



International Certificate Young Learners

Test Centre Handbook

DCL 1
Version 6
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1. Important Links

Information about International Certificate – Young Learners	International Certificate Young Learners Pearson qualifications
Policies for centres, learners and employees	https://qualifications.pearson.com/en/support/support-topics/understanding-our-qualifications/policies-for-centres-learners-and-employees.html
International Certificate Young Learner test dates	Test dates Pearson qualifications
Request access to Edexcel Online (EOL)	https://qualifications.pearson.com/en/support/Services/edexcel-online.html
Pearson Portal	https://iam.pearson.com/
Edexcel login page	https://www.edexcelonline.com/Account/Login.aspx
Edexcel step-by-step video guides	https://qualifications.pearson.com/en/support/support-for-you/administrators/exams-officers/video-guides.html
International Certificate Young Learner Guidance page*	Pearson English International Certificate (PTE General): Administration
Interlocutor/Assessor Application form	https://app.smartsheet.com/b/form/ac31a3a4fb3f4af1a19e3090d9efd154
Secure File Transfer Guide	Microsoft Word - 20171025 SFT Limited Sender instructions PTE 17 new branding.docx (pearson.com)
Learner Work Transfer (LWT) Video Tutorials	Learner Work Transfer (LWT) (pearson.com)
Special Consideration Request Form	Resources Pearson qualifications
Special consideration guide for International Certificate	Pearson English International Certificate-Special Consideration Guide V.1.1.pdf
JCQ Access Arrangements, Reasonable Adjustments and Special Consideration	Regulations and Guidance - JCQ Joint Council for Qualifications
Suspected Malpractice Policy and Procedures	Exams: Malpractice (pearson.com)
JCQ Form M1 Report of suspected candidate malpractice	Malpractice - JCQ Joint Council for Qualifications
JCQ form M2 Notification of suspected malpractice/maladministration involving centre staff	Malpractice - JCQ Joint Council for Qualifications
JCQ form M3 Notification of suspected malpractice/maladministration centre staff	Malpractice - JCQ Joint Council for Qualifications
JCQ Exam Room Posters: No mobile phones poster	Unauthorised-Items-poster.pdf (jcq.org.uk)
JCQ Exam Room Posters: Warning to candidates	Warning-to-Candidates-202021.pdf (jcq.org.uk)
Post Results Services	Post-results service Pearson qualifications
JCQ Access Arrangements	Access Arrangements, Reasonable Adjustments and Special Consideration - JCQ Joint Council for Qualifications
Incident Log	https://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations/exam-room-incident-log
Test Inspection Landing page	International Certificate Pearson qualifications

*Same guidance for Pearson International

2. Introduction to Pearson English International Certificate Young Learners

Pearson English International Certificate- Young Learners is offered at 4 levels: First words (Level 1), Springboard (Level 2), Quickmarch (Level 3) and Breakthrough (Level 4). It is designed to motivate young learners from their first encounters with English Language learning and to acknowledge their achievement. The tests are designed to be interesting and enjoyable for children. They also aim to make their first experiences of learning English memorable and motivating.

The four 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 the International Certificate- Young Learners.

Who takes International Certificate- Young Learners?

It is intended for children between the ages of six and thirteen who are speakers of other languages (ESOL, in other words, not native English speakers).

Test takers over the age of 13 should look to take Pearson English International Certificate. Get more here: [International Certificate | Pearson qualifications](#)

What Skills are tested?

International Certificate- Young Learners assesses the four skills: **listening, reading, speaking, and writing**, and is organised in two sections: **a written test** which assesses listening, reading, and writing and a **spoken test**. The spoken part of the test and the written part are taken separately. The speaking test is conducted by a trained examiner and the learners participate in a board game and an individual activity.

Please note that both parts need to be attempted to achieve a passing grade.

As learners progress through the levels, there is a growing emphasis on real-life situations rather than on knowledge of specific language communicatively rather than their knowledge of the language system, although it is recognised that knowledge of the language system underpins communication.

Although the test is presented using British English, any standard variation of English is acceptable. Knowledge of the Roman script is assumed at all levels. Find out more about the test structure and practice tips here: [Test levels | Pearson qualifications](#). Certificates of achievement are awarded for Attendance, Pass, Merit and Distinction at each level.

2.1 Familiar Content: The Brown Family

Throughout the four test levels, the learner will meet and share some of the everyday routines, adventures, and mishaps of the Browns, a British family. They become familiar with the characters and events, which makes the testing experience both very comfortable and highly engaging.

As the tests are scenario-based, topics and language are repeated. This reinforcement of content and language gives test takers the confidence they need to perform well.

