TRINITY
COLLEGE LONDON

Integrated Skills in English (ISE) examinations

Centre Handbook
from 1 February 2010

89 Albert Embankment
London SE1 7TP UK

T +44 (0)20 7820 6100
F +44 (0)20 7820 6161
E esol@trinitycollege.co.uk
www.trinitycollege.co.uk

Patron HRH The Duke of Kent KG

Copyright © 2009 Trinity College London
Published by Trinity College London
Second edition, September 2010

Contents

Contents

8. Trinity's quality assurance systems

9. Regulations

Appendices

1. About this handbook

1.1 What is the purpose?

This handbook is designed to provide administrative and general academic guidance regarding the organisation of the Trinity Integrated Skills in English (ISE) examination suite and covers all pre- and post-examination preparation and administration. Where Trinity has National/Area Consultants then local arrangements will subsume any operational arrangements detailed in this handbook. Reference has been made in most cases to local arrangements but this is not an exhaustive list. If you are in any doubt about arrangements please contact your National/Area Consultant.

1.2 Who is the intended audience?

This handbook is designed for anyone involved in the delivery and organisation of the Trinity ISE examination suite including:

- teachers
- administrators
- finance personnel.

1.3 How is the handbook structured?

The handbook is broken down into sections that take you through the examination process in the order in which events take place. These are then subdivided into the areas of responsibility or action for either the centre or Trinity.

2. Becoming a Trinity Registered Examination Centre

2.1 What do you need to do?

In order to become a Trinity Registered Examination Centre you must complete the Application for registration as a Trinity Examination Centre, the Code of Practice and the Trinity Online application form. These can be found at the back of this handbook as Appendices 1, 2 and 3 respectively.

These forms should be returned to your National/Area Consultant or, where there is no National/Area Consultant, to Trinity's Head Office at 89 Albert Embankment, London SE1 7TP or faxed to +44 (0)20 7820 6161.

2.2 How long will it take?

The registration process will normally be completed within 10 working days.

2.3 What will it cost?

Registration is free of charge. The only costs are examination fees calculated when you book a session, subject to minimum fee policy, where applicable.

2.4 Centre registration application form

This form contains all the contact and background details of the centre. All contact details must be completed before registration can take place. See Appendix 1.

2.5 Code of Practice

The Code of Practice summarises the key points of the syllabus regulations and this handbook. It must be signed prior to registration by both the academic and administrative contacts for the centre, and a copy of the code must be made available to all members of staff involved in the examination process, including booking, payment and delivery. See Appendix 2.

2.6 Trinity Online

You have the opportunity to register for access to our web-based examination data system, Trinity Online, at the point of registration. There is no limit to the number of accounts that can be requested as long as each user signs the application form. Accounts can be set up for the member of staff responsible for administration so that they can enter candidates and print materials, for the teacher so they can access their candidate and centre results history, and for the finance contact so they can view and print invoices and track payments. See Appendix 3.

What does Trinity provide?

2.7 Registration pack

On successful completion of the registration process you will receive the registration pack, which contains your unique centre number. The contents of this are detailed in the following sections.

2.8 Access to academic support from a dedicated team

As a Registered Examination Centre you will be provided with support from the Trinity team.

Head of International ESOL – has **overall** responsibility for the academic systems and panel management for all International ESOL provision.

Academic Manager International ESOL – has responsibility for the academic systems and panel management for all International ESOL examinations.

Academic Officer and **Administrator International ESOL** – have responsibility for International ESOL academic administration.

2.9 Individual named contact for administration and general support

National/Area Consultant or **International ESOL Co-ordinator** – once you are registered as a Trinity Examination Centre, you will be given an individual named point of contact, with their direct telephone number and personal email address. They will be your primary point of contact for all examination arrangements.

Head of Operations – has overall responsibility for the operational delivery of the examinations.

All members of Trinity's London-based team can be contacted at Trinity's Head Office.

Switchboard +44 (0)20 7820 6100 (8.45am–5.15pm)
email esol@trinitycollege.co.uk

2.10 ISE Syllabus

This important document gives details of the examination components, procedures and assessment. Guidance is also provided for candidates or those preparing candidates for the ISE examinations.

Regulations

The regulations section of the syllabus (also section 9 of this handbook) gives advice on entry requirements, the appeals procedure and arrangements for candidates with special needs. In entering candidates for Trinity examinations, centres agree to abide by the stated regulations and, therefore, should ensure that they are completely familiar with them.

2.11 Sample examination DVD

A DVD is available with samples of the Interview component of the ISE examination. This is designed to assist teachers with the grading of their candidates, and also enables candidates and teachers to become familiar with the structure of the examination.

2.12 Trinity Registered Centre certificate

On full registration you will receive a certificate bearing the Trinity logo which confirms the status of the organisation as a Trinity Registered Examination Centre.

Registration as a Trinity Examination Centre for ISE does not allow the institution to claim any other relationship with Trinity College London.

2.13 Trinity Registered Examination Centre logo (download)

When you have been given access to our administration database, Trinity Online, you will be able to download your Trinity Registered Examination Centre logo, which includes your centre number, from Trinity Online. This logo and no other can be used on your centre's promotional materials and website, provided you comply with the terms and conditions for use. Further details can be found at www.trinitycollege.co.uk/brand

2.14 Access to promotional and administrative materials

You are able to request promotional and administrative materials. These include posters, leaflets, pens and bags as well as additional copies of the syllabus and DVD. Please contact Trinity's Head Office or your National/Area Consultant.

2.15 Access to Trinity Online

The ISE examinations can be administered using Trinity Online, a web-based examination data system. Access can be requested by all those involved in the academic or administrative delivery, or financial aspect of ISE examinations.

Trinity Online gives centres in the Trinity network direct access to their own candidate information held on Trinity's central database. This website is available 24 hours a day, 365 days a year. It will make your examination administration quicker and easier, and you can view, analyse and print out your results for quality assurance and reporting.

2.16 Regular updates of Trinity news

Trinity is an active part of the ESOL community and produces newsletters and bulletins that share information with centres regarding Trinity and the English language teaching profession in general.

2.17 Invitations to focused ESOL events

Trinity regularly holds and participates in ESOL events, to which teachers and representatives from centres are invited.

3. How to enter candidates

3.1 Closing dates

Closing dates for enrolment for the ISE examinations are available from your National/Area Consultant or Trinity's Head Office.

