



PTE GENERAL

(Pearson English International Certificate)

Test Centre Handbook

DCL1
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Certify

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1. Links to resources in this guide

List of universities, employers and national education authorities by country where the Pearson Test for English is validated as a standard for English:	https://qualifications.pearson.com/en/qualifications/pearson-test-of-english/pearson-test-of-english-general/where-is-it-accepted.html
Request access to Edexcel Online (EOL):	https://qualifications.pearson.com/en/support/Services/edexcel-online.html
Information about PTE for Young Learners:	www.pearsonpte.com/pte-young-learners
Report conflicts of interest to Pearson:	conflictofinterest@pearson.com
Policies for centres, learners and employees:	https://qualifications.pearson.com/en/support/support-topics/understanding-our-qualifications/policies-for-centres-learners-and-employees.html
Edexcel step-by-step video guides:	https://qualifications.pearson.com/en/support/support-for-you/administrators/exams-officers/video-guides.html
PTE General test dates:	https://qualifications.pearson.com/en/qualifications/pearson-test-of-english/pearson-test-of-english-general/test-dates.html
Pearson customer support phone number:	+44 (0) 120 477 0696
Edexcel login page:	https://www.edexcelonline.com/Account/Login.aspx
Contact for problems with materials:	pqs.internationaleo@pearson.com
PTE General test dates timetable:	https://qualifications.pearson.com/en/qualifications/pearson-test-of-english/pearson-test-of-english-general/test-dates.html
Interlocutor/Assessor Application Form:	https://qualifications.pearson.com/en/forms/interlocutor-assessor-application-form.html
Email spoken test recordings here:	ptemarksreceipt@pearson.com
Secure File Transfer guide:	https://qualifications.pearson.com/content/dam/pdf/pearson-test-of-english/administrative-forms/pearson-secure-file-transfer-user-guide.pdf
Email for questions about packaging and sending tests:	pqs.internationaleo@pearson.com
Email to report absent candidates:	pqs.internationaleo@pearson.com
Special Considerations Request Form	https://qualifications.pearson.com/en/qualifications/pearson-test-of-english/pearson-test-of-english-general/resources.html
Email special consideration forms to	uk.special.requirements@pearson.com

JCQ General Regulations for Approved Centres 2020-2021	https://www.jcq.org.uk/wp-content/uploads/2020/09/General-Regulations-2020-2021-Version-for-website.pdf
Special considerations guide for PTE	https://qualifications.pearson.com/content/dam/pdf/pearson-test-of-english/pte-general-guides/pte-special-consideration-guide.pdf
JCQ Instructions for conducting examinations 2020-2021	https://www.jcq.org.uk/wp-content/uploads/2020/09/ICE-20-21-Version-for-Website.pdf
JCQ Access Arrangements, Reasonable Adjustments and Special Consideration	https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance
JCQ Suspected Malpractice Policies and Procedures 2019-20	https://www.jcq.org.uk/exams-office/malpractice/jcq-suspected-malpractice-policies-and-procedures-2019-2020
JCQ Form M1 Report of suspected candidate malpractice	https://www.jcq.org.uk/exams-office/malpractice
JCQ form M2 Notification of suspected malpractice/maladministration involving centre staff	https://www.jcq.org.uk/exams-office/malpractice/jcq-m2-notification-of-suspected-malpracticemaladministration-involving-centre-staff
JCQ form M3 Notification of suspected malpractice/maladministration centre staff	https://www.jcq.org.uk/exams-office/malpractice/jcq-m3-notification-of-suspected-malpracticemaladministration-centre-staff
JCQ Exam Room Posters: No mobile phones poster	https://www.jcq.org.uk/exams-office/exam-room-posters/no-mobile-phones-poster
JCQ Exam Room Posters: Warning to candidates	https://www.jcq.org.uk/exams-office/exam-room-posters/warning-to-candidates
Post-results service	https://qualifications.pearson.com/en/qualifications/pearson-test-of-english/pearson-test-of-english-general/post-results-service.html
JCQ Access Arrangements	https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration
Incident log	https://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations/exam-room-incident-log
Test inspection landing page	https://qualifications.pearson.com/en/support/support-topics/quality-assurance/test-inspection.html
PTE Test Inspection	https://qualifications.pearson.com/en/support/support-topics/quality-assurance/test-inspection/pearson-test-of-english-general.html

2. Introduction to the Pearson Test of English General (Pearson English International Certificate)

The Pearson Test of English General (PTE General)/ Pearson English International Certificate is an assessment solution for six levels of proficiency (A1, 1, 2, 3, 4 and 5), which is designed to assess and accredit general English language ability. The six levels of the test are provided by Pearson Edexcel Limited, the largest UK awarding body for academic and vocational qualifications. Pearson Edexcel Limited is the official awarding body for PTE General.

All levels of PTE General are recognised globally and are accepted by universities, employers and national education authorities in many countries as evidence of a required standard of English. [Click here to see the list.](#) In England, the tests are regulated by Ofqual under the title Pearson Edexcel Certificate in ESOL International.

Pearson reserves the right to modify the content and structure of the test from time to time with prior notice to test centres.

Who takes PTE General?

PTE General is intended for candidates who are speakers of other languages (ESOL), in other words, not native English speakers. The test items do not require any previous work experience, specialised knowledge or vocabulary beyond what people may need in their social, academic, or professional life.

Children between the ages of eight and 13 may prefer to take the Pearson Test of English for Young Learners. Get more information at: www.pearsonpte.com/pte-young-learners.

What skills are tested?

PTE General assesses the four skills: listening, reading, speaking and writing, and is organised in two sections: spoken and written. The written test and spoken test are given during separate testing periods. Please note that both parts need to be attempted to achieve a passing grade. Candidates are asked to successfully complete real-life tasks, such as writing messages, understanding talks and presentations, understanding newspaper articles, or participating in conversations.

The skills are tested at the six levels, which are mapped to the Common European Framework of Reference for Languages (CEF), A1 to C2.

2.1 Test structure

PTE General consists of a written and spoken component. The written part is made up of nine sections at all levels and assesses listening, reading, and writing.