The Brown family lives in London. Mr Tom Brown is a pilot who flies all over the world, and Mrs Elizabeth Brown is a vet and supermum. She looks after her four children and also meets lots of animals every day at work. The oldest of the four Brown children is Anna. She is working hard for her exams at school and likes sports, dancing, and pop music. Her younger brother, Ben, also likes sports. In fact, he is crazy about football and loves Arsenal football team. He also likes computer games. Unfortunately, he is better at football than he is at doing his homework. Sophie is the second youngest child. She likes helping her mother with the animals and looks after the family pets. Jack is the baby of the family. He loves playing with his toys.



2.2 Test Structure

International Certificate- Young Learners consists of a written and spoken test. The written part has six tasks and it tests listening, reading and writing skills.

Written Test

	Level 1: Firstwords	Level 2: Springboard	Level 3: Quickmarch	Level 4: Breakthrough
Exam Time	60 Minutes	60 Minutes	60 Minutes	75 Minutes
Skills Task 1	Listening	Listening	Listening	Listening
Skills Task 2	Listening	Listening	Listening and writing	Listening and writing
Skills Task 3	Reading	Reading and writing	Reading and writing	Reading and writing
Skills Task 4	Reading	Reading	Reading	Reading
Skills Task 5	Reading	Reading and writing	Reading and writing	Reading and writing
Skills Task 6	Reading and writing	Writing	Writing	Writing

The spoken part of the test has two tasks that test takers engage in with an examiner and four other test takers.

Spoken Test

	Level 1: Firstwords	Level 2: Springboard	Level 3: Quickmarch	Level 4: Breakthrough
Exam Time	20 minutes	20 minutes	20 minutes	20 minutes
Skills Task 7	Speaking	Speaking	Speaking	Speaking
Skills Task 8	Speaking	Speaking	Speaking	Speaking

2.3 Overview of Scoring

The written and spoken parts of the test at each level have a weighting of 100 score points; 80 for the written component and 20 for the spoken.

Level 1 Firstwords

Component	Task Number	Skills	Task type	Number of items	Score points
Written Test Total 80	1	Listening	3 option picture-based multiple choice	8	8
	2	Listening	Match name to picture-based object/ person	7	14
	3	Reading	Match question to answer	5	10
	4	Reading	Match utterance to picture	5	10
	5	Reading	Match word to picture	8	16
	6	Reading and writing	Gap fill	7	14
Spoken Test Total 20	7	Speaking	Question and answer (board game)	At least 2	10
	8	Speaking	Short talk	1	10
Total written and spoken					100

Level 2 Springboard

Component	Task Number	Skills	Task type	Number of items	Score points
Written Test Total 80	1	Listening	3 option picture-based multiple choice	8	16
	2	Listening	Match name to picture-based object/ person	7	14
	3	Reading and writing	Dialogue completion	5	15
	4	Reading	Match utterance to picture	5	10
	5	Reading and writing	Gap fill	10	15
	6	Writing	Write sentence	5	10
Spoken Test Total 20	7	Speaking	Question and answer (board game)	At least 2	10
	8	Speaking	Short talk	1	10
Total written and spoken					100

Level 3 Quickmarch

Component	Task Number	Skills	Task type	Number of items	Score points
Written Test Total 80	1	Listening	3 option picture-based multiple choice	7	14
	2	Listening and writing	Answer question	8	16
	3	Reading and writing	Dialogue completion	5	15
	4	Reading	Match utterance to picture	5	10
	5	Reading and writing	Gap fill (past tense verbs)	10	15
	6	Writing	Write sentence	5	10
Spoken Test Total 20	7	Speaking	Question and answer (board game)	At least 2	10
	8	Speaking	Short talk	1	10
Total written and spoken					100

Level 4 Breakthrough

Component	Task Number	Skills	Task type	Number of items	Score points
Written Test Total 80	1	Listening	3 option picture-based multiple choice	8	16
	2	Listening and writing	Answer question	7	14
	3	Reading and writing	Dialogue completion	5	15
	4	Reading	Match utterance to picture	5	5
	5	Reading and writing	Gap fill (past tense verbs)	10	10
	6	Writing	Write narrative	1	20
Spoken Test Total 20	7	Speaking	Question and answer (board game)	At least 2	10
	8	Speaking	Short talk	1	10
Total written and spoken					100

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 allowance 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 test takers. This must be done at the time when entries are submitted by emailing Pearson at conflictofinterests@pearson.com. [Click here for more information](#) about conflicts of interest and other policies for PEIC.

The head of centre must manage Conflict 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.
- Any members of centre staff who are teaching and preparing members of their family (which includes stepfamily, 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 stepfamily, foster family and similar close relationships) or close friends and their immediate family (e.g., son/daughter) being entered for examinations and assessments wither 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 behaviour during the exam, as specified in the Candidate Expectations document.