All entries must be received either via Trinity Online, or sent in an excel file or on paper to Trinity's Head Office or the office of your National/Area Consultant, with full payment, on or before the relevant closing date.

3.2 Examination fees

Examination fees are announced in the autumn of each year for the following calendar year. These are available from your National/Area Consultant or Trinity's Head Office.

3.3 Examination timings

ISE level	Interview component	Controlled Written examination component
ISE 0	8 minutes	45 minutes
ISE I	8 minutes	90 minutes
ISE II	12 minutes	120 minutes
ISE III	20 minutes	150 minutes
ISE IV	25 minutes	180 minutes

ISE level	Time allowed for marking portfolio
ISE 0	3 minutes
ISE I	4 minutes
ISE II	6 minutes
ISE III	8 minutes
ISE IV	15 minutes

3.4 Minimum session size

As the minimum session size or fee depends on a variety of factors please contact Trinity's Head Office or your National/Area Consultant for specific country fees.

Please note that time booked is face-to-face examiner time and does not include examiner breaks.

3.5 Calculating the timing of your session

Trinity Online will calculate the examining time you require as you enter your candidates. However, if you do not use Trinity Online you will need to estimate your examining time in order to arrange your timetable and room bookings. To do this you must first multiply the number of candidates at each level by the examining time. You must then calculate the total time required for marking the portfolios.

Example

Candidates	Interviews	Portfolio marking
5 x ISE 0	5 x 8 = 40 minutes	5 x 3 = 15 minutes
8 x ISE I	8 x 8 = 64 minutes	8 x 4 = 32 minutes
3 x ISE II	3 x 12 = 36 minutes	3 x 6 = 18 minutes
3 x ISE III	3 x 20 = 60 minutes	3 x 8 = 24 minutes
2 x ISE IV	2 x 25 = 50 minutes	2 x 15 = 30 minutes
	Total = 250 minutes	Total = 119 minutes

Total session = 369 minutes or 6 hours 9 minutes

3.6 Late entries, level changes and fees

Entries will not normally be accepted after the publicised closing date. All requests made after the closing date for an examination session will be liable for a surcharge. Approval of requests for late entries are not guaranteed and must be received before the start of the examination session. If you have a National/Area Consultant, please contact them for country-specific surcharges; otherwise, the following fees apply.

Date of request after closing date	Surcharge
Between the closing date and two weeks before the examination	50%
Between two weeks before the examination and the day of the examination	100%

3.7 Use of Trinity Online

All candidate enrolment can be managed via Trinity Online by your centre. Please note that, where issued, the name on a candidate's certificate will exactly match that entered in Trinity Online, so please pay particular attention when entering a candidate's details.

If you choose not to use Trinity Online you should contact your National/Area Consultant or Trinity's Head Office about how to enter candidates.

3.8 Payment details

No entries will be accepted without proof of payment. Full payment must be received on or before the closing date for the session.

Please contact your National/Area Consultant or Trinity's Head Office for details of how to make payment. In the case of Spain and Italy, bank account details are printed on the invoice available from Trinity Online.

For UK examinations, payment can be made into the following account:

Account Name	Trinity College London
Account number	12549134
Sort Code	50-41-06
Address	Natwest, 30 North Audley Street, London W1A 4UQ

The booking of sessions may be held up where a centre has paid but Trinity has been unable to reconcile the payment due to incomplete data.

What does Trinity provide?

3.9 Access to Trinity Online

User accounts for Trinity Online are available for all administration, finance and academic staff. There can be more than one administrative user. Trinity Online can be used 24 hours a day, seven days a week and is accessible from any computer with internet access.

3.10 Candidate listings from Trinity Online

Centre Representatives can print off candidate listings to allow teachers to check levels and spellings prior to the submission of the batch.

3.11 Automatic calculation of examining time and fees from Trinity Online

Trinity Online calculates the examining time and fees automatically as you enter your candidates.

3.12 Downloading of invoices in real time

As soon as the entries are accepted by Trinity an invoice is available via Trinity Online for your records. This can be downloaded directly from the payment log attached to your entries.

4. Organising the interview and portfolio marking session

Once the completed portfolios have been submitted, they should be kept in a secure place, such as a safe or lockable cupboard, until needed by the examiner for marking. Students should not have access to their portfolios after they are submitted.

4.1 Timetabling candidates

Centres should follow the rules as outlined in Appendix 9 to timetable their ISE session.

4.2 Timetabling examiner breaks

Examiner breaks are outlined in Appendix 9 and must be followed.

4.3 Examination paperwork

All examination materials will be sent to the examination centre. The Centre Representative must ensure all materials are ready for the arrival of the examiner – these are Examination report forms and marksheets for the interview, and marksheets for the portfolio. Please contact your National/ Area Representative or Trinity's Head Office if the paperwork has not been received 48 hours before the examination.

What does Trinity provide?

4.4 Individual appointment slips

After completing the timetabling for the session on Trinity Online you can download an individual candidate appointment slip that will list the interview time, candidate registration number, and the examination date and location.

4.5 Access to examiner biographies

Each examiner has a photograph and a biography available on Trinity Online. This is provided so that candidates can see the examiner before their arrival. Once logged on to www.trinityexams.org you should click on the 'visits' button within your centre and then access the examiner's biography.

4.6 Silence and Examination Centre posters

Trinity provides posters to facilitate the examination arrangements. These are designed to be placed outside the examination room and at the entrance to the building where the examinations are taking place. Please order the posters from your National/Area Consultant or Trinity's Head Office.

5. Organising the Controlled Written examination session

5.1 Examination dates

The dates of the Controlled Written examinations are available from www.trinitycollege.co.uk/ise and from National/Area Consultants. The papers are available on a fixed date, which must be adhered to. Failure to do so will result in the papers being voided and the centre losing its registered status.

5.2 Start time

The Controlled Written examination must start at **10.00am** (local time) on the stated date. The start time must also be strictly adhered to.

5.3 Arrival and checking of examination papers

The papers will normally arrive three working days before the examination. They will be sent by courier and will be sent for the attention of the administrative contact or Centre Representative.

You will be sent a security bag for each level. Check the contents of the security bags to ensure you have the correct amount of examination papers for each level. The number of papers is indicated on the front of the bag and there is a window where you can see the level of the examination paper.

If the number or level of the examination papers is incorrect, contact your National/Area Consultant or Trinity's Head Office, by telephone, immediately.

