Exam Day Booklet for Digital exams

Published January 2026

KEY

🔒	Security risk	💡	Top tips
!	CEM needs to check Support Site and prepare materials before, and / or input information after, the exam day.	🌐	These extra ID regulations only apply to centres in Africa, Asia and Australasia.
NEW	This highlights a significant change.	🔊	Instructions to read to candidates

Contents

Introduction

This booklet explains the exam day regulations. You must read it and follow all our instructions to keep the exam secure and give candidates a positive experience.

! **You must have a printed or an electronic copy of this booklet in each exam room and in the waiting area of the Speaking test venue.**

This document is correct at the time of being published. We may change it at any time and we will tell you about any updates in **Centre News** and on the Support Site (**support.cambridgeenglish.org**). This document is produced by the Quality and Compliance Team who can be contacted via this email, **qualityandcompliance@cambridge.org**.

NEW The University of Cambridge owns the copyright on all (live and past) exam materials we produce, including digital content question papers, audio files and Speaking packs. You must not copy or reproduce them (e.g. photos and / or videos), without our permission in writing; this includes taking photos of exam materials both on paper and on screen.

Throughout this booklet 'You' means invigilators and supervisors, 'CEM' means Centre Exams Manager. We use the term 'written components' as a summary term for all components apart from the Speaking test.

This booklet is for:

· A2 Key (until July 2026) / Key for Schools · B1 Preliminary / Preliminary for Schools · B2 First / First for Schools · C1 Advanced · C2 Proficiency

Exam Day Booklets for the Cambridge English Digital exam or any exam not listed above can be found on the Support Site. For candidates with Access Arrangements and / or using modified materials, use the *Access Arrangements Booklet*. Regulations in the *Access Arrangements booklet* take precedence over any regulations in this booklet.

! You must always:

- use the latest version of Inspera. Using earlier versions may cause technical problems on the exam day and may affect results
- have access to the support section of the **CEQs Digital User Guide**
- review the **Inspera Preparation checklist**.

If you need any technical assistance, contact the Application Support Team by calling: +44(0)1223 803786.

Handling issues outside the standard process can cause additional problems, so contact the Helpdesk for advice. Raising queries with us as early as possible ensures that we can resolve any problems quickly, and that candidates are not disadvantaged.

This booklet uses the term 'components', which corresponds to the 'child tests' mentioned in the *CEQs Digital User Guide*. In this context, 'parent test' refers to the whole exam (excluding Speaking), such as B2 First Digital.

Audits

You will not be given advance warning if your centre is audited. Auditors might arrive at any time during the exam. They will always show their Auditor ID card to prove their identity. They will need to see where you store the exam materials and will stay in the exam room during the written components. They may also check the Speaking test rooms. During this time, they will write a report and might ask you questions. You can ask the Auditor to ask questions later if you are busy. After the audit, the Auditor will give you brief feedback and will send their report to Cambridge and the CEM.

You can tell candidates that the Auditor is there to monitor the centre, not them. The Auditor may ask candidates some simple questions and / or check their IDs. All centres are expected to co-operate with any audits and to treat Auditors with respect.

Candidate experience

Make sure candidates have a positive experience on their exam day. Be friendly, polite and helpful. Answer candidates' questions clearly and quickly, and try to solve their problems where possible. Keep candidates informed; for example, tell them the schedule for the day including breaks, what they are allowed to take into the exam room, and any emergency procedures for the venue.

Invigilators / supervisors are responsible for the safety and welfare of candidates. Please see our **Safeguarding**

Policy for more information.

Requirements for invigilators / supervisors

- All supervisors and invigilators must be trained to run Digital exams; for further details see the *Handbook for Centres*.
- You must have at least one supervisor in charge of each venue.
- You must have at least one invigilator for every 25 candidates in each exam room.
- Invigilators must not be friends, colleagues or relatives of the candidates.
- A trainer or an English teacher who has taught the candidates in the last 12 months cannot invigilate, either alone or with another invigilator.
- If there is only one invigilator, they must be able to get assistance without leaving the candidates unsupervised. For example, they can use a mobile phone with sound and vibration switched off. Someone must be able to arrive within 2 minutes.
- Invigilators must always have a clear view of all candidates.

Test day photos

You are required to take test day photos for B2 First (excluding B2 First for Schools), C1 Advanced and C2 Proficiency.

For other exams, you can offer this as an option if candidates ask for it in advance.

Verify the candidate by checking their ID before you take their photo. See **Candidate ID** below.

If the ID is not a passport, advise the candidate that they may not be able to use their result for immigration purposes.

You must take a photo of each candidate on the exam day using the test day photo software Identica. **If you experience problems with Identica, you must contact the Application Support team immediately on +44(0)1223 803786.** You must upload test day photos by the end of the speaking window to avoid delays in releasing your candidates' results.

Photos taken outside of Identica without authorisation beforehand from the Helpdesk will not be uploaded.

You can choose whether to take the photo on the Speaking or written test day. We strongly advise that you take Test Day Photos at the earliest opportunity to allow sufficient time for resolving any potential issues.

By registering for an exam candidates or their parents / guardians understand that a test day photo is taken.

We will not release C1 Advanced candidates' results without a test day photo.

Centres administering C1 Advanced in Africa, Asia and Australasia **must** take the photo on the day of the **first** component.
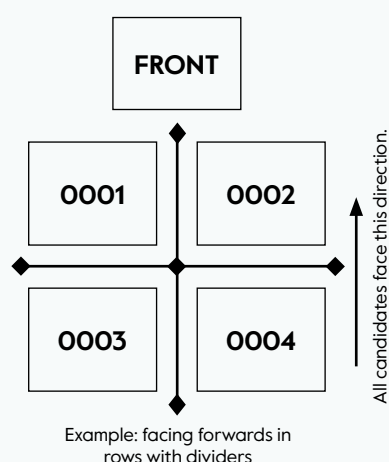
The CEM can check the **Identica articles** on the Support Site for more information and instructions for using the software.

Materials

For all exams, you will need:

- printed templates of *Malpractice* and *Special Considerations* forms (download from Support Site). If you complete these, give them to the CEM, who will arrange to transfer them onto Cambridge English for Centres
- measuring tape for correct distance between desks (unless you are using dividers or the desks are arranged back to back)
- attendance register with candidate names and candidate numbers
- desk labels
- blank paper and spare pens / pencils for candidates (if candidates request it)
- the test day support number for technical support: **+44(0)1223 803786**
- room plans (download a template from **Support Site** or create your own – make sure they contain the information in the template)
- printed candidate logins
- two spare sets of headphones and spare computers / devices per 50 candidates
- one spare device for Inspera Admin Portal per venue.