The records may be inspected by a Test 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 ensure that all test taker date of births are listed in the UK format (dd/mm/yyyy). Please also leave out diacritical marks, for example: ñ, ö, á, Ł, ó, from test takers’ names. If included, they will appear as blank spaces on results documents and certificates. In case test takers’ need diacritical marks, please refer to the diacritical certificate process in this document.

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 test takers. However, requests for extra test materials to cover potential late entrants will be declined.

For more information on Edexcel Online, including how to register test takers 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 dates are published here: [Test dates | Pearson qualifications](#)

3.3 Registration Documents

Test taker/Candidate “Statements of Entry”

Approximately two weeks after the entry deadline, you will be sent “Statements of Entry” for the test takers you have registered. Upon receipt, please check the “Statements of Entry” documentation to ensure that the test taker details are correct. If you do not wish to receive hard copies, you can suppress the mailing via Edexcel Online (EOL). You can also view your entries on EOL and download a digital statement of entry.

Amendments and withdrawals

If details for any of the registered test takers are not correct, you can amend that information via Edexcel Online (EOL). [Click here](#) to learn how. And [click here](#) to view our “how to” guide on EOL.

For questions about test taker 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 test takers 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 should be in British Pounds Sterling (GBP) however in some regions these can be presented in local currency. Please confirm region’s billing arrangements with your local Pearson representative.

3.5 Access Arrangements & Reasonable Adjustments

Access arrangements and reasonable adjustments are pre- examination adjustments which can be made for test takers with disabilities that would otherwise put him/her at a disadvantage in taking an assessment. The reasonable adjustment will depend on a number of factors including the needs of the test taker. 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 familiar with, the [JCQ Access Arrangements, Reasonable Adjustments and Special Consideration regulations and guidance](#). Centre 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 psychological 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 test takers without prior consultation with Pearson, including the following list. Evidence of need in the normal working arrangements of the test taker should be considered.

- Less than 25% extra time
- 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 test taker to take the test under separate invigilation if there is a pressing need to do so. For example, if the test taker is sensitive to noise or light.
- Centres may permit certain devices which are normally used by the test taker and that do not have any bearing on the test. This might include coloured overlays or low vision aides. This does not include reading pens, which read to the test taker 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 test taker's requested use of technology during a test.

Prompters

- A prompter may be permitted if the test taker 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 test taker, give factual help or offer suggestions, or communicate in any other way other than to remind the test taker to move on to the next question by tapping on the desk or his/her arm.
- The test takers subject teachers must not act as prompters. On no account may a relative, friend, or peer of the test taker 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. Evidence of need must be supplied. Requests for Access Arrangements and Reasonable Adjustments need to be submitted using the Pearson Access Arrangements Online system via Edexcel Online. Pearson may not automatically agree to all access arrangements requested, particularly if they 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:

Modified Papers

Question papers with modifications can be produced when applications are made by the deadline. These papers are not produced automatically. Modified papers must be requested 8 weeks in advance of the written exam via an email to: additional_requirements@pearson.com.

These requests need to be submitted at the start of the entry window for each series, and evidence of the entry will also be requested once the process has started.

Some examples of modified papers that can be produced included:

18pt Bold Font on A4 paper

24pt Bold Font on A4 paper

24pt Bold Font on A3 paper

36pt Bold Font on A3 paper

Please note: Evidence of need and normal way of working will need to be provided to ensure a modified paper is a reasonable accommodation.

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 test taker before the test. A relative, friend, or peer of the test taker 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 test taker. This may involve reading the whole paper to the test taker or the test taker may request only some words to be read.
- A reader is not permitted during the reading section 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 test takers test paper. No other documentation should be attached.
- International Certificate- Young learners is an examination that assesses the quality of written communication as well as spelling, punctuation, and grammar. Marks can only be awarded if the test taker can demonstrate that he/she has carried out the skills being assessed.

(This also applies where a test taker uses a scribe due to a temporary injury at the time of the examination.). Details about how the test taker demonstrated knowledge of spelling, punctuation and grammar must be recorded and provided using the Scribe Cover Sheet.

Practical assistance

- 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 test taker 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 test takers test paper. No other documentation should be attached.

Word Processors

- Word processors may be used by test takers 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 \(EOL\)](#).

If the application is received after the deadline, the requested adjustments may not be accommodated.

Please contact Pearson customer service with any questions.

3.6 Receipt of test and administration materials- Attendance registers

Attendance registers for the written paper will arrive via post 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 test takers 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 may arrive in a separate consignment to the spoken test packs.

- Audio files for the listening portion of the written paper should be downloaded via Secure Download Service (SDS) starting at 12:15 am (UK time) on the Thursday preceding the scheduled written test date.
- Check the contents against the consignment note inside the box then store the test packs securely. **Do not open the test packs until the time of the examination.** Please also refer to the cover letter within the box for further guidance. If any of the materials, you have received do not match the consignment note or there is any damage to the package contents then please email qpd@pearson.com.