Put the examination papers in a secure place (such as a safe or lockable cupboard) until the examination day.

Under no circumstances should you open the security bags until the examination day.

5.4 Examination paper security

The examination papers must be stored securely in a safe or lockable cupboard until immediately prior to the examination.

5.5 Non-arrival of examination papers

If the papers have not arrived 48 hours before the examination please contact your National/Area Consultant or Trinity's Head Office, by telephone, immediately.

5.6 Examination day procedures

Security bags should be released to the supervisor(s) in charge no more than 30 minutes before the start of the examination.

Once all candidates are seated in the examination room, the security bags should be opened in front of them. Spare booklets should be returned to their security bags.

For ISE I and above, candidates must provide a valid form of photographic identification for the examination.

At the end of the examination, completed and unused/spare booklets should be collected and placed in the return envelopes with the completed Seating plan and Supervisor's report, ready for immediate despatch. The envelopes should be sealed and signed by the supervisor across the seal.

Your National/Area Consultant will arrange for a courier service to pick up these envelopes from your centre immediately after the examinations or on the next working day. This arrangement will be confirmed to you by your National/Area Consultant or Trinity's Head Office. If the papers are not collected within 48 hours after the examination please contact your National/Area Consultant or Trinity's Head Office, by telephone, immediately.

If there is no National or Area Consultant in your country, then it is the Centre Representative's responsibility to arrange for the return envelopes to be couriered to Trinity's Head Office in London and this must be done immediately after the examination session. Failure to return the papers immediately may result in the papers being voided. Requests to deviate from the above procedure must be made in advance to the ESOL Written Papers Co-ordinator at Trinity's Head Office.

Under no circumstances should completed answer booklets be read or circulated to teachers or students.

Arrangements for secure storage of examination booklets and the conduct of the written examinations are liable for inspection at any time, before, during and after the written examination, as part of the monitoring of centre-based examination procedures.

5.7 Supervision and invigilation

The supervision and invigilation of the Controlled Written examinations is the responsibility of the supervisors and invigilators appointed by the centre. Details of these responsibilities can be found in Appendix 10.

Supervisors and invigilators should report to your National/Area Consultant or Trinity's Head Office, using the Supervisor's report form (Appendix 6), any circumstances arising during the examination session which may have affected the performance of the candidates so that due consideration can be given to these in finalising results.

5.8 Notice to candidates

The regulations governing how candidates should behave during the Controlled Written examinations are summarised in the Notice to candidates that must be displayed outside each examination room. For the text of this notice, which may be photocopied and translated if necessary, see Appendix 8.

Candidates' attention should be drawn to this notice before the examination day. In particular, teachers should draw candidates' attention in advance to proof of identification (for ISE I and above), the need for prompt arrival, materials which are not allowed in the examination room, and general conduct before and during the examination.

5.9 Incorrect conduct

Supervisors and invigilators must report to your National/Area Consultant or Trinity's Head Office, using the Supervisor's report form, any behaviour which is intended to give or has the effect of giving an unfair advantage either to the candidate concerned or to other candidates.

Such reported conduct may lead to disqualification of candidates and the withholding of their results. The supervisor/invigilator has the authority to ask the offending candidate(s) to leave the examination room.

If during the marking process for any part of the examination reasonable suspicion or firm evidence of irregular conduct such as copying is detected by examiners, Trinity reserves the right to take appropriate action: this may include requiring a re-sit, or disqualifying candidates and withholding their results.

Trinity has a full and rigorous appeals procedure which is set out in section 9.10 of this handbook.

5.10 Instructions for supervisors and invigilators

Instructions for supervisors and invigilators are outlined in Appendix 10.

What does Trinity provide?

5.11 Sample and past examination papers

Trinity College London retains the copyright on all questions contained in all Trinity published material. These may not be reproduced in whole or in part without written permission from Trinity.

Sample and past questions are available on the Trinity website www.trinitycollege.co.uk/ise

5.12 Individual appointment slips

An individual appointment slip for each candidate, containing all the important candidate dates including registration number, date, time and location of the examination, is available from Trinity Online.

5.13 Silence and Examination Centre posters

Trinity provides posters to facilitate the examination arrangements. These are designed to be placed outside the examination room and at the entrance to the building where the examinations are taking place. Please request these from your National/Area Consultant or Trinity's Head Office.

6. Assessment and award

6.1 Component assessment

During the examiner's visit to a centre the examiner will assess the three tasks in the candidate's portfolio, and conduct and assess the Interview component.

The Controlled Written examination is marked by Trinity examiners in the UK.

Candidate performance in the Interview component is indicated on a scale of A to D.

Candidate performance in the Portfolio and Controlled Written components is indicated on a scale of A to E.

Any piece of work in the portfolio considered by the examiner to be the result of copying, cheating, plagiarism, or not to be the candidate's own work for any other reason, will be indicated as 'Ungraded' (U) and no marks will be awarded for this section.

Where a portfolio is deemed 'problematic', and the examiner is unable to decide upon a grade, the result will be indicated as 'Not Assessed' (N) and no marks will be awarded. A photocopy of the portfolio will be returned to Trinity's Head Office by the examiner for further scrutiny.

6.2 Results and certificates

Examination report forms

An Examination report form is issued for the Interview component of the examination.

The Examination report forms for all the candidates are given to the Centre Representative at the end of the examination session. In the case of examination sessions lasting more than one day, the report forms are not issued until all candidates in that session have been examined.

The Examination report form only provides an indication of the result of the Interview component of the examination. This is not a confirmed result and centres should await the arrival of the certificates and Results summary slips before making any claims about the overall result of the examination. Claims of achievement should not be based on the information contained on the Examination report form. The results are subject to quality assurance checks at Trinity's Head Office and may be moderated.

Centres and teachers should share the Examination report form with the candidate and can use it to review an individual candidate's performance across the interview tasks. Examiners are instructed to issue Examination report forms only to the teacher in charge or the Centre Representative. Examiners are not allowed to give details of results in any other way or to any other person.

Report forms are not issued for the Controlled Written and Portfolio components of the examination.

When all results have been collated, centres are able, using Trinity Online, to see the breakdown of marks per task in the Portfolio and Controlled Written components.

Calculation of overall result

In addition to the individual Examination report forms for the Interview component, the examiner also completes a composite marksheet with the assessments for each candidate in the Portfolio and Interview components.