Written test (all levels)

Section	Skills
1	Listening
2	Listening & Writing
3	Listening
4 - 7	Reading
8 - 9	Writing

The spoken part consists of three sections for levels A1 and 1, and four sections for levels 2 – 5.

Spoken test (A1 - 1)

Section	Skills
10	Speaking/Sustained Monologue
11	N/A for A1 - 1
12	Speaking/Describe Picture
13	Speaking/Role Play

Spoken test (2 - 5)

Section	Skills
10	Speaking/Sustained Monologue
11	Speaking/Discussion
12	Speaking/Describe Picture
13	Speaking/Role Play

2.2 Scoring

The maximum number of points that can be earned in the written section is 75, and 25 in the spoken section. The table below shows the sections, the skills tested, and the maximum number of points that can be achieved for each part of the written section.

Section	Skills	Points
1	Listening	10
2	Listening and writing	10 (5 listening, 5 writing)
3	Listening	10
4	Reading	5
5	Reading	5
6	Reading	8
7	Reading	7
8	Writing	10
9	Writing	10
Total		75

The table below shows the sections, the skills tested and the maximum number of points that can be achieved for the spoken component of the test at levels A1 and 1, and levels 2 – 5. Please note that Levels A1 and 1 do not include Section 11.

Levels A1 - 1

Section	Skills	Points
10	Speaking/Sustained Monologue	25 total distributed across 3 sections
12	Speaking/Describe Picture	
13	Speaking/Role Play	
Total		25

Levels 2 - 5

Section	Skills	Points
10	Speaking/Sustained Monologue	25 total distributed across 4 sections
11	Speaking/Discussion	
12	Speaking/Describe Picture	
13	Speaking/Role Play	
Total		25

3. Test Administration

3.1 Registering test takers

Entries must be made online via the Edexcel Online (EOL) system. If your centre does not have access to Edexcel Online, please [request access](#) following the steps described on the Setting Up an Account page.

You must make sure that registrations are submitted by 17:00 UK time on the deadline date listed in the test timetable. Please ensure that you make allowances for time differences. Entries received after 17:00 may not be accepted.

Pearson must be informed if any member of the school's staff, e.g. a superintendent, head of centre, or member of staff, is closely related to any of the candidates. This must be done at the time when entries are submitted by emailing Pearson at conflictofinterest@pearson.com. [Click here for more information](#) about conflicts of interest and other policies for PTE.

According to section [5.3\(d\) of the JCQ General Regulations for Approved Centres](#), the head of centre must manage Conflicts of Interest for staff by informing the awarding bodies, before the published deadline for entries, of:

- any members of centre staff who are taking qualifications at their own centre which include internally assessed components/units. If the centre is in a region which is subject to test inspections please remember to complete the test notification form [here](#).
- any members of centre staff who are teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) for qualifications which include internally assessed components/units; and maintains clear records of all instances where:
 - exams office staff have members of their family (which includes step-family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at the centre itself or other centres;
 - centre staff are taking qualifications at their centre which do not include internally assessed components/units;
 - centre staff are taking qualifications at other centres.

The head of centre must ensure that the records include details of the measures taken to mitigate any potential risk to the integrity of the qualifications affected, including a [notice to test takers](#) of appropriate preparation for the test and proper behavior during the exam, as specified in the Candidate Expectations document.

The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.

Please make sure that candidates' dates of birth are listed in the UK format (dd/mm/yyyy). Please also leave out diacritical marks, for example: ñ, ö, á, Ł, ó, from candidates' names. If included, they will appear as blank spaces on results documents and certificates.

Centres may accept late entrants on the day of the test if there are any test materials left after they have been distributed to the already registered candidates. However, requests for extra test materials to cover potential late entrants will be declined.

For more information on Edexcel Online, including how to register candidates and perform other functions, see the section on Edexcel in this document. [Click here](#) to watch step-by-step video guides on Edexcel Online.

3.2 Test timetable

Test sessions are scheduled several times per year. [The test timetable can be found here](#).

3.3 Registration Documents

Candidate "Statements of Entry"

Approximately two weeks after the entry deadline, you will be sent "Statements of Entry" for the candidates you have registered. Upon receipt, please check the "Statements of Entry" documentation to ensure that candidate details are correct. If you don't wish to receive hard copies, you can suppress the mailing via EOL.

Amendments and withdrawals

If details for any of the candidates you have registered are not correct, you can amend that information via Edexcel Online (EOL). [Click here to learn how](#). [Click here](#) to see the Guide to EOL.

For questions about candidate amendments or withdrawals please contact Pearson customer service at pqs.internationaleo@pearson.com.

Please note: You will receive a refund of the test fee for any candidates that withdraw up to two calendar weeks before the written test date. If a student withdraws less than 14 days prior to the scheduled test, test fees will not be refunded.

3.4 Payment

Pearson will invoice the amount indicated in the “NTF (Net Test Fee) column of the “Test Centre Service Agreement”. The invoice should be paid by electronic bank transfer. All accredited banks can provide this service. It is essential that you include your centre number, centre name, and invoice reference number with the transfer. This will prevent your payment being mixed up with payments from other centres.

Invoices will be in British Pounds Sterling (GBP). The invoice should reach you within 14 calendar days of the registration deadline. If you have not received your invoice by the date of the test, please contact Pearson. Invoices should be paid within 30 days of receipt.

3.5 Access Arrangements

Reasonable adjustments can be made for persons with disabilities that would otherwise put him/her at a substantial disadvantage in taking an assessment. The reasonable adjustment will depend on a number of factors including the needs of the candidate. An adjustment may not be considered reasonable if it involves unreasonable costs, time frames, or affects the security or integrity of the assessment.

Centres should refer to, and be familiar with, the [JCQ Access Arrangements, Reasonable Adjustments and Special Consideration regulations and guidance](#). Centres must have appropriate arrangements in place to ensure that test takers' needs are appropriately assessed at the beginning of the course of study and arrangements are put in place. All access arrangements and reasonable adjustments must be supported with evidence of need and appropriate documentation retained.