Return Envelopes

Envelopes for the return of test materials will arrive with your test packs. If you are missing these then you can order them from: [Exam Stationery And Materials List \(pearson.com\)](#). These envelopes should be returned to Pearson after both the spoken and written tests have been administered. If you have any questions about returning materials, please write to pqs.internationaleo@pearson.com. Alternatively, any unused envelopes can be returned to your local office, with prior approval from them.

3.7 Security of test papers and other test materials

Please refer to the annex at the end of the handbook for further guidance on secure storage. For reference only, please note that the secure storage requirements for International Certificate 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.
- Question papers or confidential instructions.

*All audio material for the listening section will be available on Secure Download Service (SDS) starting at 12:15 am (UK time) on the Thursday preceding the scheduled written test date. SDS is a profile within Edexcel Online (EOL) which give centres access to confidential examination material. Centres will be able to access the audio materials on SDS if they have entries only.

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 “*Exam Material Receipt Log – Point of Delivery*”.

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 of each package 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 (with a minimum of 2 and a maximum of 6 people).
- 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 packs should be opened, and when possible, papers should remain in their sealed packets to be opened in the presence of the test takers.
- Place confidential materials in secure storage in a locked room (please refer to annex at the end of this handbook), 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 should be used to 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.
- 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 by contacting your local regional representative.
- 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 or how to destroy securely following security protocols.

- For alternative accommodation at other sites, applications must be made in advance. These should be made via access the Centre Admin Portal found on EOL. Please ensure that you notify your Regional Pearson representative of your reasons and plans for holding the exams away from your normal registered site. Your plans for appropriate transportation and storage of the exam materials should be provided. If you do not have a Regional Pearson representative to contact, please contact the UK team via 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 despatched 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 of confidential supporting instructions is put at risk. Any natural disasters, 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 the security of test papers can be found within the [JCQ ICE document](#) sections 1 to 5.

4. Spoken Test

The spoken part of International Certificate- Young Learners 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/ oral examiners for the spoken test

It is the test centre's responsibility to recruit interlocutors and oral examiners to conduct the spoken test. Interlocutors/ oral examiners must then be approved by Pearson at the local Pearson office. To apply for approval, complete the online "[Interlocutor Form](#)". Please note that you can use the same form to apply for as many levels of International Certificate and International Certificate- Young Learners as required. The deadline to submit this form can be found here: [Test dates | Pearson qualifications](#).

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.

Test centres must be satisfied that interlocutors/ oral examiners 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/ oral examiners for students from their own classes. If you have any concerns or questions about this, please contact your local Pearson representative.

4.2 Spoken Testing room arrangements

Test takers are interviewed in groups of four/five. Only the interlocutor/ oral examiner and the test takers should be in the testing room. Test takers waiting to take the test should do so outside. They should be prevented from making noises that might disrupt the test.

4.3 Reminders on conducting the spoken test

- Do not allow test takers to take any materials into or out of the testing room.
- Once test takers 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 test takers who are waiting.
- Arrange the room so that the interview situation is not too intimidating for the test taker. For example, the interlocutor/ oral examiner and test takers 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 test takers 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 Learner Work Transfer (LWT) after the spoken test has been completed. **Files should be uploaded in .MP3 format. Each group of test takers should have its own file.**
- Send the “attendance register” for paper 02 by uploading this into LWT in the Admin/shared file box area.
- The oral recordings and attendance register must be sent no later than Friday following the date of the written test.

4.4 Recording arrangements for the spoken test

Record the spoken tests in .MP3 format only. **Use a separate .mp3 file for each group of test takers.**

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

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

1. Use a good quality recorder, preferably 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 test takers voices, not just the interlocutors/ oral examiner.
4. Conduct a trial run with co-workers or student volunteers sitting in the place of test takers. Adjust the recording volume so that even a quiet-spoken test taker is clearly audible when the recording is played back.
5. Make sure you press “Record” at the beginning of the interaction.
6. The interlocutor/ oral examiner 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 test takers 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 test takers results may be declared void.
8. The interlocutor must end the recording of the interviews by indicating that the interview has been completed.

4.5 Returning the spoken test

After conducting the spoken tests, please send the recorded audio files to Pearson using Learner Work Transfer. Each group of test takers should have its own file.

Every file should contain the following details:

- Centre number
- Test date
- Level (e.g., 4183)
- Candidate numbers
- The corresponding interviewer details (interlocutor's name and number)

Example

Centre: 80000

Date: 1st November 2010

Level: 4183

Candidate: 0001, 0002, 0003 and 0004

Interlocutor: 999999 John Doe

It is advisable to check your access in Learner Work Transfer prior to the deadline to ensure that there are no delays when uploading your material.