Preparing the venue and exam room

FRONT

0001	0002
0003	0004

All candidates face this direction.

Example: facing forwards in rows with dividers

Seating and room set-up

- An internet connection is required throughout the exams.
- Candidates must be seated so they cannot read from another candidate's screen. Be aware that candidates can enlarge the text on their screens.
- Candidates usually face forwards; however, they do not all have to face the same direction.
- The room should be set up in a way that ensures invigilators are able to observe candidates easily. In all cases, you must be able to see all candidates at all times.
  If candidates are sitting side-by-side you must either:
- keep candidates at least 1.25 metres apart, measuring from the centre of one candidate's desk to the centre of the next candidate's desk. Use a tape measure to check the distance before the exam and check candidates do not move their desks.
- separate candidates using dividers. Dividers must be large enough **on all sides** to prevent candidates from seeing each other's screens.
- If you use privacy filters without dividers, ensure a minimum distance of 1.25 metres is maintained.
- If a candidate needs to change computers, for example, due to technical issues, make sure they log out of the first computer and log into the new computer, using the same log in details.
- Put a desk label with the candidate number on each desk and make sure candidates can clearly see them. Invigilators must be able to see the labels clearly from a distance.

Other venue requirements

- **Exam room:** switch off any bells, disconnect any phones, make sure the temperature is comfortable and the room is tidy and light.
- **Directions to exam rooms:** make sure candidates can easily find the exam room.
- *Notice to Candidates:* put the current poster outside (not inside) the exam rooms. You only need one poster if all candidates can see it easily.
- **Material in English:** remove or cover posters, notes or notices in English (except for safety notices).
- **Time:** make sure there is an accurate clock / timer for the invigilators.
- **Designated area:** provide this inside or outside the exam room for items not allowed at desks.
- **Electronic items and watches:** these must be outside the exam room and have a procedure for returning them to candidates. Make sure you follow any relevant local laws, for example on liability for items that get stolen, lost or damaged when you store them.

Preparing the test equipment

- Candidates cannot use their own personal computers.
- The CEM must follow the instructions in the **CEQs Digital User Guide** section on the Support Site.
- There is a **Tips and Troubleshooting guide** available that CEMs should provide to invigilators.
- Close all software other than Inspera on each candidate's computer before the exam starts. If prohibited software stays open or opens during a test, Inspera will not work.
- Either remove or switch off any equipment that is not needed for the test. Ensure candidates only access equipment needed for the test.
- Before the exam, conduct physical checks for any suspicious / unusual items connected to the candidate's computer. Ensure you check each cable and device connected to each computer. If you have concerns, speak to your technical staff and report anything suspicious to our **Quality and Compliance team**, including any photos if appropriate.
- Before the exam, log in to **MyCambridge**, access the Inspera Admin Portal and navigate to the correct test.
- Before candidates enter the exam room, launch the Inspera Integrity Browser and navigate to the login page on all candidate computers.

Component order and timings

EXAM	COMPONENTS		
A2 Key Digital / **A2 Key for Schools Digital**	Reading & Writing: 1 hour	n/a	Listening: Approx 30 mins
B1 Preliminary Digital / **B1 Preliminary for Schools Digital**	Reading: 45 mins	Writing: 45 mins	Listening: Approx 30 mins
B2 First Digital / **B2 First for Schools Digital**	Reading & Use of English: 1 hour 15 mins	Writing: 1 hour 20 mins	Listening: Approx 45 mins
C1 Advanced Digital	Reading & Use of English: 1 hour 30 mins	Writing: 1 hour 30 mins	Listening: Approx 45 mins
C2 Proficiency Digital	Reading & Use of English: 1 hour 30 mins	Writing: 1 hour 30 mins	Listening: Approx 40 mins

Please be aware Listening tests vary in duration by up to 5 minutes.

NEW You can administer the same exam in multiple sittings within the test window (i.e. 00:00 to 23:59 local time).

! You can administer more than one exam, including paper-based and digital, in the same room at the same time, provided the candidates who finish earlier do not disturb those still taking their test. Consider how practical it is to administer exams with significantly different component durations. Seat candidates with the shorter component nearer the door. Candidates must start each component at the same time. No candidates can leave their seats during Listening until everyone has finished.

If administering different Listening tests in the same room at the same time, all candidates must use headphones.

We strongly recommend that you allow candidates an adequate break between components, particularly if the component is an hour or longer. Please also consider the age of the candidates and those with Access Arrangements.

You must schedule the last component to finish before midnight local time.

Authorised and unauthorised items

Electronic items and watches

NEW Before the start of the first written component, follow the centre's procedures for collecting candidates' electronic items, including, but not limited to: earphones or earbuds (e.g. Airpods); mobile phones; smart glasses; tablets (e.g. iPads); watches (including smart watches); any other smart devices. Ensure a procedure is in place for returning the right items to the right candidates.

Tell candidates to switch off their electronic items. Make it clear that they will be disqualified if they have any electronic items in the exam room during the exam (candidates can use them during breaks if the centre permits this). Make exceptions for those needing electronic items for medical reasons (e.g. diabetes) or for those using assistive technology.

If local laws require candidates to keep electronics in their possession, these must be switched off, placed in a signal-blocking container and put under their desk or on the supervisor's desk.

Keep the candidates' electronic items and watches outside the exam room (unless they are in a signal-blocking container). You must keep these items secure and inaccessible to candidates until they are permitted to access them.

Unauthorised items

After electronics have been collected, ensure all other unauthorised items e.g. bags are placed in a designated area. If the designated area is not in the exam room, ensure these items are kept in a designated secure area. Candidates are not allowed access to these items during breaks.

Candidates are not allowed to bring to their desks any items which have visible English writing, including clothes. Ask candidates with too many visible English words on their clothing to change, cover them or turn the clothing inside out.

Items allowed at desks

THESE ITEMS ARE ALLOWED ON DESKS BUT CHECK THEM FOR HIDDEN UNAUTHORISED MATERIALS AND WORDS IN ENGLISH:

✓ photo ID
✓ pens, pencils, erasers, highlighters, sharpeners
✓ small pencil cases (left open)
✓ water
✓ tissues
✓ headphones
✓ blank paper

✓ Confirmations of Entry are allowed on desks during the ID check. Remove or place them under the desk once you have checked the IDs. Make sure you return them to the candidate by the end of the exam day.
✓ candidates can keep coats or jackets on the back of their chairs. Make sure they do not take notes or other items out of their pockets during the exam.
✓ during the exam, if candidates put unauthorised items on their desk, ensure they are placed in the designated area (or under their desk if necessary).