Appropriate supporting or medical evidence identifying physical or mental impairment must be provided with access arrangement requests. These documents should be no more than two years old. Pearson reserves the right to deny adjustments to the exam if it interferes with assessment objectives.

Access arrangements that do not require Pearson approval

Some access arrangements can be offered to candidates without prior consultation with Pearson, including the following list. Evidence of need in the normal working arrangements of the candidate should be taken into account.

- 25% extra time or less.
- Supervised rest breaks may be considered as an alternative or an addition to extra time. The supervised rest break is not included in any extra time allowance.
- Centres may permit a candidate to take the test under separate invigilation if there is a pressing need to do so. For example, if the candidate is sensitive to noise or light.

- Centres may permit certain devices which are normally used by the candidate and that do not have any bearing on the test. This might include coloured overlays or low vision aids. This does not include reading pens, which read to the candidate and define the word, electronic translators, any other computer software or other electronic devices (such as mp3 players) for which permission has not been granted.
- Centres must consult Pearson if they are unsure about a candidates' requested use of technology during the test.

Transcripts

Transcripts may be used where a candidate's handwriting is illegible or so difficult to read that it would be beneficial for an examiner to be able to refer to a transcript of the candidate's work for clarification.

- The transcript may be handwritten or typed.
- Transcripts must be produced by a member of the centre's staff who is familiar with the candidate's handwriting.
- A copy of the "[Transcript Cover Sheet](#)" must be completed and securely attached to the front of the candidate's test paper. No other documentation should be attached.

Prompters

- A prompter may be permitted if the candidate has little or no sense of time or is affected by an obsessive-compulsive disorder which may lead him/her to keep revising a question rather than moving on to other questions.
- A prompter must not speak to the candidate, give factual help or offer suggestions, or communicate in any other way other than to remind the candidate to move on to the next question by tapping on the desk or his/her arm.
- The candidates' subject teachers must not act as prompters. On no account may a relative, friend, or peer of the candidate be used as a prompter.

Access arrangements to be approved by Pearson

The access arrangements listed below must be approved by Pearson before they can be implemented at the centre. Pearson may not automatically agree to all access arrangements requested, particularly if they are in conflict with test criteria. In such cases Pearson will suggest alternative arrangements if appropriate. Further information on how the centre can apply for the following arrangements will be provided by Pearson. Centres may request:

Enlarged papers

Question papers enlarged to A3 size can be produced when applications are made by the

deadline. These papers are not produced automatically.

Readers

Please note: The same person may act as reader, scribe, and practical assistant as long as permission has been given for all three arrangements. The head of centre/examinations officer should ensure that readers, scribes and practical assistants are responsible adults, familiar with the subject matter being tested, and have worked with the candidate before the test. A relative, friend, or peer of the candidate may not act as a reader, scribe, or practical assistant.

- A reader is a responsible adult who reads the instructions of the question paper and the questions to the candidate. This may involve reading the whole paper to the candidate or the candidate may request only some words to be read.
- A reader is not permitted during the reading sections of the paper. A test taker that would normally be eligible for a reader may apply for extra time allowance for the reading section.

Scribes

- A scribe is a responsible adult who writes or types “dictated” answers to the questions. If a test taker dictates answers and they are recorded, the centre must produce a transcript of the recording.
- A copy of the “[Scribe Cover Sheet](#)” must be completed and securely attached to the front of the candidates test paper. No other documentation should be attached.
- A scribe is not permitted during the written sections of the paper. A candidate who would normally be eligible for a scribe may apply for extra time allowance for the writing section.

Practical assistants

- A practical assistant is a responsible adult who carries out practical tasks, such as turning a page in the answer booklet or holding a ruler, at the request of a candidate with a physical disability or poor motor coordination.
- A copy of the “[Practical Assistant Cover Sheet](#)” must be completed and securely attached to the front of the candidates test paper. No other documentation should be attached.

Word processors

- Word processors may be used by candidates whose disability or learning difficulty either impairs their hand-written communication or renders their handwriting illegible, as evidenced by a diagnostic or medical report.

Applications must be submitted to Pearson for all access arrangements and reasonable adjustments. Approval for access arrangements can be requested via Pearson Access

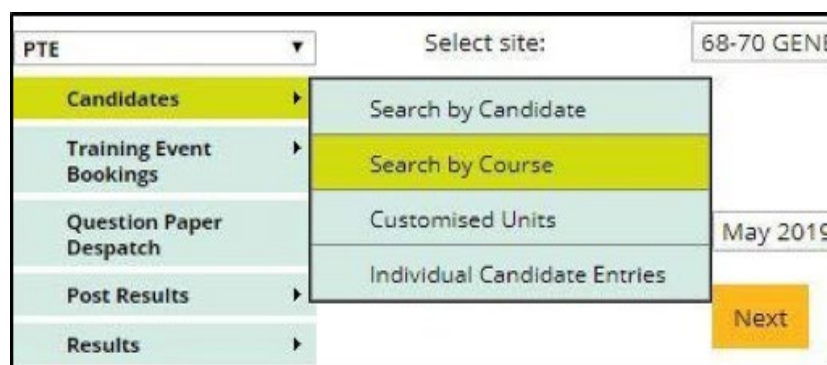
Arrangements Online (PAAO), which can be accessed via [Edexcel Online \(EOL\)](#). [Click here to see the published deadlines](#) for each testing session by which the application must be submitted. If the application is received after the deadline, the requested adjustments may not be accommodated.

Please contact Pearson customer service with questions: +44 (0) 120 477 0696.

3.6 Receipt of test and administration materials - Attendance registers

Attendance registers will arrive via mail the week before the spoken test period (between two and three weeks before the written test). They will arrive independently of the “Statements of Entry” documentation and test materials.

If you do not have a hard copy of the attendance register, you can create your own using the information from [Edexcel Online](#), and then formatting it as a table/spreadsheet. To do this, hover over the ‘candidates’ option, then select ‘Search by Course’. The new window will show all the registered candidates and the same information as an attendance register, as indicated below:



Test packs

- Test packs, containing written and spoken test materials, will arrive the week before the spoken test period. Written test papers and listening CDs/audio files may arrive in a separate consignment to the spoken test packs.
- Check through the contents upon arrival to ensure that they are complete. You should also test the listening CDs/audio files to ensure that they work correctly. If you encounter any problems with test materials you should contact Pearson immediately at this email address: pqs.internationaleo@pearson.com.

