL
TECHNOLOGICAL/WEBENABLED
SOURCES OF INFORMATION**

Possession of unauthorised items, such as a mobile phone, is a serious offence and could result in

DISQUALIFICATION from your examination and your overall qualification.

If you have a question, please contact
BTEC Assessment or your Vocational Quality Assurance Manager via
[The Pearson Contact Portal](#).

In addition, you will find further information on our
[Quality Assurance webpages](#).