If you have issues with uploading audio files, contact: peicmarksreceipt@pearson.com.

4.6 Packing of test materials

Audio files and attendance registers for the oral exams can be sent securely electronically using Learner Work Transfer (LWT).

The submission deadline for files to be uploaded to LWT is 6 days after the written test date.

5. Written Test

5.1 Key Documents

Below is a table which contains important documents and situations which you should familiarise yourself with ahead of the exam session.

Situation	Instructions
All Test takers	The head of centre should check that appropriate arrangements are in place to ensure identity checks are carried out for all test takers. Please check the identification of all test takers upon arrival.
Late Entries	If you add a test taker to the "Attendance Register" after it is released, please add their name and their candidate number to the bottom of the list. Make sure test takers use their own candidate number; they must not under any circumstances use the number of a test taker 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 test takers) in the spaces provided, these labels must include the test centre name and number, and the candidates' numbers. Labels are shipped with other materials.
Seating Plan	A seating plan must be available before the start of the exam identifying the name and location for each test taker. The seating plan should include those test takers requiring access arrangements and reasonable adjustments. The template can be found here .
Incident Log	A log used to report incidents which may take place during the exam conditions. For example, late arrivals, bathroom breaks, unwell test takers. https://www.jcq.org.uk/wp-content/uploads/2021/08/Exam-Room-Incident-Log.doc
JCQ Warning to Candidates	This document should be placed outside the examination room for all test takers to see. Warning-to-Candidates-2022.pdf (jqc.org.uk)
JCQ unauthorised items poster	This poster should be placed outside the examination room for all test takers to see. 2022 Unauthorised-Items-poster (jqc.org.uk)
Centre Emergency Evacuation Procedure	All test takers should be aware of the Centre Emergency Evacuation Procedure. They should be informed of this prior to the examination starting. https://www.jcq.org.uk/wp-content/uploads/2023/08/Centre-Emergency-Evacuation-Procedure-2023_24_FINAL.doc
Special Consideration Form	Completed for test takers who have been impacted during the examination by something outside of their control. E.g. Illness. The form can be found here .

5.2 The exam room (pre-exam)

Please refer to section 11 of the JCQ instructions for Conducting Examinations. The following is a reminder of some key points:

- A test notice is to be placed on the door of the test room stating: “Exam in progress”.
- An unauthorised items poster is placed on 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 must be removed.
 - Any pencil case that is not transparent (see-through)
 - Water bottles can be brought in. They should be clear with the labels removed.

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 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.

- Do not display any reference materials or other items which might assist test takers in the test room.
- The following should be on display:
 - [Warning to candidate](#) notice
 - A clearly visible clock- the clock is to be displayed so that all test takers can see without moving or changing position.
 - A board showing the centre number, name, test details (paper name/number), date, start and finish time.
- 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. Including any erratum notices issued by Edexcel/Pearson.
 - A seating plan of the test room
- Desk requirements:
 - Desks should be spaced at least 1.25 meters apart. All of desks should face in 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 test takers sitting the test.
 - Provide appropriate heating, ventilation and lighting.
 - Keep outside distractions/noise to a minimum and not distract test takers.
- Check your audio set up prior to the test takers arriving.
 - Check the audio device is working.
 - Check that the volume level can be heard from all areas in the room.

5.3 Invigilator Guidance

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

- Invigilators must not supervise test takers they have taught or helped to prepare for the test.
- Check that any charts, diagrams, etc that are in English have been cleared from the walls.
- Check the seating plan- make sure that test takers are sitting in the correct places according to this plan.
- Ensure there are enough invigilators for the number of test takers. The maximum ration is 1 invigilator per 30 test takers (1:30).
- Complete Identification checks of all registered test takers.
- Inform test takers of the regulations- Inform test takers 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).
 - Reference can be made to [JCQ ICE](#)- Sections 19 and 25 and Appendix 3 and 5.
- 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 test takers.
- Check the cover of the paper- Ask the test takers 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 test taker is allowed to change their level (as indicated on the test taker list) unless there are justifiable reasons for doing so. In this case, the test taker may be supplied with the paper they claim to be correct, but it must be explained that Pearson have the right not to accept the script(s).
- Highlight errata- Ensure that details of any erratum notices are brought to the attention of test takers. An erratum notice is an instruction to be given to test takers in the event that there is a printing error on a written paper.
- Remind test takers to write with blue or black ink. For International Certificate Young Learners, the use of pencils is also permitted.
 - Red ink, red ballpoint pen, correcting fluid, correcting pens, gel pens and blotting paper must not be used.
- Advice test takers that:
 - All rough work should be completed in the question paper. No blank paper should be provided for rough work.
 - Any rough work must be neatly crossed through.
 - Answers must be written in the answer spaces provided. Any answers written outside of this; they may not receive credit.