Return envelopes

Envelopes for the return of test materials will arrive after the attendance registers and test packs. These envelopes should be returned to Pearson after both the spoken and written tests have been administered. The materials should include unused test papers and listening CDs.

3.7 Security of test papers and other test materials

[Click here](#) to see sections 1-5 of the JCQ Instructions for Conducting Examinations (JCQ ICE). Please note that the secure storage requirements for PTE General test papers differ slightly to those outlined in section 3 of the JCQ ICE. Please see important reminders section below.

Each package should include the following:

- Sealed packets containing question papers.
- All test materials, including question papers (CDs will no longer be included in the packages from October 2020).
- All audio material will be available on Secure Download Service (SDS) 24 hours before the test date. SDS is a profile within Edexcel Online (EOL) which gives centres access to confidential examination material. Centres will only be able to access the PTE audio materials on SDS if they have entries.
- Question papers or confidential instructions.

When the test materials arrive, centres must log receipt of the material and check the question paper packets and examination material carefully when removing them from the dispatch packaging (this must be undertaken in the secure room). Please note the details of who signed for the package(s), the number of packages, and date and time of arrival in the log. The log must also contain information on which authorised staff member(s) collected the packages and transported them to secure storage. [Click here](#) to find a log template.

Pearson must be informed immediately if there are any problems, for example:

- It appears that the parcel or one of the packets has been opened or damaged during transit.
- There are any differences between material received and the despatch/delivery note.
- The material has been significantly damaged in transit or upon opening.
- The material appears not to meet your requirements.
- The material has been received in error.

If any such issues are identified, please contact Pearson immediately at QPD@pearson.com.

Important reminders:

- Please read the information on the outside to check contents.
- Confidential materials must not be opened in advance of the test, strict precautions must be taken to safeguard them; they must not be removed from the centre, and when not in use, must be kept secure.
- Exam material must be stored in a room with controlled access. The safe/lockable cupboard should be in a secure room, access to which is limited to a small number of centre staff.
- If centres are conducting the same test in multiple rooms at a single site or multiple sites, they can open packets of papers 90 minutes in advance of the test in order to distribute

them to the different rooms. The minimum number of packets should be opened, and when possible, papers should remain in their sealed packets to be opened in the presence of the candidates.

- Place confidential materials in secure storage in a locked room (please refer to page 7 of the JCQ ICE document), ensuring that the windows and doors are locked. Access to the room must be controlled, and only accessible by 2 to 6 authorised test centre staff who are involved in the delivery of the exam.
- The safe/lockable cupboard should be in the secure room, access to which is limited to 2 - 6 key holders only. The safe or cupboard in the secure room must be of solid construction and lockable. Persons should not be able to easily move the safe/cupboard.
- A full-length front bar with a strong lock will make a metal cabinet more secure. Metal cabinets are recommended, but any securely locked, sturdy cabinet that deters tampering (cannot be easily moved or broken-into) can be used. For further guidance on cabinets please refer to the JCQ guidelines.
- The head of centre must be satisfied that all required security arrangements have been met.
- If security is put at risk by fire, theft, loss, damage, unauthorized disclosure or any other circumstances, Pearson must be informed immediately.
- You are not permitted to keep unused test materials after the tests have finished. Please contact your local Pearson representative to advise on how to return any unused material to Pearson.
- For alternative accommodation at other sites, applications must be made in advance. Please ensure you notify your Regional Pearson representative of your reasons and plans for holding exams away from your normal registered site. Your plans for the appropriate transportation and storage of exam materials should be provided. If you do not have a Regional Pearson representative to contact, please contact the UK team on pqs.internationaleo@pearson.com.

Secure File Transfer of exam material

There may be occasions when test materials are emailed to centres rather than hardcopies being dispatched from Pearson. If this occurs the following rules are to be adhered to:

- Only authorised centre personnel are to have access to receive via email and/or the Pearson secure site
- Files are to be deleted once printed
- The printing of material is to be carried out in a controlled manner within a secure environment
- Material to be printed no more than 90 minutes before the test time
- Once printed, materials are to be stored securely as per above guidelines
- Transporting of materials to alternative venues to follow above guidelines

Pearson must be informed immediately if the security of the question papers or confidential supporting instructions is put at risk. Any natural disaster, fire, theft (attempted or actual), loss, damage or any other circumstances that renders the existing accommodation or secure storage of examination materials at risk, should be reported to Pearson immediately.

Further information on the security of test papers can be found within the [JCQ ICE document sections 1 to 5](#).

4. Spoken test

The spoken part of PTE General is delivered within a two week window before and leading up to the written component. It can be arranged to take place at any time in the two weeks prior to the written part of the test.

4.1 Selecting interlocutors for the spoken test

It is the test centre's responsibility to recruit interlocutors to conduct the spoken test, who must then be approved by Pearson. To apply for approval, complete the online "[Interlocutor Form](#)". The [deadline to submit this form by can be found here](#).

To be approved, all interlocutors must meet the following criteria:

- Must be proficient in spoken English. Pearson may request a telephone interview with an applicant to verify their proficiency in spoken English. Please get in touch with your local Pearson representative for additional detail about this.
- Must have a teaching English as a foreign language (TEFL) qualification.
- Must have at least two years' experience teaching English.

Centres must be satisfied that interlocutors have been trained. Training courses are primarily delivered online in advance of test sessions. In some cases, face to face events are also available. Teachers must not act as interlocutors for students from their own classes. If you have any concerns or questions about this, please contact your local Pearson representative.

4.2 Testing room arrangements

Test takers are interviewed individually. Only the interlocutor and the candidate should be in the testing room. Candidates waiting to take the test should do so outside the room being used to conduct the test. They should be prevented from making noises that might disrupt the test. [Please refer to section 11 of the JCO Instructions for Conducting Examinations](#) for guidance on test accommodation arrangements.