A composite marksheet is also completed for the Controlled Written examination component by Trinity examiners in the UK.

Marksheets are for internal Trinity College London use only and cannot be issued to centres for reasons of data protection. Marksheets are returned to Trinity's Head Office and the results are entered onto Trinity Online.

After all results are entered onto Trinity Online the overall result is calculated and checked.

A summary of the calculation of the overall result can be found on page 17 of the ISE Syllabus.

Assessment and award

Results summary slips

Each ISE candidate receives a Results summary slip via their centre, confirming the provisional results of the Interview component (as given in the Examination report form) and giving details of the overall marks achieved in the Portfolio and the Controlled Written examination components. These are sent with the certificates.

> To be awarded an overall pass grade, candidates must achieve a pass grade in both:
>
> i) the Controlled Written examination and Portfolio
>
> ii) the Interview.

There are three levels of pass as follows:

◗ Pass with Distinction
◗ Pass with Merit
◗ Pass.

The Results summary slip informs the candidate of the level of pass in the two sections (i and ii above) of the examination. Candidates who are not successful in one or more components are informed of their results via the Results summary slip. A sample Results summary slip is provided as Appendix 12.

Candidates who fail one component but pass the others, and therefore fail overall, are not entitled to bank the passed components. Only absent candidates may bank items (please refer to section 9.6).

Certificates

Successful candidates receive a certificate via their centre showing their name as communicated by the Registered Examination Centre, the qualification they have achieved at what level, the name of their teacher or school (if indicated at the time of entry) and the level of pass achieved in both sections of the examination, i.e. the Portfolio and Controlled Written combined and the Interview. This is stated as one of the following for both parts:

◗ Pass with Distinction
◗ Pass with Merit
◗ Pass.

Certificates are sent to centres for distribution and normally arrive within six to eight weeks of the completion of all components.

Centre Representatives are recommended to require candidates to collect and sign for certificates in person.

6.3 Replacement certificates

Replacement certificates are available although an administration fee will be charged. All replacement certificates issued later than six months after the date of the examination will be marked 'Duplicate'. Accurate candidate details must be provided in order for a replacement to be issued. Candidates will be required to present proof of identity, in writing, to obtain a replacement certificate. The Certificate replacement form can be found at www.trinitycollege.co.uk

Certificates can be verified against records held at Trinity provided the examination was taken during 1997 or afterwards.

What does Trinity provide?

6.4 Facility for centre to analyse own results

You can access your centre's past examination results via Trinity Online and perform statistical analysis based on session, year, level and teacher.

7. Customer feedback

7.1 Complaints

If an official written complaint is received from a centre, the appropriate member of the Operations or Academic team will investigate and a written reply will be sent to the centre. Please note that a complaint is not an appeal and will therefore not be handled as outlined in section 9.10.

7.2 Evaluation questionnaire

After every session you should complete the Evaluation questionnaire and return it to Trinity's Head Office. This is an invaluable way of assessing the performance of Trinity across the key areas of the examination delivery process, including administration support before the examinations, teacher support and the examination day itself. See Appendix 4.

Complaints made on the Evaluation questionnaire will not necessarily be answered.

7.3 Centre visits

Members of the Trinity team, both academic and operational, are available to handle specific issues that you may have and this may include a centre visit.

7.4 Quality review

Trinity is committed to a continuing review of the service it provides to both centres and candidates. Appeals, complaints, evaluation questionnaires and centre visits are all used to assess our service and inform policy.

8. Trinity's quality assurance systems

8.1 Live monitoring of the Interview component

A proportion of interviews are attended by a monitor whose task it is to witness the examination process and report back to the examiner and to Trinity on the examination and assessment processes. The visiting monitor will take no obvious part in the examination process and will not influence the interaction between the candidate and examiner.

8.2 Monitoring of recorded interviews

Trinity examiners will audio record oral examinations for monitoring and research purposes. This procedure is to ensure the consistency of marking and administration by its examiners and is in no way detrimental to the candidate. The procedure does not lead to changes in the result awarded to any individual case.

Further details can be found in section 9.8 of this handbook.

8.3 Quality assurance visits to examination centres

Trinity reserves the right for its representatives to visit any examination centre unannounced. Trinity's representatives check that all prescribed measures for security and examination conduct are in place and adequate. A checklist is provided as Appendix 7, and a completed copy of this is returned to Trinity's Head Office. Trinity reserves the right to withdraw the registration of any centre found not to be following the stated procedures for the delivery of Trinity examinations.

8.4 Routine checking

The results given by every examiner at every examination are routinely checked at Trinity's Head Office to ensure that no faults have occurred. We are committed to immediate feedback to the centre and candidate regarding performance in the Interview component through the issue of the Examination report form, but the feedback is provisional and final results cannot be confirmed until the checking process is completed and, where an overall pass has been obtained, the certificate issued.

8.5 Moderation by sample

Trinity double-marks 10% of all Controlled Written papers and portfolios. The examiner randomly selects 10% of the portfolios that have been submitted. This sample is photocopied by the representatives of the Registered Centre and sent to Trinity's Head Office. This is an automatic and random procedure and there is absolutely no significance to an individual candidate if their portfolio is selected for this purpose. This process helps us to ensure that standards are being accurately applied by different examiners, as well as over a period of time by the same examiner.

8.6 Annual standardisation of examiners

It is a condition of continued examiner panel membership that examiners attend the annual three-day standardisation and training event.

8.7 Statistical monitoring

All examiner performance is subject to regular, systematised statistical monitoring to quality assure both intra-examiner and inter-examiner reliability. Similarly, centre performance is statistically monitored.

9. Regulations

9.1 Age and entry requirements

Trinity College London's Integrated Skills in English examinations are for learners whose native language is not English. There is no minimum age limit, although Trinity recommends that candidates are aged 10 years and above at the time of the examination. There is no upper age limit.

Candidates may enter at any level without having previously taken any other Trinity examination at a higher or lower level.

Applications for examination will be accepted by Trinity on the condition that candidates will be examined according to the requirements of the current syllabus. It is the responsibility of the centre to ensure that they and the candidate are following the current syllabus and regulations.

Candidates cannot enter for more than one level in the same examination session.

Once candidates have been submitted for an examination no changes to the entries are permitted. Should an exceptional circumstance arise after this time, for example a natural disaster, health issue or bereavement, please contact your National/Area Consultant or Trinity's Head Office. Written evidence may be required.