- Remind test takers that they must not communicate with, seek assistance from or give assistance to other test takers whilst they are in the test room. To do so may constitute malpractice which must be reported to Pearson.
- Tell the test takers to write their names, centre number and candidate number on their question papers and complete other details as required. Test takers are allowed five minutes before the test starts to complete this task and study the lay of the booklet.
- Announce the start of the test- Announce clearly in English and/or the usual language of the centre that the test takers can begin to write their answers and give them the time allowed for the test. Then announce: "I will now begin the audio recording for the listening section. This will play without stopping until the end of the session. I am going to play a sound to start to ensure you can all hear the audio".
- Complete the Attendance Register:
 - 30 minutes after the start of the test, the invigilator should complete the Attendance register. If a test taker is present, fill in the "P" bubble and if they are absent, fill in the "A" bubble.
 - If a test taker is not shown on the attendance register, write their name in the next space on the sheet. You must not under any circumstances substitute a new test taker for a test taker who has subsequently withdrawn from the test, but their name is still shown on the register.
 - If a test taker has officially withdrawn from a paper but they still appear on the attendance register put a line through the candidate number and name.
 - The top copy of the attendance register should be sent to Pearson with the corresponding scripts. The second copy is to be kept by the centre until after the results have been issued. If all test takers are absent, the register must still be complete and returned to Pearson.
 - If a test taker is absent from a test due to illness or misfortune, Pearson will give the test taker the chance to take the test in the next scheduled test session. Please email Pearson at this email address: pgs.internationaleo@pearson.com. If a test taker becomes ill or has to leave during the test due to exceptional circumstances and "[Application for Special Consideration Form](#)", together with a medical certificate where appropriate, should be submitted to Pearson.
- Late arrivals
 - If a test taker arrives late, they may be allowed the full time for the test at the discretion of the head of centre. The test taker may only enter the test room at the end of the listening section. The invigilator may replay the listening section for a test taker who arrived late, subject to supervision by the head of centre.
 - The script should be sent to Pearson in the same way all tests are returned. Please make note of late arrivals on the incident log.
- Always supervise the test takers to prevent cheating and distractions. Invigilators must supervise the test takers throughout the whole time the test is in progress and always give complete attention to this duty.
- Test takers who have finished their work early may hand in their paper and leave the test room before the full allotted time of the exam if the head of centre allows. The test taker must not be readmitted.
- 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 test taker who needs to leave the room temporarily. Ensure these are recorded on the Incident log.
- Identify and report any instances of actual or suspected malpractice- see section below.
- Inform test takers when they have five minutes remaining. And Instruct test takers to stop writing at the end of the test.
- End the test at the appointed time with the full attention of all test takers following instructions to complete their work.
- Ensure completed test scripts are collected before test takers leave the test room.
- The test should be arranged in the order of the attendance register.
- Test centres should return the material immediately to Pearson at the end of the day once all levels have been completed. Ensure that test materials are locked in a secure place if the test is not at the end of the day, before returning them to Pearson.

5.4 During the written Exam

Malpractice and Maladministration

- Actual or suspected 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](#) to pqsmalpractice@pearson.com .
- More information on malpractice can be found within 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 test taker in the test room.
- If Pearson discovers an irregularity, Pearson will investigate 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 test taker. The decision on any penalty's rests with Pearson.

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.

- Test takers are to remain under “exam conditions” throughout the evacuation, supervised, test takers 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 test takers 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 in the incident log.
- Allow the test takers the full working time prescribed for the test.
- If there is a small number of test takers, 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. Ensure this is also recorded in the incident log.

5.5 Post exam test

The written tests must be sent immediately after the test to the address designated on the attendance register for paper 01 using the labels provided. Written tests should not be retained overnight but if there was an exceptional reason 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 despatch receipt so that in the event that they are not received by Pearson on time, the package(s) can be tracked. It is the responsibility of the centre to ensure that test materials (including attendance registers) reach Pearson securely and within five days of the written exam. Any delays may result in unmarked work, thereby causing delay in the release of results.

- The written papers should be packaged up in the envelopes provided, in level and test taker order.
- Put the top copy of the attendance register in the packages and keep the second copy for your record.
- Peel off the address label from the attendance register and label the packages.
- Despatch the papers and any unused stationary. You must ensure that papers are despatched as soon as possible after the written test is complete.

Pearson
Hellaby Industrial Estate
Fretwell Road
Rotherham, UK
S66 8HN
Email: Resultsscripts@pearson.com

- 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 International Certificate- Young Learners website in the resource section- [Resources | Pearson qualifications](#)

6. Test Inspectors

Test inspectors will be randomly allocated to conduct inspections to ensure that Pearson conditions are being adhered to. This is to ensure that papers remain secure, exams are being conducted appropriately and that test takers are not being disadvantaged. Announced and unannounced test inspections are an important quality assurance measure by Pearson. These could be conducted virtually or in person.