4.3 Reminders on conducting the spoken test:

- Do not allow candidates to take any materials into the testing room.
- Once candidates complete the spoken test, escort them away from the testing room as quickly as possible, so they do not have any opportunity to confer with candidates who are waiting.

- Arrange the room so that the interview situation is not too intimidating for the candidate. For example, the interlocutor and candidate should sit around a table rather than at separate desks.
- Place the recording equipment on the same table and position the microphone(s) to ensure that the candidate can be heard clearly on the recording.
- Test the equipment in each room to be used before testing begins.
- Return the recorded oral exams electronically using Secure File Transfer (SFT) after the spoken test has been completed. To find out how to register and use SFT please consult the [Pearson secure file transfer guide](#). Alternatively, spoken exams can be recorded on USB/CD and sent to Pearson.
- Send the “Attendance Register” for Paper 02 to the address designated on Paper 02 “Attendance Register” using the labels provided.
- The oral recordings and attendance registers must be sent no later than Tuesday following the date of the written test.

4.4 Recording arrangements for the spoken test

Record the spoken tests in MP3 format. Use separate MP3 files for each level. If you use CDs, it is acceptable to record in either CD Audio format (which can be played on a standard CD player) or MP3 format. If recording in MP3 format, then a maximum of 20 interviews may be recorded on each CD.

Cassettes/tapes must not be used for recording spoken tests.

Don't forget these 8 items to ensure recordings are clear, audible, and complete:

1. Use a good quality recorder with an external microphone mounted on a stand. Internal microphones invariably pick up motor noise which makes the recording difficult to hear.
2. Stand the microphone on a felt or rubber pad.
3. Position the microphone to pick up the candidate's voice, not just the interlocutor's.
4. Conduct a trial run with co-workers or student volunteers sitting in the place of candidates. Adjust the recording volume so that even a quiet-spoken candidate is clearly audible when the recording is played back.
5. Make sure you press “Record” at the beginning of the interaction.
6. The interlocutor must start the recording of each interview by giving the centre number, and the interlocutor's name and number. The interlocutor must then begin each interview by asking for confirmation of the candidate's number and name.
7. Allow the recording to run continuously for the duration of the test. If there is any evidence that the recording has been stopped or paused during the test, the candidate's results may be declared void.
8. The interlocutor must end the recording of the interviews by indicating that the interview has been completed (MP3/CD/USB). If recording on CD/USB, please include the centre number, test date, and test level on the outside of the item.

4.5 Returning the spoken test

After conducting the spoken tests, please send the recorded audio files to Pearson at ptemarksreceipt@pearson.com via Secure File Transfer (SFT). For information on using the SFT system, please consult the "[Pearson secure file transfer user guide.](#)"

Place a list inside each USB/CD box detailing the interviews recorded on it. The information required is as follows:

- Centre number
- Test date
- Level (e.g., 4063)
- candidate numbers and the corresponding interviewer details

Example

Centre: 80000

Date: 1st November 2010 Level: 4063

Candidate 1: 0001 John Smith

Interlocutor: 999999

If you are using USBs/CDs, make sure to label them correctly. On each USB/CD, the following must be included:

- Centre number
- Candidate names
- Candidate numbers
- Interlocutor number

It is very important that Pearson can identify which candidates are recorded on each CD/USB. If you do not indicate this clearly, the release of results may be delayed.

4.6 Packing of test materials

Please take care when packing the test materials and the “Attendance Registers” for return to Pearson. If you are recording the oral exam on USBs or CDs, package them up and label the packages using the labels on the top copies of the “Attendance Register”. The label from each “Attendance Register” enclosed should be peeled off and attached to the outside of the package/s for identification purposes. Centres should ensure that the packages are securely sealed. Please note: Written and spoken test materials are returned to different addresses. It is therefore important that you attach the correct labels to packages.

Complete and return the Attendance Register

Complete the “Attendance Register” as the spoken tests are carried out; “P” for present, “A” for absent. Ideally, you should scan the Attendance Register and return the electronic copy via SFT together with the recorded audio files. Alternatively, package the top two copies of the “Attendance Registers” and keep the third copy for your records.

Return the Attendance Register by using the labels on the top copies of the “Attendance Register” and send to the address below. Package and send the Attendance Registers as soon as the final spoken test has been completed. They should be sent no later than the Tuesday following the written test.

Dispatch of material

The spoken test materials must be sent immediately at the end of the test day in a separate package from the written tests to the address designated on the “Attendance Register” for Paper 02 using the labels provided. If spoken tests need to be retained overnight, they must be kept under secure conditions. Centres must use a parcel courier service that offers a tracking service to return materials to Pearson. Make sure to write down the tracking numbers and retain your dispatch receipt so that in the event that they are not received by Pearson on time, the package(s) may be tracked.

It is the responsibility of the centre to ensure that test materials reach Pearson securely and within five days of the written exam.

If using physical media, please return all oral exam material to the following address:

Pearson Education Ltd

Lowton House

Lowton Way

Hellaby Business Park

Rotherham

S66 8SS

UK

For questions about packaging and sending tests, contact Pearson at pqs.internationaleo@pearson.com.

5. Written test

Situations	Instructions
All candidates	The head of centre should check that appropriate arrangements are in place to ensure identity checks are carried out for all candidates. Please check the identification of all candidates upon arrival.
Late entries	If you add a candidate to the "Attendance Register" after it is released, please add their name and the candidate number to the bottom of the list. Make sure candidates use their own candidate number; they must not under any circumstances use the number of a candidate shown on the register who has since withdrawn from the test.
Identification	Test takers must use the centre number and the individual candidate number shown on their "Statement of Entry". If the centre chooses to label test scripts (test papers completed by candidates) in the spaces provided, these labels must include the test centre name and number, and the candidates' numbers. Labels are shipped with the other materials.
Seating plan	A seating plan must be available before the start of the exam identifying the name and location for each candidate. The seating plan should include those candidates requiring access arrangements and reasonable adjustments.