THESE ITEMS ARE ALLOWED ONLY FOR CANDIDATES WITH A GENUINE NEED:

✓ medicine and electronic items needed during the exam for medical conditions (e.g. diabetes)
✓ food (for diabetes, pregnancy, etc.)
✓ items required for Access Arrangements (some items may need approval)

Cheating

Examples of cheating:

- impersonating
- copying from another candidate
- allowing a candidate to copy from them
- communicating with or signalling to another candidate
- having access to electronic items with them during the exam
- using any unauthorised items with the intention of cheating
- disruptive behaviour
- remote help; for example, words appearing on the screen without the candidate touching the keyboard or mouse
- not following exam staff instructions
- talking about the Speaking test with candidates who are waiting to take their test

You can only exclude a candidate from taking the exam if you are not confident about their identity (i.e. impersonation or unsuitable / no ID), or if the candidate causes disruption to other candidates or poses a threat to health and safety.

Cheating during the test

- Tell the candidate to stop cheating. **Also tell them that they will be reported.**
- Be aware of local laws regarding physically touching candidates when you are removing unauthorised materials.
- Allow the candidate to complete any remaining components.

How to report cheating

- Write a detailed report using the printed *Malpractice* form.
- Take a signed and dated candidate statement after the component or at the end of the exam day. Under 18s can be represented by their parents or carers.
- Give the documents to the CEM / supervisor, who should use this information when they submit a malpractice report on Cambridge English for Centres.

If you think other candidates have been affected, use a *Special Considerations* form.

Candidate ID

Do not allow the candidate to take the exam if you are not confident about their identity.

Each candidate must present an ID that includes a photo, their full name and date of birth.

If a candidate does not present a suitable ID, see Fig. 02.

Auditors can check IDs and ask candidates questions about their IDs.

Acceptable types of physical ID

- Passport.
- An identity document issued by the government of the country where the exam is held and officially recognised as proof of identity, e.g. driving licence, residence permit.
- Government National ID issued in an EU or Schengen area country being used in another EU or Schengen area country.

NEW **Acceptable types of digital ID**

- Government-issued National digital ID provided it is accepted as official ID in the country where the exam is taking place and it can be verified using the official government verification service.

Additional ID rules

Candidates aged 17 or under must use either an acceptable ID listed above or one of the following:

- school / college physical ID (provided the centre is confident this ID truly verifies the candidate's identity)
- *Candidate ID* form (downloaded from the support site and completed before the exam).

All candidates taking the exam for immigration purposes

If the candidate is taking the exam for immigration purposes, it is their responsibility to ensure that they present an ID (usually a passport) acceptable to the appropriate immigration authority, and that they inform the centre at the time of registration that they intend to use the exam for immigration purposes.

Regulations for centres in Africa, Asia and Australasia

- For candidates of all ages taking any exam, the only acceptable form of ID issued by a foreign country is a passport.
- For **C1 Advanced**:
  - Check that the candidate's ID is the same ID that was used at registration; if it is not, the candidate must not be allowed to take the exam. The CEM will give you a list of the candidate ID numbers so you can check the same ID is used.
  - You only need to check once during the written components and once before the Speaking test.
  - The ID number must also match the one recorded on Cambridge English for Centres portal or Identica.

NEW ## When to check IDs

ID TYPE	ALL WRITTEN COMPONENTS (EXCEPT LISTENING)	LISTENING TEST	SPEAKING TEST
Physical / Digital	Before the component starts and when candidates return to their seats.	Before the start of Listening.	When candidates arrive in the waiting area and just before they enter the test room.

How to check physical IDs

1. CHECK ID IS VALID	2. CHECK FOR IMPERSONATION
It is one of the types of ID listed in this booklet.	Check the photo on the ID matches the candidate.
It has not expired.	Check the name on the ID matches the name on the desk label and / or attendance register.
It is an original, not a copy.	Check for any evidence that the ID may not be genuine, for example incorrect or missing details.
If the ID is not valid, see Fig. 02.	

NEW For **C1 Advanced** and **C2 Proficiency**, and when a candidate presents a passport that was not issued by the country where the exam is taking place, you must also verify the passport, once per exam day, by using at least one of the following*:

- **Identity verification app** – use an app (free versions are available) for scanning and verifying the information in the passport. Be aware of data / privacy laws and consider if you need to use a device owned by the centre.
- **UV torch / light** – check, e.g., the inside pages of a passport, including the photo page. It usually reveals hidden security features, which vary depending on the passport. It is suspicious if there is nothing to see or the images are not sharp.
- **Passport scanner** – use this device to read the information on a passport.

*This does not apply to candidates from an EU / Schengen country taking the exam in another EU / Schengen country and presenting their passport or government-issued national ID.