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 derived from this handbook. You will be advised of the outcome of the inspection within 10 working days of the visit.

To ensure our International Certificate 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. The form which the inspectors complete can be found here for your reference: [International Certificate 2023 report form \(visit\) \(pearson.com\)](#).

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](#).

7. Special Considerations

Special Consideration is a post examination adjustment to a test takers 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 test takers 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 Website](#) for the special consideration process and the [Pearson English International Certificate- Special Consideration Guide](#).

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, test takers 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 test taker is entitled to special consideration, a request should be submitted using the [Pearson English International Certificate- Special Consideration Guide](#) and a translation of the evidence. Submissions should be received no later than 7 days after the written exam.

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 test takers 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 the section on access arrangements.

8. Results, Reports and Certificates

8.1 Results

Test taker results can be accessed via [Edexcel Online \(EOL\)](#). Please use 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 on the exam 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 test taker 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 a test takers certificate.

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 test taker wants reassurance about a grade. In these circumstances, you may refer to our post-results services.

8.2 Post Results Services

For International Certificate and Young Learners, there are two services available:

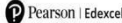
1. Review of Marking- A review of marking is a check that our examiners have marked externally assessed components correctly. It can be requested via Edexcel Online (EOL), it costs £40.40 per paper and the outcome will be available within 20 days of the date the application was submitted. This is referred to on EOL as an EAR2. Results will be shared with the requester via your EOL mailbox. You will receive a reference code beginning with either TEX or TIN to acknowledge your request, this will be used throughout the post results process. Please refer to this reference in any correspondence with Pearson.
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](#), including the request window availability. Additional guidance can be found [here](#) for how to raise a request. For any queries, please contact our customer service team at pqs.internationaleo@pearson.com

8.3 Candidate Performance Report

Candidates "Performance Reports" will be distributed to centres via email following the dispatch of the results documents as outlined on the [key dates page](#). These will be released a week after results unless specified otherwise on the key dates. They should be printed in A4 format and distributed to the test takers by the centres.

Candidate Performance Reports cannot be produced for test takers who have had a tariff applied either through Special considerations or centre/candidate malpractice.



Candidate Name :
Centre Number :
Candidate Number :

Pearson English International Certificate Young Learners (PTE YL)

Candidate Performance Report for Level 4:181 - October 2023

Listening	26.0 / 30.0
Reading	40.0 / 50.0
Speaking	7.0 / 30.0
Overall	73.0 / 100.0

8.4 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 on the [test timetable](#).



The image shows a sample certificate from Pearson Edexcel. The certificate is titled "This is to confirm that [NAME] took the Pearson English International Certificate Young Learners (PTE Young Learners) A test of English language: Speaking, Listening, Reading and Writing. QUICKMARCH and has achieved: Merit". It features a gold trophy icon and five stars. The certificate includes a signature of the Head of Centres and a date. To the right of the certificate is a detailed performance report for the same candidate, showing scores for Listening (26.0/30.0), Reading (40.0/50.0), and Speaking (7.0/30.0), with an overall score of 73.0/100.0. The report also includes a breakdown of scores for each skill and a list of strengths and weaknesses.

If any test taker details are incorrect, you will need to make test taker 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. Please allow a minimum of 7 working days for delivery of your certificates. After which point, please get in touch with us via the [customer support portal](#).

*Diacritic certificates can be requested by your Regional Manager. Deadlines for submission are displayed on the website and should be adhered to; this will ensure that they are received in a timely manner. Diacritics will be dispatched 1 week following normal certificates. Although certificates are dispatched on a fixed date, Pearson is unable to guarantee the dates on which they will be received; delays may occur in transit.

8.5 Replacement Certificates

Replacement certificates can be requested by visiting this website: [Certificate services | Pearson qualifications](#). For Pearson English International Certification- Young learners standard and priority applications are accepted. These services have different costs, and these can be seen by visiting the above site. Standard applications will be processed within 20 working days, Pearson is unable to guarantee the dates which they will be received; delays may occur in transit. Priority applications will be processed with 5 working days, Pearson is unable to guarantee the dates which they will be received; delays may occur in transit. Processing and delivery timings are subject to change dependent on the times of year; UK bank holidays and/or International bank holidays.

Applicants should be mindful of weekends and bank holidays. The system does not refresh until the following day. For example, an application made on Monday would not be available to be processed until the Tuesday.

Application forms should be completed in English with ID provided in English. When completing the application provide as accurate detail to the approximate year the qualification was achieved.

Any missing ID, qualification year and potential name amendments which have occurred since the certification may delay the process, this will impact the published timelines for despatch of the replacement certificate. It is essential that customers respond to any emails from replacementcertificates@pearson.com to support their application.