5.1 Test room arrangements

Please refer to [section 11 of the JCO Instructions for Conducting Examinations](#). The following is a reminder of some key points:

- A test notice to be placed on the door of the test room stating: "Exam in progress."
- A "No mobile phones" poster must be placed on the test room door. [Click here](#) to get a copy of the poster.
- The following items are prohibited in the test room:
 - Web-enabled devices including mobile phones, tablets, iPods, MP3/4 players and smart watches
 - Wrist watches (these must be removed though can be placed on the candidate's desk)
 - Any pencil case that is not transparent (see-through)
 - Water bottles can be brought in though are to be clear with labels removed
- Do not display any reference materials or other items which might assist candidates in the

test room.

Ideally, all unauthorised items should be left outside of the examination room. If that is not possible, the unauthorised items that have been taken into the examination room must be placed at the front of the test room or a similar arrangement that enables the invigilator to control access to the items (make sure these or any items do not block access or exit points) before the examination starts.

- Check that you have the following on display:
 - [“Warning to candidates” notice](#)
 - A clearly visible clock - clock is to be displayed so that all candidates can see without moving/changing position
 - A board showing the centre number, name, test details (paper name/number), date, start and finish times
- Check that you have the following in the test room:
 - A copy of this handbook (hard copy or electronic)
 - Any subject-specific instructions issued by Edexcel/Pearson
 - Any erratum notices issued by Edexcel/Pearson
 - A seating plan of the test room
- Desks:
 - Desks should be spaced at least 1.25 metres apart.
 - All desks should face the same direction.
 - Each desk should have enough surface space to hold the paper and answer sheet
- The test room must:
 - Support the number of candidates sitting the test
 - Provide appropriate heating, ventilation and lighting
 - Keep outside distractions/noise to a minimum and not distract the candidates

5.2 Checklist for pre-written test preparation

A test is considered to be in progress from the time the candidates enter the room, until all the scripts have been collected. Before candidates are permitted to start work, the invigilator must follow the following steps:

1. Check that any charts, diagrams, etc. that are in English have been cleared from the walls.
2. Check the seating plan - Make sure that candidates are sitting in the correct places according to the seating arrangements.
3. Invigilators - Ensure there are enough invigilators for the number of candidates. The maximum ratio is 1 invigilator per 30 candidates (1:30).
4. Identification check - Register candidates ensuring all identities are checked.

5. Inform candidates of the regulations - Inform candidates that they are now subject to the regulations of the test and draw attention to the "Warning to candidates" notice posted on the wall. This should include a warning about unauthorised and authorised items in the test room and what to do in case of an emergency that requires the room to be evacuated (e.g. fire alarm, bomb threat).

[Refer to JCQ ICE](#)

i. Sections 19 and 25

ii. Appendix 3 and 5

- 6.** Open the packets - Ensure that two members of staff check the date, time, level and content of the test is correct before opening the sealed packets of question papers. The question papers should then be issued to the candidates.
- 7.** Check the cover of the paper - Ask the candidates to read the instructions printed on the front of the question paper and ask them to check that they have been given the test paper for the correct subject and/or level. Please note: No candidate is allowed to change his/her level (as indicated on the candidate list), unless there are justifiable reasons for doing so. In this case, the candidate may be supplied with the paper he/ she claims, but it must be explained that Pearson have the right not to accept the script(s).
- 8.** Highlight errata - Ensure that details of any erratum notices are brought to the attention of candidates. An erratum notice is an instruction to be given to candidates in the event that there is a printing error on a written test paper.
- 9.** Use of pens - Remind candidates to write in blue or black ink.
- 10.** Rough work - Advise candidates that:
- they must do all rough work on the question paper itself
 - any rough work must be neatly crossed through
 - red ink or red ballpoint pen, pencil, correcting fluid, correcting pens, gel pens and blotting paper must not be used
 - answers must be written in the answer spaces; if candidates write answers outside of the answer spaces they may not receive credit.
 - centres must not provide blank pages to candidates for rough work.
- 11.** Communication - Remind candidates that they must not communicate with, seek assistance from, or give assistance to other candidates while they are in the test room. To do so may constitute malpractice which must be reported to Pearson.
- 12.** Make preparations - Tell candidates to write their names, centre number and candidate number on their question papers and complete other details as required. Candidates are allowed five minutes before the test starts to complete this task and study the layout of the booklet.
- 13.** Announce the start of the test - Announce clearly in English and/or the usual language of the centre that the candidates can begin to write their answers and give them the time allowed for the test. Then announce: "I will now begin the audio recording which will play without stopping until the end of the listening section of the test".

5.3 Checklist for starting the exam

- 1. Attendance register** - The "Attendance Register" lists every candidate entered by the centre. 30 minutes after the start of the test, the invigilator should complete the "Attendance Register". If a candidate is present, please fill-in bubble "P" and if they are absent, please fill-in bubble "A".
- 2. Follow the instructions** - Test centres should follow the instructions as printed on the "Attendance Register". If a candidate is not shown on the "Attendance Register", write his/her name in the next space on the sheet. You must not under any circumstances substitute a new candidate for a candidate who has subsequently withdrawn from the test, but his name is still shown on the "Attendance Register".
- 3. Indicate withdrawals** - If a candidate has officially withdrawn from a paper, but they still appear on the "Attendance Register", put a line through the candidate number and name. Treat any other withdrawals as absentees.
- 4. Send to Pearson** - The top two copies of the "Attendance Register" must be sent to Pearson with the corresponding scripts. The third copy is to be kept by the centre until after the results have been issued. If all candidates are absent, the "Attendance Register" must still be completed and forwarded to the address provided.
- 5. Absence of test takers** - If a candidate is absent from a test due to illness or misfortune, Pearson will give the candidate the chance to take the test in the next scheduled test session. Please email Pearson if such a situation arises at this email address: pqs.internationaleo@pearson.com. If a candidate becomes ill or has to leave during the test due to exceptional circumstances, a "Request for Special Consideration Form", together with a medical certificate where appropriate, should be submitted to Pearson. [This form can be found on the PTE website in the Resources section.](#)

5.4 During the written exam

5.4.1 Invigilator roles and responsibilities

The invigilator has various responsibilities and duties to attend to while the test is taking place. These are outlined in the checklist below:

- Invigilators must not assess candidates they have taught or helped prepare for the test.
- Check candidate IDs and ensure no prohibited items are brought into the test room.
- Complete the "Attendance Register".
- Refer to the instructions on late arrival in section 5 of this handbook if a candidate arrives late.
- Be vigilant. Supervise the candidates at all times to prevent cheating and distractions. Invigilators must supervise the candidates throughout the whole time the test is in

progress and give complete attention to this duty at all times.