NEW How to check digital IDs

Digital IDs must be verified both before the written components and before the Speaking test.
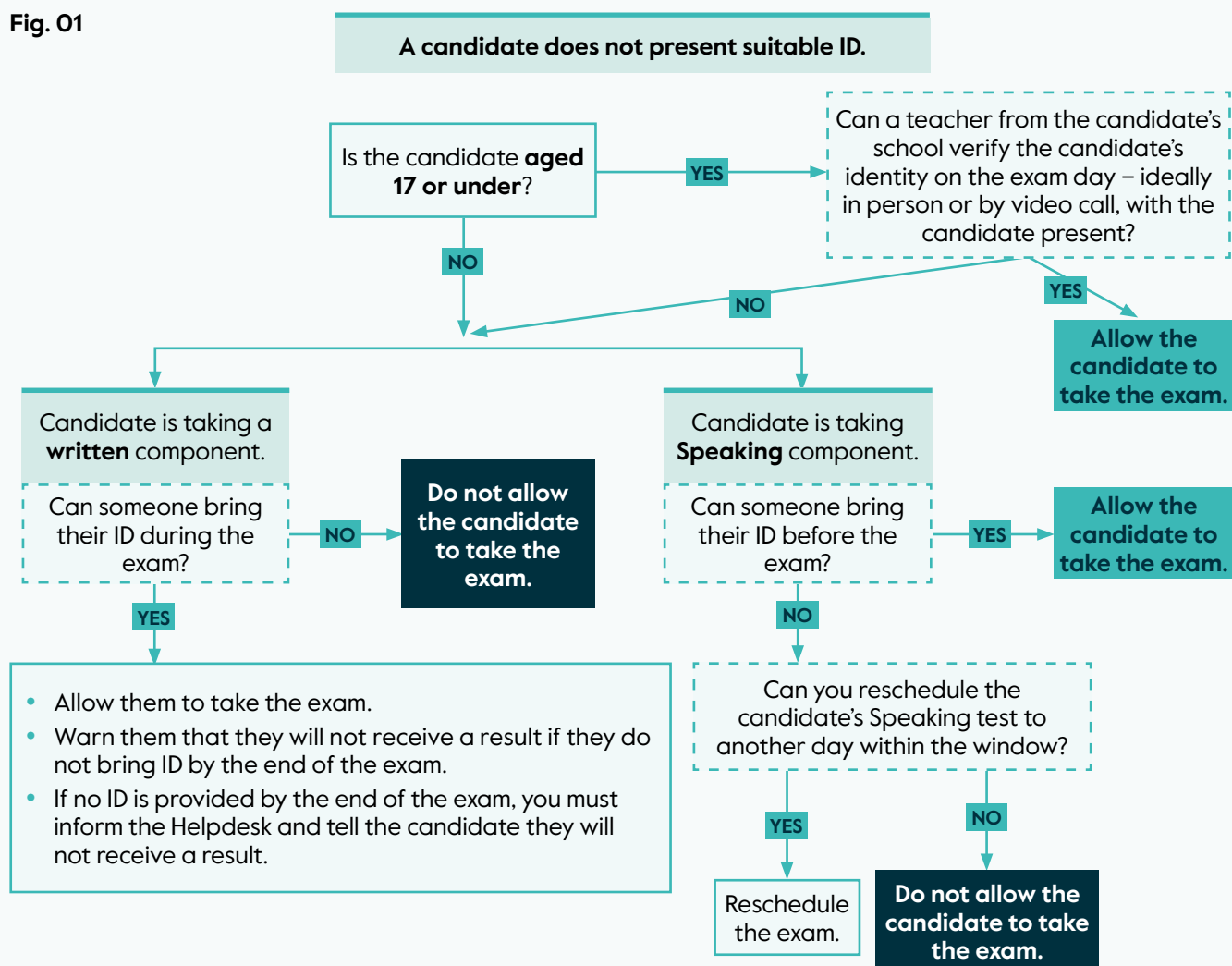
1. CHECK	2. VERIFY THE ID	3. CHECK FOR IMPERSONATION
It is a government-issued national ID	Use the applicable official verification app or website	Check the photo on the ID matches the candidate.
		Check the name on the ID matches the name on the desk label and / or attendance register

If a candidate's digital ID is on a device that is unauthorised to be at their desk, you will need to retrieve it, verify the ID and then return it to the designated area. You must monitor candidates accessing their devices and ensure they only use their devices to present their digital ID.

If it is not possible / practical to verify the digital ID for subsequent components because candidates' devices have been collected, the following two options are acceptable.

OPTIONS	After verifying the digital ID and before both the first written component and before the Speaking test	Subsequent ID checks
1. Paper copy of photo ID (candidates must be told to bring this before exam day or the centre must print a copy)	The centre must write the candidate number on the paper copy, and stamp or sign to ensure only this verified copy is used throughout the exam	The centre checks ID using the verified paper copy
2. Centre takes a photo of the candidate using a centre-owned phone and must be compliant with local laws and GDPR	Centre uses their phone to take a picture of the candidate with their candidate number (e.g. desk label with the candidate number). If verification of the digital ID happens away from the candidate's desk, the candidate must be escorted to their desk	Centre checks photos on phone to verify the right candidate is at the right desk

Fig. 01

A candidate does not present suitable ID.

Is the candidate **aged 17 or under**?

— **YES** → Can a teacher from the candidate's school verify the candidate's identity on the exam day – ideally in person or by video call, with the candidate present?

— **NO** →

Can a teacher... **YES** → **Allow the candidate to take the exam.**

Can a teacher... **NO** →

Candidate is taking a written component.

Can someone bring their ID during the exam?

— **NO** → **Do not allow the candidate to take the exam.**

— **YES** →

- Allow them to take the exam.
- Warn them that they will not receive a result if they do not bring ID by the end of the exam.
- If no ID is provided by the end of the exam, you must inform the Helpdesk and tell the candidate they will not receive a result.

Candidate is taking Speaking component.

Can someone bring their ID before the exam?

— **YES** → **Allow the candidate to take the exam.**

— **NO** →

Can you reschedule the candidate's Speaking test to another day within the window?

— **YES** → Reschedule the exam.

— **NO** → **Do not allow the candidate to take the exam.**

A candidate has a face covering

Arrange for an appropriate member of staff to ask the candidate politely to remove the face covering for identification purposes in a private area.

Doubts about a candidate's identity

Talk to the candidate during a break or before starting the component and ask them questions about the information on their ID. For example, when / where they were born, address etc. Be sensitive to candidates who may be transitioning their gender; the CEM can access the **Support Site** article for more details. If they cannot confirm their personal information (as per their ID document), do not allow them to take the exam. Tell your CEM, who must inform us immediately.

Running the written components and candidate instructions

Only candidates, supervisors, invigilators and auditors are allowed in the exam room. Technical staff are allowed in the room in emergencies, for example if the computer equipment fails. Auditors will always show their ID card. You must not allow anyone else into the exam room.

You may translate all candidate instructions from this booklet (reading them in English is not required) but ensure nothing is omitted. Additional information can be included, but make sure all candidates understand the instructions and that none of our regulations are contradicted.

Candidates will lose access to the notepad function if they select Large or Extra Large text size or if the screen resolution is 1280x1024, 1366x768 or 1280x720. If candidates want to use the notepad, they must avoid enlarging text or adjust the screen resolution to 1920x1080. Alternatively, provide blank paper to anyone who requests it.

STEP 1: Before the first component

Switch off your mobile phone (unless you are a sole invigilator) or turn off the sound and vibration.
Follow the instructions in **Preparing the test equipment** *if you have not already done so.*
Follow the instructions in **Authorised and unauthorised items** *if you have not already done so.*
If candidates are not already seated, ask them to sit at their desks.
Make sure candidates with Access Arrangements (e.g. visually impaired) receive the relevant help when they set up their computer.
Check each candidate's ID, or do this when you distribute the candidate logins.
If a candidate starts too early, see the instructions in Step 3.

- ▶ We are going to start your exam soon.
- ▶ Do you still have anything electronic, including mobile phones, with you? If you do, switch them off and give them to me now. If you keep any electronic items, you may be disqualified.
- ▶ If you use any electronic items during the exam, you will be disqualified.
- ▶ You are not allowed to have a watch of any kind in the exam room. If you are wearing one, please take it off and give it to me.
- ▶ You can use a pen or pencil to make notes.
- ▶ If you have any unauthorised items, give them to me now.
- ▶ Your ID must be on your desk during each test.
- ▶ You are now under exam conditions.
- ▶ You must follow my instructions. If you need help, please put your hand up.
- ▶ You are here to take: (*read out exam name*).
- ▶ Put up your hand if you need blank paper at any time.
- ▶ If you cheat, you will be disqualified. Suspected cheating includes copying from another candidate, allowing a candidate to copy from you or using prepared notes. It also includes helping other candidates or allowing another person to do all or part of your exam.
- ▶ **Do not start the test until I tell you.**
- ▶ If you do not follow these instructions, you may be disqualified.