If a candidate does not reach the level required to pass and wishes to re-sit an examination, a minimum of one month must elapse before the candidate may enter again.

A minimum period of a month must elapse between a candidate attempting a Trinity ISE examination at one level and the same examination at another level. Failure to observe this rule may result in both examinations being voided with no refund payable.

There is no restriction on candidates entering for different levels of assessment in other Trinity examination suites, or on candidates entering for examinations of other boards.

Candidates must take the Controlled Written examination before the Interview takes place. The Interview must be taken no later than six weeks after the Controlled Written examination.

Candidates must enter through a Trinity Registered Centre, usually the candidate's own place of study. No applications should be made directly to Trinity's Head Office. Details of how to register candidates for examinations are available at www.trinitycollege.co.uk

Candidate entries received after the relevant closing date cannot be guaranteed and will be subject to a surcharge. These dates can be obtained from National/Area Consultants and Trinity's Head Office.

Trinity Online* gives approved individuals and centres in the Trinity network worldwide direct access to their own candidate information held on Trinity's central database. It will make examination administration quicker and easier, and results can be viewed, analysed and printed out for quality assurance and reporting.

9.2 Results and certificates

An Examination report form is issued for the Interview component of the examination. Centres and teachers should share the Examination report form with the candidate and can use it to review an individual candidate's performance across the Interview tasks. Examiners are instructed to issue Examination report forms only to the teacher in charge or the Centre Representative. Examiners are not allowed to give details of results in any other way or to any other person.

Examination report forms are not issued for the Portfolio and Controlled Written examination components of the examination.

When all the results have been collated, each ISE candidate receives via their centre a Results summary slip confirming the provisional results of the Interview component and giving details of the overall marks achieved in the Portfolio and the Controlled Written examination components. The Results summary slips are sent out with the certificates.

* Trinity Online is available in English and in a range of languages: you can select the default language of your choice. Check availability for your location.

To be awarded an overall pass grade, candidates must achieve a pass grade in both:

i) the Controlled Written examination and Portfolio
ii) the Interview.

There are three levels of pass as follows:

◗ Pass with Distinction
◗ Pass with Merit
◗ Pass.

The Results summary slip informs the candidate of the level of pass in the two sections (i and ii above) of the examination. Candidates who are not successful in any of the components are informed of their results via the Results summary slip.

Final marks will be calculated at Trinity's Head Office leading to the declaration of an overall result. Neither Trinity's Head Office staff nor their representatives are allowed to give examination results over the telephone or via email.

Successful candidates receive a certificate, via their centre, showing their name as communicated by the Registered Centre, the qualification they have achieved at what level, the name of their teacher or school if requested at the time of registration, and the level of pass achieved in both sections of the examination. After moderation of results, certificates are sent to centres for distribution and normally arrive within six to eight weeks of the completion of all components.

Replacement certificates are available, although an administration fee will be charged for replacing a certificate. All replacement certificates issued later than six months after the date of the examination will be marked 'Duplicate'. Exact candidate details must be provided prior to a certificate being replaced. The Trinity website contains more details on how to obtain a replacement certificate.

9.3 Candidates with special educational needs/disabilities

Trinity welcomes entries from candidates with special needs and disabilities. Adjustments are implemented according to individuals' special needs/disabilities, reflecting their usual method of working, the assessment requirements and the guidelines stipulated by the regulatory authorities as well as the Joint Council for Qualifications.

The same standard of assessment applies to all candidates, regardless of any special need/disability, and allowances will only be made to the conduct of the examination if appropriate.

The procedures below must be followed when requesting consideration of special needs/disabilities.

Enrolment on Trinity Online
◗ Full details of the special needs/disabilities must be received on or before the closing date for the examination. The specific condition and request for special needs dispensation should be inputted on the candidate's record on Trinity Online and supporting medical documentation sent to the National/Area Consultant or Trinity's Head Office. Details of how to indicate special needs are explained in the candidate enrolment instructions available via Trinity Online. No alteration to the details of the candidate with special needs/disabilities can take place after registration.
◗ Owing to the extra preparation time required to provide individual tests for candidates with special needs/disabilities, late entries or entries which do not contain full details of the nature of the special needs/disabilities will not normally be accepted. If a late entry has been accepted but the examination cannot take place, the fee will be refunded (at the discretion of Trinity) but the surcharge will be retained to cover costs of administration of the late entry.
◗ In order to prepare Braille tests for candidates, centres are required to give a minimum of two months' notice.
◗ Braille materials and certificates are available for visually impaired candidates at no extra charge. Requests for Braille certificates should be made at the time of entry.

Evidence to Trinity's Head Office

◗ All provision for special needs candidates is adjusted to the particular needs of each candidate. To be most beneficial to candidates, as full an explanation as possible of the nature of the special needs and potential modification to the procedure of the examination is required.

◗ Appropriate **documentary evidence** of special assessment needs must be supplied **in English** at the time of enrolment. Special provision will not be given without this information. This must be a current medical certificate or, in the case of dyslexic candidates, a report from an educational psychologist (a chartered educational psychologist, a full or affiliate member of the Association of Educational Psychologists or a person employed by a local education authority as an educational psychologist). Reports from psychologists of other disciplines (e.g. clinical) are not acceptable. Details of medical and psychological reports are not disclosed to anyone, including examiners.

◗ Trinity College London reserves the right to turn down requests for provision if sufficient information is not provided.

◗ Candidates who require wheelchair access to centres should notify the centre.

9.4 Equal opportunities policy for examination candidates

Trinity is committed to equality of access to examinations. This commitment applies to all candidates, regardless of gender, age, racial origin, nationality, creed, sexual orientation, marital status or employment status. Trinity endeavours to provide examinations for candidates with special needs/disabilities but owing to the nature of the examination, some special needs/disabilities, such as the inability to speak, will prevent the candidate from fulfilling the requirements of the examinations.

Trinity seeks to ensure that:

◗ the content and assessment of its examinations are non-discriminatory and are appropriate to the knowledge and skills specified

◗ the style and language of its documentation are readily understood and do not reflect stereotyped or biased attitudes

◗ its examiners and all associated with its examinations apply a fair and just process.

9.5 Candidate identification policy

Candidates entered for the Integrated Skills in English examinations from ISE I and above are required to provide a photographic form of identification in both the Controlled Written examination and the Interview component.