- Do not give any information to the candidates about:
 - suspected errors in the question paper, unless an erratum notice has been issued
 - any question on the paper or the requirements for answering particular questions
- Ensure that no candidate leaves the test room until at least one hour after the centres official starting time.
- Ensure that no question paper is removed from the test room until the end of the test.
- Ensure that a member of staff is available to accompany any candidates who need to leave the room temporarily.
- Ensure a sole invigilator has the means to summon assistance without leaving the test room. The ratio of 1:30 should be maintained throughout the test.
- In the event of an emergency, make sure you are familiar with the instructions on emergencies.
- Identify and report any instances of actual or suspected malpractice - see section 5.4.3 below.
- Inform the candidates when they have five minutes remaining.
- Instruct candidates to stop writing at the end of the test.
- End the test at the appointed time with the full attention of all candidates following instructions to complete their work.
- Ensure completed test scripts are collected before candidates leave the test room.

Late arrival of candidates

If the candidate is late, they may be allowed the full time for the test at the discretion of the head of centre. The candidate may only enter the test room at the end of the listening section. The invigilator may replay the listening section for a candidate who arrived late, subject to supervision by the head of the centre.

The script should be sent to Pearson in the same way that all tests are delivered. Please make note of late arrivals on the [incident log](#).

5.4.2 Malpractice and Maladministration

- Actual or suspected candidate malpractice must be reported to Pearson by submitting [JCQ Form M1](#) to candidatemalpractice@pearson.com.
- Actual or suspected staff maladministration or malpractice must be reported to Pearson by submitting JCQ Form M2 (available at <https://www.jcq.org.uk/exams-office/malpractice>) to pqsmalpractice@pearson.com.
- More information on malpractice can be found within the section 24 of the [JCQ Instructions for Conducting Examinations](#) and the [JCQ Suspected Malpractice Policies and Procedures](#).

- Wherever possible, the invigilator should remove and retain any unauthorised items discovered in the possession of a candidate in the test room.
- If Pearson discovers an irregularity, Pearson will conduct an investigation into the matter. Depending on the case, Pearson reserves the right to withhold or adjust test results.
- According to the nature of a particular case, Pearson may ask the head of centre to gather evidence and submit a written report. The head of centre is required to support all Pearson investigations into any potential malpractice incidents or other irregularities.
- Failure to follow the regulations may lead to disqualification or other penalties being imposed on the candidate. The decision on any penalties rests with Pearson.

5.4.3 Emergencies

The invigilator must take the following action in the event of an emergency, such as a fire alarm or bomb alert:

- Evacuate the test room in accordance with the instructions given by the appropriate on-site authority.
- Candidates are to remain under “exam conditions” throughout the evacuation, supervised, candidates are not to talk and must be kept segregated.
- Ensure that all question papers and scripts are left in the test room.
- Ensure that the candidates are supervised as closely as possible while they are out of the testing room to avoid cheating.
- Note the time and duration of the interruption.
- Allow the candidates the full working time prescribed for the test.
- If there is a small number of candidates, they can be taken (with question papers and scripts) to another place in order to complete the test.
- Make a full report of the incident and of the action taken for direct submission to Pearson at pqs.internationaleo@pearson.com.

5.5 After the written exam

5.5.1 Invigilator roles and responsibilities

Leaving the test room

- In the interests of test security, candidates should remain in the test room for the full duration of the test. However, a candidate who has finished his/her work early may hand in his/her paper and leave the test room no earlier than one hour after the starting time specified on the test timetable. The candidate must not be readmitted.
- Test takers who leave the testing room temporarily must be accompanied by a member of staff.

- No question papers may be removed from the test room until the end of the test session in the centre. In cases where a test has been moved from an afternoon session to a morning session, all test papers must be collected and must be stored securely.
- Question papers must be collected from test takers before they leave the test room.

Once the test is finished, the invigilator must follow the five steps outlined below:

1. Check and sign the "Attendance Register" - Immediately after the written test, complete the written paper "Attendance Register"; "P" for present, "A" for absent. Test centre administrators should use their discretion in determining if a candidate that arrives late will be able to sit for the exam.
2. Check rough work and extra sheets - Instruct candidates to check that:
 - a. all the required information has been entered into their written tests, including supplementary sheets;
 - b. they have put a line through rough work or unwanted answers;
 - c. they have fastened any supplementary sheets in accordance with the instructions on the question paper or answer book.
3. Collect the papers - Collect all written tests, all question papers and all unused stationery before candidates leave the test room.
4. Arrange in order - Arrange the written tests in the order of the "Attendance Register".
5. Keep papers secure - Ensure that test materials are locked in a secure place before returning them to Pearson.

Dispatch of materials

The written tests must be sent immediately after the test (in a separate package to the spoken tests), to the address designated on the "Attendance Register" for Paper 01 using the labels provided. If written tests need to be retained overnight, they must be kept under secure conditions. Centres must use a parcel courier service that offers a tracking service to return materials to Pearson. You must make sure you make a record of your tracking numbers and retain your dispatch receipt so that in the event that they are not received by Pearson on time, the package(s) may be tracked. It is the responsibility of the centre to ensure that test materials reach Pearson securely and within five days of the written exam.

- Package up the papers - Package up the written papers in the envelopes provided, in level and candidate order. Do not package spoken and written materials in the same envelope.
- Keep copies - Put the top two copies of the "Attendance Register" in the packages and keep the third copy for your records.
- Label the packages - Peel off the address labels from the "Attendance Register" and label the packages.
- Dispatch the papers and any unused stationery - You must ensure papers are dispatched as soon as possible after the written test is complete.