Distribute candidate logins.
Make sure the candidate number on the login matches the desk label.
Check the username which starts with the first 5 letters of the candidates' last / family name, followed by the first letter of the first name, and by the Candidate number.
If their last name is less than 5 letters, more letters from their first name will be used.

NEW

- ▶ If your username does not start with the same letters as your family name, put your hand up.
- ▶ Log in using the username and password. Click 'Login' and 'Next' and wait for more instructions. If you have any problems, put your hand up.
- ▶ Enter the PIN code; follow the instructions on the screen, then click the 'Unlock and Select' button and then 'Next'.
- ▶ Check the spelling of your name by clicking on the candidate icon located in the top-right corner of the screen.
- ▶ If your name is not spelled correctly, put your hand up.
- ▶ When you have checked your name either click on the cross by your name to close the window or click anywhere on the main screen.

If a candidate's name is misspelt, ask the candidate to write their name correctly. Write down name corrections to give to the CEM / supervisor later.

Chromebooks only

Chromebooks have a slightly different login page compared to Windows and Mac computers. Notably, the bottom bar that displays the clock, volume and battery charge level is not visible. You must:

- advise candidates not to hide the countdown clock on the device
- advise candidates to use the volume keys on the device to adjust the volume
- ensure the device remains plugged in or is sufficiently charged for the duration of the exam.

▶ Click on (*read out exam name*).
▶ Before you start the test, you will watch the Readiness check video.
▶ Do not click on the screen during the video, or it will restart. Wait until it has finished before making your adjustments.
▶ When you have finished, click 'Confirm', then click on the forward arrow (you may need to scroll down to see this), then remove your headphones.
▶ **DO NOT start the test until I tell you.**
▶ Now put your headphones on and start the Readiness check video.

If needed, you may explain or translate the Readiness check information.

Give the candidates time to complete the Readiness checks and ensure they have finished. Check all candidates are ready to start the test.

Collect distributed login details by the end of the first component and keep until the end of the exam.

▶ STEP 2: Instructions for each component

*If a candidate needs to change computer, **ensure they log in again using their own username and password**.*

Check candidates' IDs now (if they have left their seats since the last ID check). Make sure they are seated at the correct desk.

Monitor the Inspera Admin Portal and pause any candidate who has started their component early.

If candidates need to hide their responses (e.g. toilet break), advise them to use the menu screen by clicking the three lines or the notification icon located in the top-right corner. To resume, click the 'x', and their screen will reappear.

If there is an incident in the Listening test for a candidate, follow the instructions on the Support Site: **Inspera: Rewinding audio during the Listening Test**.

◀)) ▶ You are under exam conditions.
▶ **DO NOT start until I tell you, or you may be disqualified.**
▶ If you cheat, you will be disqualified.
▶ If you need a toilet break or finish the test early, hide your screen, put your hand up and wait in your seat.
▶ The test will stop automatically once the time has run out.
▶ Your answers do not need to be all in capital letters.
▶ **At the end of the test, stay quietly in your seat until I say you can leave.**
▶ **DO NOT start the next test until I tell you. Starting early may lead to disqualification.**
▶ If you start before instructed, put your hand up and tell me immediately.
▶ Do not switch off or restart your computer before, during or after the test.
▶ If you have any problems during the test, put your hand up.
▶ The next test is: (*name the next test*).

If the next test is **Writing (except Key / Key for Schools)**, tell candidates to select 'Yes' for the task they choose in Part 2 before the end of the test.

◀)) ▶ Read the instructions carefully and if you understand them click 'I confirm'.
▶ **DO NOT start until I tell you.**
▶ Are there any questions?

Give candidates time to read the instructions and ask questions.

Before each component except Listening

▶ You cannot leave the exam room in the first 30 minutes and the last 10 minutes.
▶ Click on 'Start (name of next test)'.

Before Listening

▶ You cannot leave the exam room at any time during the Listening test.
▶ When you finish, remain seated quietly and keep your headphones on until everyone has finished.
▶ Now put your headphones on and click on 'Start Listening'.

▶ STEP 3: During each component

Your main responsibilities are to look after candidates' wellbeing and to make sure no candidates cheat.

• Make sure you stay alert at all times and can see all candidates.
• Regularly walk around the room. For Listening, to avoid disturbance, keep this to a minimum.
• Your role is to invigilate, not to engage in other activities like reading a book or working on a laptop. However, you need to fill out the room plan, attendance register and, if necessary, the *Malpractice* and *Special Considerations* forms.
• You or anyone else must not explain exam questions, read or alter candidates' answers.
• Look out for candidates who might be cheating.
• Do not disturb or distract candidates.
• Regularly check the 'Monitor' tab on the Inspera Admin Portal, especially at the beginning and at the end of each component, in case a candidate starts early.
• If candidates need to hide their responses, either use the menu screen by clicking the three lines or the notification icon located in the top-right corner. Click 'X' to return to their screen.

Toilet breaks

NEW Candidates must not leave the room for **Listening** at any time except in an emergency. For all other written components, a candidate can leave and return to the exam room at any time if they are escorted by someone (without a conflict of interest), except during the final 10 minutes. Check the toilets before and after any toilet breaks.

• Before a candidate leaves their desk, ensure they hide their work and that their screen displays the menu screen.
• Check the toilets before and after any toilet breaks.
• Remind the candidate that they are still under exam conditions even outside the exam room.
• A member of staff (without a conflict of interest) must escort the candidate. Remember that if there is only one invigilator in the room, they cannot leave and must ask for assistance.
• Make sure the candidate does not communicate with anyone outside the room.
• You must not allow extra time for a toilet break.

Finishing early

If a candidate has finished the component and wants to leave the room (except Listening tests):

• check the time – the candidate cannot leave permanently in the first 30 minutes or the last 10 minutes
• the candidates must stay in their seats until you tell them they can leave
• tell candidates to leave any paper on their desk
• candidates must either hide their screen (by clicking the menu), then allow the remaining time to expire, or the invigilator can end the test. Instructions on how to end the component are on the **Support Site**
• you must not allow this candidate to re-enter the room until the component has ended.

If a candidate starts a component early

If a candidate starts before being instructed, pause their test. You can resume it when you are ready to start the test.

If a candidate starts the next component before a break, either allow the candidate to continue, or pause the test and supervise the candidate until they resume.