In the Controlled Written examination, candidates must place their means of identification on their desks. The supervisor/invigilator must check each candidate's identity. If a candidate fails to provide satisfactory ID, the supervisor/invigilator must verify the candidate's identity with the candidate's own teacher at the end of the examination.

In the Interview, candidates will be asked by the examiner to provide ID at the start of the examination. Centre Representatives will be reminded of this policy by the examiner on their arrival. Where no ID has been provided, the examiner will inform the Centre Representative or teacher during the feedback session and subsequently notify Trinity's Head Office.

9.6 Absence from examinations

As ISE is a complex examination of three components which are taken/prepared for in three separate time frames, it may happen that due to unforeseen circumstances candidates are unable to attend either the Controlled Written examination or the Interview. Permission to re-enter missed components may be granted. However, the following conditions apply:

◗ the missed component of the examination must be taken before December 31 of the year in which the other component was taken

◗ the Controlled Written examination can be taken on any of the stated dates during the same calendar year

◗ if the Controlled Written examination is not taken and the candidate wishes to take the Interview as planned, a written request must be made to Trinity within 14 days of the date of the Controlled Written examination to bank the Interview assessment. Candidates who fail to notify Trinity of their reasons for not taking the Controlled Written examination will not be allowed to take the Interview

◗ if the Controlled Written examination is taken and the Interview not attended, requests to bank the Controlled Written assessment must be made as soon as the absence is known and no later than seven days after the scheduled date of the Interview

◗ the re-scheduled Interview must be taken as part of a centre's normal session or at a mutually convenient open session.

There will be a fee on the following scale for the re-arranging of the missed component of the examination:

◗ Controlled Written examination – one third of total fee

◗ Interview – two thirds of total fee.

Half of the above fees will be payable on production of a doctor's certificate to Trinity.

Examiners are not allowed to accept notice of withdrawal, medical certificates or applications for special treatment.

Trinity reserves the right to consider other special cases for absence on their individual merits.

9.7 Exceptional circumstances

All examinations are assessed on the basis of the performance given on the day of the examination without regard to any external circumstances.

When a candidate infringes examination regulations, wherever possible the examination will continue without comment by the examiner so that candidate performance in other parts of the examination is unaffected. The Examination report form will normally be returned by the examiner to Trinity at the end of the examination, rather than being issued to the Centre Representative, so that a decision can be taken about the validity of the examination. Trinity reserves the right to award no marks for invalid parts of an examination. The outcome of referred examinations will be reported to the Centre Representative as soon as possible after the matter has been considered.

9.8 Examination monitoring

Trinity examiners will audio record oral examinations for monitoring and research purposes. All examinations are recorded unless stated otherwise. Trinity reserves the right to allow Trinity monitors into the examination room while the examination is in progress in order to observe the conduct of the examinations. Recordings of examinations are retained at Trinity's Head Office and not made available to centres or candidates.

These procedures are an essential feature of Trinity's commitment to the consistency of marking and administration by its examiners and are in no way detrimental to the candidate. Every effort will be made to give advance notice of such monitoring sessions and arrangements will be discussed with the Registered Centre involved wherever possible. Entrance for the Trinity examinations constitutes acceptance of all the quality assurance procedures.

In normal circumstances, no other person is permitted to be present in the examination room. Special arrangements apply, with prior authorisation, in cases where candidates with special needs/disabilities require assistance.

Candidate privacy and data are protected under the UK Data Protection Act 1998. Please see the Trinity College London website www.trinitycollege.co.uk for the most up-to-date information about our data protection procedures and policies.

9.9 Examination delivery

Trinity works with the centre to ensure that the examination session is delivered at the mutual convenience of the centre and the examiner. During the planning process, the centre may be approached regarding alternative dates for delivery.

Trinity reserves the right not to conduct an examination session in the following circumstances:

◗ examination entries are not received prior to the specified closing dates. Closing dates are available from your National/Area Consultant or Trinity's Head Office

◗ examination fees are not paid in full by the closing date

◗ the minimum fee required by Trinity in order to cover the costs of an examiner visiting an examination venue is not met. Details of the minimum fee required can be obtained from your National/Area Consultant or Trinity's Head Office

◗ centres have not used the correct fees for their examination session.

Trinity takes every effort to ensure the delivery of its examinations on the dates and at the locations planned. However, there may on occasion be exceptional circumstances that mean we are not able to meet our commitment. This would include, for example, lack of examiner availability, national strikes, labour disputes, industrial disruption, natural disasters, widespread disruption of international travel, terrorist attacks, acts of war or pandemics.

9.10 Appeals procedure

Entry for Trinity examinations constitutes acceptance of the professional judgement of the examiners.

Teachers, schools, parents and candidates who wish to question the outcome of Graded Examinations in Spoken English should use the following procedure. In any other dispute concerning the conduct of any examination, the decision of the Director of Academic Governance shall be final.

Allowable grounds for appeal

Appeals will not be accepted which simply question assessments made by the examiner. The two broad categories of appeal which will be considered are:

◗ claims of irregular procedure on the part of the examiner which is believed to have disadvantaged the candidate

◗ a mismatch between the letter grades awarded and the final result declared.

First level of appeal

◗ Appeals must be made on the official appeals procedure documents available from National/Area Consultants and Trinity's Head Office. These documents must be completed in English by the nominated academic representative and sent to the Head of International ESOL. An appeal can be made either on behalf of an individual candidate or a group of candidates. The grounds for appeal should be set out, and the original (not a photocopy) of the Examination report form(s) and Portfolio(s) should be sent by post. Appeals lodged by email and fax are not acceptable.

◗ Please note from 1 February 2010 there will be a £25 fee per candidate for all first level appeals. For appeals involving more than five candidates, a maximum fee of £125 applies. Please ask your National/Area Consultant for information about methods of payment.

◗ Appeals will not be considered until the appropriate fee and all the required documentation are provided.

◗ Trinity will send an acknowledgement within seven days and the appeal will be referred to the examiner(s) for comment as appropriate.

◗ Appeals must be postmarked not later than 14 days after the issue of the results to the Centre Representative otherwise the appeal will not be accepted.

◗ The Head of International ESOL will reach a decision after a full investigation into the appeal has been conducted. The grounds for appeal, examiner report plus any other information relevant to the appeal will be considered. The target time for resolving appeals is 20 working days from the date of receipt.