9. FAQs

How do I make entries?

Entries should be made via Edexcel Online. The entry window can be found here: [Test dates | Pearson qualifications](#). More information can be found here: [Pearson English International Certificate \(PTE General / PTE YL\): Registering Test Takers](#)

Where can I find test dates?

Test dates can be found here: [Test dates | Pearson qualifications](#)

How should I report incidents during exam sittings?

Incidents during the written examination should be reported on the incident log. This can be downloaded from [here](#). For example, late arrivals, bathroom breaks, unwell test takers.

How should I return the oral files?

The oral files should be uploaded in .MP3 file format to LWT along with the attendance register, no later than 6 days after the written exam. Guidance can be found [here](#).

How should I return the written materials?

Written materials should be returned securely to Pearson as soon as possible after the exam, no later than 3 days after it is sat. Centres must use a trackable service and retain any tracking information to share with Pearson should they be asked. All materials should be returned.

When should I apply for Special consideration?

If a test taker has temporarily experienced illness, injury, or some other event outside of their control at the time of the assessment. It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a test takers ability to take an assessment or demonstrate their normal level of attainment in an assessment. More information can be found [here](#).

How will I receive my results?

Results are available via EOL on results day. Candidate statement of provisions results are sent from the UK on results day. Certificates are then sent a week later from the UK.

How can I challenge my results?

If you have some concerns regarding your results. Pearson offers post results services, which enables learners to have their work reviewed by a senior examiner. More information including how to request this service can be found [here](#).

How will I be invoiced?

This varies based on your country. Please contact your local regional representative to support you with this.

Our contact details have changed for our Test Centre what should we do?

Visit [here](#) to find out how. If you are unable to access this secure location, please reach out to your local Pearson representative for support.

10. Contact Us

For all administration enquiries relating to the conduct of International Certificate (PTE General) please contact our customer service team at: pqs.internationaleo@pearson.com or via the [Pearson support portal](#).

Report conflicts of interest to Pearson	conflictofinterest@pearson.com
Contact for problems with materials	pqs.internationaleo@pearson.com
Email for questions about packaging and sending of tests	pqs.internationaleo@pearson.com
Email to report absent test taker	pqs.internationaleo@pearson.com
Email to report damaged material	qpd@pearson.com
Email to submit Special Consideration form	Uk.sepcial.requirements@pearson.com
Email to report issues with Learner Work Transfer (LWT)	ptemarksreceipt@pearson.com

Annex: Additional Guidelines on secure storage

When exam related materials are on site, they must be kept in a secure room access only by member of staff who are involved in the exam administration. The secure room may be used by other members of staff when examination material is not on site.




The secure room must be large enough for staff to handle secure content in private. At least two, and no more than six, members of staff must hold keys to the secure room. There must be at least two keys, rather than one key that is accessed by two or more members of staff.

Within the secure room, all exam related materials must be kept in a secure storage unit such as a safe or lockable cabinet. The secure storage unite must be large enough to hold all the materials you expect to receive.

The secure room and secure storage unit mist meet the requirements set out below.

Secure storage requirements

Requirement		Additional Information	Not Acceptable
Secure Room Requirements	<ul style="list-style-type: none"> Your secure room must be in a fixed building and must not have a door leading directly to the outside of the building. The walls, ceiling, and floor must be strong and solid. If the room is on the ground floor and has external windows, these must be made of toughened glass and locked securely from the inside. If the room has internal windows, these must be toughened glass and locked securely from the inside. The door must be solid with strong secure hinges, and a good quality lock. Glass doors are acceptable 	<ul style="list-style-type: none"> Windows with security bars or grilles are also acceptable. For example, a 5-mortice lever lock, coded keypad lock, electronic security lock. 	<ul style="list-style-type: none"> Portacabins, wooden buildings and temporary structures are not suitable. Movable or partition

	<p>provided they are made of toughened safety glass and have a suitable lock.</p>		
<p>Secure Storage Unit requirements</p>	<p>Your secure storage must be:</p> <ul style="list-style-type: none"> • solid wood or metal • non-portable • with a secure locking system <p>For example, a strong non-portable metal safe</p> <p>Strong non-portable security cabinet with multi locking system.</p> 	<p>Metal or solid wood cabinets are also acceptable if they are fitted with a full-length external locking bar.</p> <p>For example:</p>  	<p>An MDF cabinet with a small lock would not be acceptable.</p> <p>Small hotel style safes are not suitable, unless they are bolted to the floor. They are also unlikely to be large enough to hold all required materials. Filing cabinets are not suitable unless they are fitted with a full-length metal bar.</p> <p>Small cabinets or pedestals, which could be easily moved, are not suitable.</p>