NEW If a candidate starts early and does not tell you within 2 minutes, either pause the test and complete a malpractice report form or allow the candidate to continue (there is no need to complete a malpractice form in this case). Do not report it if the candidate tells you within 2 minutes of starting the test.

In your report include: the component name, the time elapsed from starting the test to pausing and whether the candidate informed the invigilator.

If a candidate becomes unwell

If a candidate becomes unwell during a component, pause the component.

If the candidate is able to continue, resume their test. Fill in a *Special Considerations* form.

If the candidate is unable to continue the test, log the candidate out of the test on the candidate's computer.

Room plans

You must complete an accurate room plan for each exam room before the end of the final written component. The room plan must include the position of each candidate by using the candidate number and the direction candidates are facing. Indicate the 1.25 metres side-by-side minimum distance has been met, or include the position of dividers on the room plan. If the room layout changes or candidates are moved during the day, you must complete another one with the new set-up.

Attendance registers

Complete the attendance register before the end of each component.

Absent candidates

Record absent candidates on the attendance register. If the status of an absent candidate is showing as submitted on the Inspera Admin Portal, keep a record for your reference and contact the Helpdesk.

Candidates who arrive late

When deciding whether to allow a late arrival, consider the impact on other candidates and how practical it is.

You can allow late arrivals (with your supervisor's permission) provided that:

- you allow them the full time of the test
- you read the full instructions to them (outside the exam room if other candidates have started)
- the exam will finish before midnight local time
- other candidates are not disturbed (do not allow a late arrival into an exam room where other candidates have started the Listening test)
- when the component has finished for everyone else, make sure candidates leave the room quietly while any late candidates finish their test.

If you want to and it is practical, you can allow a late arrival to take one or more components after other candidates have finished their component or exam.

Fill in a printed *Special Considerations* form (see below) if they were late because of sudden illness or another acceptable reason and this has affected their performance.

You can refuse to admit late candidates if this is your centre's policy. If you do not allow a late candidate to take one component, they cannot take subsequent components. Candidates will only receive a result if they have completed all components.

Incidents and emergencies

Technical disruption

If there are technical issues, e.g. power cut, and candidates are unable to continue their exam, you can either ask candidates to wait or ask them to leave the room. Make sure candidates are supervised as closely as possible so they do not have access to unauthorised items or the internet, and to prevent them talking to each other about the test. If the incident requires extra time, refer to **Adding extra time for incidents** below.

If needed, fill in a *Special Considerations* form (see below).

Other emergency situations such as a fire alarm

If there is an emergency, everybody's safety is the main priority.

Depending on the nature of the emergency, follow the instructions below. However, your local emergency procedures should override any of our exam security regulations:

- Evacuate the exam room following the venue regulations.
- If possible, closely monitor the candidates to ensure they do not communicate with each other or access unauthorised items, mobile phones or the internet.

Adding extra time for incidents

The test will continue to run unless you pause it. If extra time is required, follow these instructions:

- pause the test for the affected candidates
- note the time the incident started and the number of test minutes the candidate lost before the test was paused
- when candidate(s) can resume their test, add the lost minutes
- resume the test
- contact the **Application Support team** if you need assistance.

Fill in a *Special Considerations* form. If the emergency caused a long interruption, you must consider if candidates and exam day staff are still available to finish the exam. If the emergency was distressing for the candidates, it might not be appropriate to resume the exam on that day.

Special Considerations

If there was an incident that might have affected the candidates' performance, fill in a printed *Special Considerations* form. Give the form to the CEM / supervisor at the end of the exam so they can use the information to submit a request on Cambridge English for Centres. The CEM must support each request they submit.

Special Considerations could apply for, but are not limited to:

- a candidate who is unwell during the exam
- a persistent loud noise that distracts candidates
- problems with the audio or headphones
- a delay that might unsettle candidates
- an emergency evacuation such as a fire alarm.

Decide which candidates need to be included on the form (everyone in the room, a range of candidates or a single candidate). Explain to the candidates that you will inform the CEM about the circumstances.

▶ STEP 4: Finishing each component

When there are 5 minutes remaining, the on-screen time starts showing minutes and seconds.

When the time expires, the component closes automatically, and the next component becomes available to start.

It is possible to end a test early by using the Edit End Time option. Please follow the instructions on the Support Site: Inspera: Ending a Child Test (Component) early.

After each component except Listening

- ▶ The test has now finished.
- ▶ Stay in your seats until I tell you to leave.
- ▶ **DO NOT start the next test until I tell you.**
- ▶ Do not take any paper out of the room.

Check all candidates are marked as 'submitted' on the Inspera Admin Portal.

Monitor the Inspera Admin Portal and pause any candidate who has started their next component early.

Collect any used paper at the end of each component and any candidate logins (if not already collected).

- ▶ You can now leave the room.

Repeat STEPS 2 to 4 until all test components are complete.

After Listening

Check all candidates are marked as 'submitted' on the Inspera Admin Portal, then instruct them to remove their headphones.

Collect any used paper.

Log out of the Inspera Admin Portal.

- ▶ Click the 'Exit' button when the test time has ended.
- ▶ Do not take any paper out of the room.
- ▶ You may now leave the room.

After the exam - documents and deadlines

Give the following documents to the CEM after the exam.

DOCUMENT	STORE / SUBMIT	WHEN / HOW LONG
Attendance register	CEM to store in a secure place at your centre	3 months after the exam day
Room plan(s)		6 months after the exam day
Malpractice and *Special Considerations* forms	CEM to submit on Cambridge English for Centres	Within 2 working days of the exam day
Candidate Name Amendment form		Within 1 week of the exam day

Speaking test preparation

Test rooms and waiting areas

The CEM will have chosen a suitable venue with an appropriate number of test rooms. There must also be an area where candidates can wait.

The only people allowed in the test room are:

- Speaking Examiners (SEs)
- candidates
- Team Leaders (TLs), Regional Team Leaders (RTLs), Professional Support Leaders (PSLs).

Auditors will not normally go into the test room during a Speaking test. They may check the rooms before or between tests. C1 Advanced is the exception as an Auditor or Cambridge employee may be present during a test as part of extra security measures.

- Only one Speaking test can be held in a room at a time.
- Clearly identify all rooms you are using for Speaking tests.
- Check the waiting area has enough chairs for all candidates and that noise from the waiting area cannot be heard in the test room.
- Put the current *Notice to Candidates* **outside** (not inside) the test rooms or in the waiting area. You only need to display one poster if all candidates can see it.
- Remove or cover all posters, notes or notices in English in the test room (except for safety notices).
- Provide an area where candidates can place their belongings during the test. All electronic items and watches must be placed in a designated area outside the test room. All other personal belongings can be put in a designated area either inside or outside the room.