◗ The outcome of a successful appeal may be the opportunity of a free re-examination, usually at the same centre. In the event of a re-examination being offered, a time limit will normally be prescribed in the interests of all concerned. Any such offer of a re-examination will terminate the appeals procedure. In the case of a mismatch between the letter grades awarded and the final result declared, there may be a revision to the letter grades awarded and/or the final result declared.

Second level of appeal

◗ Those who are not satisfied with the decision of the Head of International ESOL and to whom a re-examination is not offered may proceed to a second level of appeal to the Head of Academic Governance – Language. Such appeals should state the further grounds on which they are pursued and should be postmarked not later than 14 days from the date of the previous decision. The original Examination report forms or portfolios are not required. The further appeal will be handled in the same way as above.

◗ Second level appeals should be accompanied by a fee of £50 per candidate.

◗ For appeals involving more than five candidates, a maximum fee of £250 applies.

Third level of appeal

◗ Those who are not satisfied with the decision of the Head of Academic Governance – Language and to whom a re-examination is not offered may proceed to a third level of appeal to the Director of Academic Governance. Such appeals should state the further grounds on which they are pursued and should be postmarked not later than 14 days from the date of the previous decision. The original Examination report forms or portfolios are not required.

◗ A fee of £100 per candidate (or £500 for five or more candidates) should be enclosed with the further appeal, which will be handled by the Director of Academic Governance in association with an independent member of the Review Board for Language Examinations in the same way as above.

General notes

◗ Trinity representatives are not permitted to act as agents of appeals.

◗ In the event that an appeal is upheld, the appeal fee will be returned; otherwise the fee will be retained by Trinity.

9.11 Review Boards

Trinity's independent Review Boards consider:

◗ academic standards in relation to other qualifications and learning available

◗ examiner training including reliability issues

◗ validity of the examination system

◗ the quality of current and new syllabuses

◗ relevance of Trinity's work to the needs of the sector.

The membership of Trinity's independent Review Boards, which meet on an annual basis or as requested by the independent Chair of each Board, is drawn from the professions concerned. Members of the Review Boards are invited to the Board for a fixed period of time by the Chief Executive in consultation with the Chair. The Chair of each Board is appointed by the Chief Executive, generally for a period of three years.

The aims and responsibilities of each Board are, in their defined area of expertise, to review the relevance, validity, reliability and efficient conduct of Trinity College London's assessments. This includes but is not restricted to issues of syllabus and examination design, panel membership, and monitoring of results. All meetings are minuted, are conducted with Trinity staff in attendance, and the Chief Executive is informed of any recommendations which she is expected to respond to and report back on.

9.12 Customer service

Trinity strives constantly to update and improve its syllabuses. Amendments and additions are published on the website at www.trinitycollege.co.uk. The website is also a source of general information about Trinity and its services. A Customer Service Statement is available on the website.

9.13 Malpractice statement and policy

Trinity takes any attempt on the part of individual candidates or centres to influence the outcome of examinations by unfair means very seriously.

Note to centres

Centres must agree to abide by the Code of Practice at all times. This means that they must implement all the measures described in order to ensure that all candidates at the centre and at all other centres around the world have an equal opportunity to demonstrate their abilities.

Examiners must be able to conduct the examinations without fear of pressure, coercion and recrimination. The examiner must not be placed in a position where the ability to deal with individual candidates equally and fairly is likely to be affected. Examiners on tour are vulnerable in that they are often staying away from home, in unknown places and the examination centre staff are their only point of contact. Centres must not take advantage of this fact.

Centres are deemed to be responsible for the conduct of the examination session and the behaviour of their candidates.

Regulations

Individual candidates

Examples of candidate behaviour which would be the subject of an investigation into malpractice are:

◗ infringement of the stated examination regulations and behaving in such a way that other candidates are disadvantaged
◗ impersonating another candidate
◗ providing a false form of identification
◗ plagiarising texts from another source including the internet
◗ cheating by copying another's work in written examination sessions
◗ cheating by using unauthorised aids such as notes in the examination room during written examinations
◗ attempting to obtain confidential examination material
◗ attempting to record oral examinations
◗ attempting to influence the examiner's assessment by offering incentives of any kind.

Centres

Examples of centre behaviour which would be the subject of an investigation into malpractice are:

◗ infringement of the stated examination regulations and contravening any of the items in the Code of Practice
◗ altering official documentation such as Examination report forms, Individual marksheets and certificates
◗ attempting to influence the examiner's assessment by offering incentives of any kind or by using threatening behaviour either before or after the examination session
◗ knowingly introducing candidates to the examiner prior to the examination in order to gain an unfair advantage
◗ collecting confidential examination material and disseminating this to centre staff and other candidates
◗ attempting to record oral examinations
◗ knowingly allowing candidates to impersonate other candidates.

Information collection

Trinity has various ways of collecting information regarding the conduct of an examination session, for example:

◗ centre report forms completed by examiners for each centre they visit. They are required to report any incidence of suspected malpractice
◗ supervisors' reports of written examination sessions including seating plans
◗ inspection visit reports supplied by Trinity Inspectors
◗ appeals documentation
◗ reports from written paper markers.

Action taken by Trinity when notified of suspected malpractice

◗ The issue of results is suspended. This may be the results of an individual candidate or selected candidates or of the whole examination session at a particular centre.
◗ The relevant Academic Officer investigates the matter by collecting all information and data relevant to the case. This will include a request being sent usually to the Centre Representative or through them, more rarely, to an individual candidate for a written account of actions under investigation. The examiner or marker will also be asked for specific information about the session, candidate's work or behaviour where relevant. A case file is opened.
◗ If the case involves written papers which indicate improper behaviour, the paper(s) are scrutinised by a second marker, the Academic Officer and the Academic Manager.
◗ The Academic Manager presents the case to the Head of International ESOL and together a decision is reached.
◗ The centre is contacted with the decision and told of the action that will be taken by Trinity. In the case of there being a confirmation of malpractice the following action can be taken.

Centres

◗ All results for the session in question can be voided and candidates given the opportunity to sit the eamination again with the centre meeting the costs.
◗ The centre can be de-registered.

Individual candidates

◗ Results will not be released. Certification will be withheld.

9.14 Data protection
Trinity College London is registered as a Data Controller with the Information Commissioner's Office in the UK under the Data Protection Act 1998. Please see the Trinity College London website www.trinitycollege.co.uk for the most up-to-date information about our data protection procedures and policies.