Written exam material must be sent to:
Edexcel c/o Pearson Assessments and Testing
Hellaby Business Park
Hellaby Lane
Rotherham
S66 8HN
UK

The address for the return of written tests (Paper 01) is subject to change per level/session and therefore, the label provided on the "Attendance Register" for Paper 01 should be used, unless otherwise informed by Pearson.

Permission may be granted for alternative methods of disposal for unused test material. Send an email to your local Pearson representative with any requests.

Important notice: Under no circumstances may unused test materials be used as practice materials for students studying for the test. Approved materials for student practice are available on the [Pearson PTE website in the Resources section](#).

Test inspectors

Unannounced test inspections are an important quality assurance measure by Pearson.

The test inspector will be in possession of a test inspector ID letter which will allow you to verify their identity and give you an opportunity to call us directly to confirm that the inspector has been scheduled to visit your centre. You must allow the test inspector access to your test venue and provide them with the information they require. The test inspector will complete a Test Inspection Report, the criteria of the report derives from this handbook. You will be advised of the outcome of the inspection within 10 working days of the visit.

To ensure our PTE tests are conducted as per Pearson requirements we will be conducting random test inspections to ensure centres are conducting exams as per Pearson requirements stated within this handbook.

Test Inspections will be conducted either by an unannounced visit to your centre or via an announced remote inspection. These inspections will be conducted by a trained Pearson Test Inspector. For more information on test inspections please refer to the Pearson website.

For more information on test inspections please refer to the Pearson website.

- Test inspection landing page [here](#)
- PTE Test Inspection [here](#)

Special considerations

Special Consideration is a post examination adjustment to a candidates mark or grade to reflect temporary injury, illness, or other indisposition at the time of the examination. These include, but are not limited to:

- accident, injury, or temporary illness of candidates at the time of the test;
- serious disturbance or accidental events at the time of the test;
- death of a family member at the time of the test.

For further information regarding Special Considerations, please see the [JCQ document A](#) for the special consideration process and the [Special Considerations guide for PTE](#).

All applications for special considerations are considered on an individual basis. Special consideration is processed by applying an allowance of marks to each component affected within a specification. The size of the allowance depends on the timing, nature and extent of the illness or misfortune.

Pearson's decision about a special consideration request will be based on various factors which may vary from one subject to another. These may include:

- the severity of the circumstances
- the date of the test in relation to the circumstances
- the nature of the test e.g. whether written papers are affected or a speaking test is involved.

Alternatively, if appropriate evidence has been submitted, candidates who are unable to complete the test due to illness or sudden/severe injury may apply to have the cost of the test refunded and/or choose to re-enter (at a cost) during another test session. Pearson will refund 100% of the test fee in approved cases.

How to apply for special considerations

- If a centre believes that a candidate is entitled to special consideration, a request should be submitted using the "[Special Considerations Request Form](#)". This form must be accompanied by appropriate medical evidence and a translation of the evidence.
- Request forms and any other supporting documents, such as medical evidence, should be scanned and attached to an email to Pearson at uk.special.requirements@pearson.com. Letters requesting special consideration must not be sent with the test materials.
- Requests for special considerations for candidates where access arrangements should have been requested instead will be considered, but may not be accepted. Access arrangement requests must be made prior to each test session. Please see Section 3.5 "Access Arrangements"

6. Results, reports & certificates

6.1 Results

Candidate results can be accessed via the [Edexcel Online \(EOL\) system](#). Please [check the exam timetable](#) for the date these results will be available. Candidates' "Statements of Provisional Results" will be sent out via courier on the date listed in the test timetable. The statement of results is divided into two, length-ways, with a perforated seam down the middle. Separate the copies and issue one to the candidate and keep the other for your records. Although results are dispatched on fixed dates, Pearson is unable to guarantee the dates on which they will be received; delays may occur in transit.

Please note: Statements of results are provisional and in certain circumstances may not reflect the grade awarded on candidates' certificates.

Pearson takes the responsibility for issuing accurate results very seriously. We have quality assurance checks at every point in the exam cycle, from recruiting examiners to setting grade boundaries. We know however that there may be times when a candidate wants reassurance about a grade. In these circumstances, you may refer to our post-results services.

For PTE General and Young Learners, there are two services available:

1. Review of Marking - A review of marking is a check that our examiners have marked externally assessed components correctly. It can be requested via Edexcel Online (EOL), it costs £39.50 per paper and the outcome will be available within 20 days of the date the application was submitted. This is referred to on EOL as EAR2.
2. Appeal - An appeal is a check that our awarding body has followed procedures accurately, fairly, and consistently to regulatory requirements. The maximum amount that we will charge is £120 per examination component for the initial appeal investigation, and £150 for any subsequent appeal hearing.

To learn more about post-results services, [please visit our website](#). For any queries, please contact our customer service team at pqs.internationaleo@pearson.com.

6.1.1 Candidate Performance Reports

Candidates' "Performance Reports" will be distributed to centres via email following the dispatch of the results documents. They should be printed in A4 format and distributed to the candidates by the centres.

Beginning 2020, Candidate Performance Reports will be printed by the UK office and mailed along with the candidate's certificate

6.2 Certificates

Two to three weeks after receipt of provisional results, test certificates are issued and sent via courier to the test centre on the [date listed in the test timetable](#). If any test taker details are incorrect, you will need to make candidate amendments on [EOL](#). [Click here to see step-by-step video guides](#) that explain the process. Although certificates are dispatched on fixed dates, Pearson is unable to guarantee the dates on which they will be received; delays may occur in transit.



PTE General Certificate

7. Contact Us

For all administration enquiries relating to the conduct of PTE General please contact our customer service team. Please contact our customer service team at pqs.international@pearson.com.

Phone:

+44 (0) 120 4770 696

Monday to Friday between 8am and 5pm GMT.

Address:

Language Testing Division of Pearson

Operations Team

80 Strand

London

WC2R 0RL

UK

PTE GENERAL