The SEs are responsible for arranging the furniture to make the seating arrangements suitable – examples below:

Round table

Square table

Rectangular table

Small desks

Rectangular table
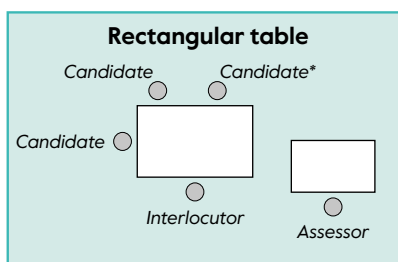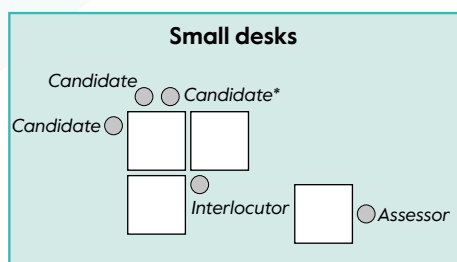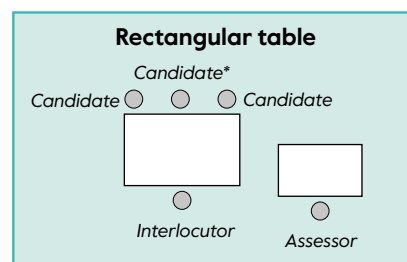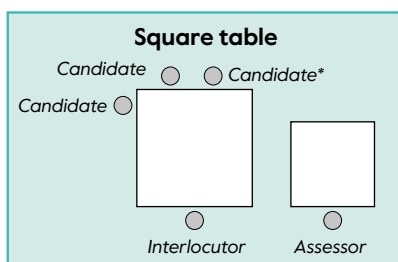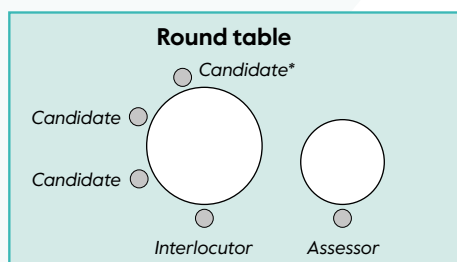
The standard format of the test is in pairs.
*Shows position of third candidate in cases of a group of three.

Staff and materials for the Speaking tests

STAFF	MATERIALS	RESPONSIBILITIES
Supervisor(s)	• Attendance register • Speaking test timetable • *Exam Day Booklet* • *Notice to Candidates* • *Special Consideration* form • *Malpractice* form	• Managing the waiting area, making sure it is calm and quiet. • Checking IDs when candidates arrive. • Completing the attendance register. • Checking that test day photos are taken and submitted, if not completed already. • Informing candidates of all instructions relating to the Speaking test. • Supervising candidates while they wait and ensuring they do not talk to the candidates leaving after their test. • Keeping Speaking test materials secure. • Keeping a record of which Speaking pack is issued to which SE (if not done by CEM). • Agreeing with SEs how to keep Speaking materials secure during breaks. • Checking with SEs that all Speaking test marks have been submitted via the Speaking Test app at the end of the session. • Confirming with SEs which candidates to mark absent, if applicable. • Completing *Special Consideration* and *Malpractice* forms if required.
Marshal(s) – you might need more than one depending on the number of test rooms used.	• Speaking test timetable	• Accompanying candidates to the test room. • Supervising candidates until they go into the test room. • Informing candidates if a TL is monitoring and explaining who they are and what their role is. • Checking IDs immediately before the Speaking test and identifying candidates to SEs. • Making sure waiting candidates do not speak to candidates leaving the test room. • Guiding candidates away from the test area after the test.
Speaking Examiners (SEs)	• Speaking test timetable • Relevant Speaking pack • *Instructions to Speaking Examiners* • Device with the latest version of the Speaking Test app • Printed Speaking marks offline record for the exam (in case the Speaking Test app is unavailable)	• Keeping Speaking test materials secure at all times on the test day. • Making sure the room is a suitable environment for the Speaking test and setting up the room. • Telling the supervisor about any situation which may have affected a candidate's performance (for Special Considerations). • Submitting Speaking marks via the Speaking Test app or completing the offline record if there are issues with the app. • Keeping mobile phones in Do Not Disturb mode when uploading marks in the Speaking Test app.

! Information about the validity period of Speaking packs is on the *Speaking Pack* order form on the Support Site. The CEM is responsible for destroying Speaking packs when they are replaced.

Timetabling Speaking tests

Tests follow the timings below.

EXAM	FORMAT		MAXIMUM NUMBER OF CANDIDATES ALLOWED PER 3-HOUR SESSION
	2 CANDIDATES	3 CANDIDATES^	
A2 Key / A2 Key for Schools	8–10 minutes, allow 12 minutes	13–15 minutes	30 candidates
B1 Preliminary / B1 Preliminary for Schools	10–12 minutes, allow 14 minutes	15–17 minutes	26 candidates
B2 First / B2 First for Schools	14 minutes, allow 16 minutes	20 minutes	22 candidates
C1 Advanced	15 minutes, allow 17 minutes	23 minutes	20 candidates
C2 Proficiency	16 minutes, allow 18 minutes	24 minutes	20 candidates

A group of three is allowed only when there is an uneven number of candidates and it is the final test of the session.

You must administer the Speaking tests within the Speaking test window published on Cambridge English for Centres.

Where possible, your CEM will add a further 3 minutes to every test time if SEs are being monitored. This allows time for feedback to SEs after candidates have left the test room.

Breaks and duration of examining session

It is important for SEs to have breaks throughout the day.

- SEs must have a 15-minute break during each 3-hour examining session (this totals 3 hours 15 minutes).
- If they are examining two sessions in a day, they must have an hour's break between the two sessions.*
- SEs must not examine more than two 3-hour sessions per day.
- When using a Remote Assessor, please refer to the Centre Instructions on the Support Site for timetabling instructions.
- If SEs are examining at different levels (for example B1 Preliminary and B2 First) within a 3-hour period, they must have an extra break of at least 10 minutes to adjust to the next level.

If a candidate is entered for two exams, e.g. B2 First and C1 Advanced, the same pair of SEs should not examine them. If another pair of SEs is not available, the examiners must change roles for the second test.

*The exception is if it would leave two candidates after the 1-hour break between the two sessions. In this case we recommend taking the break slightly earlier and testing three or four candidates after the break. This ensures that if a candidate is delayed for their test or does not arrive, there is not a single candidate left to examine. In these cases, with the agreement of the SEs, it is acceptable to have a 45-minute break.

Running the Speaking tests

Before the Speaking test
- Ensure the **Staff and materials for the Speaking tests** section is reviewed to confirm that all necessary materials are provided to the relevant staff.

Before the Speaking tests start:
- check that the assessor has logged in to the app and can see the session details
- show SEs to the test room and tell them about any changes to the timetable
- SEs must not test candidates who are friends or relatives, who they have examined within the previous six weeks, or who they have taught in the previous three years. Check the candidates' names with the SEs. If you and the SE only realise this on the test day, you must try to arrange for a different SE to examine this candidate. If you do not have more than one pair of SEs on the day or the SE only recognises the candidate as they enter the room, that SE must be the interlocutor.
- make sure you have a copy of the timetable and the attendance register. Auditors may ask to see the timetable.

When candidates arrive

Check their photo IDs and tick their names on the attendance register. See **Candidate ID** section above.

Tell candidates to switch off their mobile phones, watches and any other electronic items, including alarms. Ask them to place these items in the designated area **(outside of the test room)**. They must place any other personal belongings in a designated area either inside or outside the test room. Candidates with a genuine need are allowed items for medical / Access Arrangements reasons at the desk (some may require prior approval).

Explain to candidates:

- when they will be examined and who their partner is
- why and when you will check their ID again
- there will be two SEs, one will ask you questions and the other will record your marks (if using a remote assessor explain this set up to the candidates)
- the SEs may use their mobile phones for examining purposes
- where they can get refreshments and where the toilets are
- they must be quiet in the waiting area
- they will be disqualified if they take any electronic items, including watches into the test room
- after they finish the test, they must not communicate with candidates who are still waiting.

Supervise waiting candidates and make sure noise from the waiting area does not interrupt the test.

When candidates are about to take their test
- Take candidates to the test room and supervise them until they enter. Make sure they do not speak to the candidates leaving the test room.
- Check their ID just before the test.
- Agree with the SEs on a procedure for ensuring they can identify the candidates. There are suggestions on the Support Site; e.g. introduce each candidate to the SEs, identifying which candidate is which.

During the Speaking test session
- Speaking test materials must always be supervised. During break times, store them securely – for example, by locking them in the test room or a safe.
- The waiting area must be kept quiet and must always be supervised.
- Make sure that the next pair on your timetable is ready for the test before the previous test has finished, so that tests run on time.
- Check that the final pair of candidates has arrived before sending in the penultimate pair. This is to make sure no single candidate is left for the final test.
- If there is an uneven number of candidates, form a group of three for the last candidates taking the test or use a dummy candidate for the remaining candidate. Only use this format for the final test in a session to deal with uneven numbers, unexpected absences, illness, etc. You can have one group of three at the end of each 3-hour session.
- SEs will tell you about any situation affecting a candidate's performance. You may have to ask for Special Considerations.

Late and absent candidates

LATE CANDIDATES	ABSENT CANDIDATES
If candidates are late, add them to a later time in the timetable when they arrive. You might have to rearrange the pairings.	If candidates are absent for a good reason you can arrange for them to take the test during the same Speaking test window. If you cannot arrange another Speaking test, candidates must be marked as absent on the Speaking Test app by the end of the Speaking test window.

Rearranging the test outside the Speaking test window

!
- If you need to arrange the test outside the Speaking test window, the CEM must apply for a timetable deviation as soon as possible. Use the *Timetable Deviation Request* form on the Support Site to do this.
- You may need to use a dummy partner – refer to the section **Dummy partner** below.
- You must use the offline record when running the tests outside the Speaking test window.

Emergency Access Arrangements

On the Speaking test day, an SE may discover that a candidate has a condition that could affect their performance, or their partner's. In this situation, please do one of the following:

TEST HAS NOT STARTED	TEST HAS STARTED
- When the SE tells you, apply emergency Access Arrangements. - Refer to the *Access Arrangements Booklet* for information on emergency Access Arrangements and how to submit a request. - If the test needs to be taken outside the five-day window, the CEM must submit a *Timetable Deviation Request* on the **Support Site**.	The SE will decide whether to continue with the test. If the test continues it will follow the standard test format, with the addition of extra time if needed. **!** - If the SE continues with the test, you must not reschedule or let the candidate retake the test. Fill in a printed *Special Considerations* form and give it to your CEM / supervisor at the end of the test so they can submit an application on Cambridge English for Centres. If an SE thinks that the candidate who is marked has been disadvantaged by the dummy partner, fill in a *Special Considerations* form for the candidate. - If the SE decides to stop the test, reschedule the test for both candidates. Contact the Helpdesk for advice about the type of Access Arrangements needed or if the test needs to be taken outside the Speaking test window.

Dummy partner

Use a dummy partner (who will not be marked):

- if there is only one candidate entered for a session
- if there is an uneven number of candidates in the final session
- in exceptional circumstances such as:
  - part of an approved Access Arrangement request or timetable deviation
  - an approved emergency Access Arrangement.

A dummy partner must be:

- a learner of English whose age and level are appropriate to the relevant exam (only if this is not possible, you may use a teacher or another member of staff)
- familiar with the format of the Speaking test.

They may have already taken the Speaking test in the same session. In this case:

- make it clear to the dummy partner that the second test is not marked
- tell them the mark for their first test will not be affected
- the SEs must use different Speaking test tasks.

Only the marks for the candidate that is being assessed need to be submitted.

Do not ask a candidate still waiting to take the test to act as a dummy partner. A single format is not allowed in this case.

Cheating

! The SE must report anything unusual, such as suspicious behaviour of any candidates during the test, to the CEM / supervisor as soon as possible (see section on **Cheating** above).

After the Speaking tests

Name corrections and forms

! Give any name corrections to the CEM / supervisor, as well as *Special Considerations* and *Malpractice* forms on the day of the exam or shortly after. The CEM will need to submit these details on Cambridge English for Centres by the specified deadlines.

Speaking Test app end-of-session checks

! After the final session, check with the SEs that all candidates have marks submitted or are recorded as absent on Cambridge English for Centres.

If the offline record is used and the SE is unable to submit the marks via the app before leaving the venue, collect the offline record and check that all scores have been recorded. Contact the Helpdesk within one day for help with submitting the offline marks.

Keep the offline record secure until the status of all the marks show as submitted and is correct on Cambridge English for Centres; then you must destroy them immediately.

Attendance Register

Store your attendance register at the centre for three months after the exam day.

Where your world grows

Find out more at cambridge.org/english

We believe that English can unlock a lifetime of experiences and, together with teachers and our partners, we help people to learn and confidently prove their skills to the world.

Where your world grows

CAMBRIDGE
UNIVERSITY PRESS & ASSESSMENT