TRINITY
COLLEGE LONDON

Application for registration as a Trinity Examination Centre

1 **Which examinations do you wish to offer?**

Graded Examinations in Spoken English ☐

Available worldwide, these qualifications are intended for anyone who is learning English as a foreign language and who requires an internationally recognised qualification. There is no minimum age limit, although Trinity recommends that candidates are aged seven years and above at the time of the examination. There is no upper age limit.

Integrated Skills in English examinations ☐

Available worldwide, these qualifications are intended for anyone who is learning English as a foreign language and who requires a four-skill internationally recognised qualification. There is no minimum age limit, although Trinity recommends that candidates are aged 10 years and above at the time of the examination. There is no upper age limit.

For office use

Date completed application received:..

Approved

Signature:..

Date:..

---

2   **Contact details** – For general correspondence (must be completed)

Name of institution:..

Full address of examination venue:...

....

....

Tel:.. Fax number:..

Website:.. email:..

Examination administration contact

Name:.. Job title:...

Full address if different from above:..

....

....

Direct line:.. Alternative tel:..

Fax number:... email:..

Academic contact

Name:.. Job title:...

Full address if different from above:..

....

....

Direct line:.. Alternative tel:..

Fax number:... email:..

Finance and payment contact

Name:.. Job title:...

Full address if different from above:..

....

....

Direct line:.. Alternative tel:..

Fax number:... email:..

Delivery of examination materials (and other secure materials)

Name:.. Job title:...

Full address if different from above:..

....

....

Direct line:.. Alternative tel:..

Fax number:... email:..

It is the centre's responsibility to ensure these details are kept up to date on Trinity Online.

3	**School/Institution profile**

Please tick the type of institution that best represents your organisation.

EFL (GESE/ISE/Spoken English for Work examination centres)

Private language school ☐   Summer school ☐
organisation

EFL department in a ☐   Other private training ☐
FE college/mainstream   provider
private/state school
                                     Other (please specify)* ☐

*If the examination will be held at a different venue other than that detailed above, please advise:

Are you already a registered examination centre for:
GESE/ISE/UKESOL/TESOL/Music/Drama or Speech?

If so, give centre number:

No. of teachers:

Minimum/Maximum qualifications of your teachers:

Approximate no. of students of English:

Age ranges: from   years to   years

Percentage of: adults: teenagers: children:

4	**Courses available**

Course types: all year round/term-time only/summer-time/other (please describe below)
(delete as appropriate)

Course length:

Approx. levels:

Do you offer Teacher Training courses?   Yes/No

If yes, please give details:

Do you currently offer other ESOL examinations?   Yes/No

If yes, please give details:

Your preferred month(s) for examinations:

5 Other information

How did you hear about Trinity?

Trinity visit ☐   Website ☐

Event ☐   Referral ☐
Please state:............................   by whom:............................

Advertisement ☐
Please state:............................

Proposed date of first session............................

Number of entries expected at the first session............................

Tick here if you would like to receive regular updates about Trinity examinations ☐

6 Declaration

I declare that the information supplied above is true. I agree to abide by the rules and regulations governing the conduct of examinations offered by Trinity College London as detailed in the relevant Code of Practice, syllabus and handbook.

Academic contact:............................

Signed:............................

Name:............................   Date:............................

Examination administration contact:

Signed:............................

Name:............................

Date:............................

Organisation stamp:

Please return this application form accompanied by a signed Code of Practice by post, fax or email to your National/Area Consultant's office or:

Centre Registration (Language)
Trinity College London
89 Albert Embankment
London SE1 7TP UK

T +44 (0)20 7820 6100
F +44 (0)20 7820 6161
E esol@trinitycollege.co.uk

Thank you for taking the time to complete this application form. We will contact you with the result of your application as soon as possible. If your application is successful, you will receive a registration pack.

TRINITY
COLLEGE LONDON

Code of Practice for Trinity Examination Centres

By applying to become a Trinity Registered Examination Centre the centre agrees to comply with the following requirements. The person who signs the application on behalf of the named organisation takes on this responsibility.

The centre agrees to:

◗ Ensure that Trinity College London is kept up to date regarding address and contact details by updating Trinity Online.

◗ Ensure that the centre is using the current and appropriate versions of all documentation, including syllabuses and examination regulations, and all current documents regarding fees, minimum fees and closing dates.

◗ Ensure all Trinity documentation is disseminated to the appropriate personnel at the centre, i.e. fees to the finance department and syllabus information to the tutors.

◗ Ensure that any material produced, either in print or online, which includes reference to Trinity College London, does not suggest directly or imply in any way that the centre has been accredited, validated, licensed or franchised from Trinity.

◗ Provide a sample before producing any materials using the Registered Centre logo, which must be approved by Trinity's Head Office.

◗ Protect and enhance the corporate values associated with the Trinity brand. In cases where materials are considered by Trinity to suggest an inappropriate relationship or to be harmful to Trinity generally, the centre will be required to remove or destroy these items.

◗ Adhere to all other rules and regulations as outlined in the syllabuses and other guidance documents issued by Trinity.

◗ Meet all requisite closing dates and comply with all payment terms for the centre.

◗ Provide a member of staff in the lead-up to the examination session to liaise with Trinity with regard to any travel and accommodation arrangements for examiners.

◗ Where written papers are applicable, check at least 48 hours before the examination session that the necessary examination papers have arrived, and contact your National/Area Consultant or Trinity's Head Office immediately if they have not arrived or if there are any discrepancies.

◗ Ensure that you have printed all examination materials necessary for the oral component of the examination and that they are presented immediately to the examiner on their arrival.

◗ Check the candidate listing to ensure that all the information is complete and accurate, and inform Trinity's Head Office immediately of any changes. Failure to do so will result in a charge per candidate for all replacement certificates. Prices vary according to examination and are available on demand.

◗ Inform Trinity before or at the point of candidate enrolment of any candidates with special needs.

◗ Provide a quiet examining environment, with posters warning staff and students that an examination session is in progress.

◗ Provide a waiting room and an examination room. The examination room must be quiet, at reasonable temperature and furnished with adequate seating for all participants.

◗ Prepare and present the examiner with a timetable for the entire session at the beginning of the first day's examining. Ensure that the timetable is adhered to and inform the examiner of unexpected changes as soon as possible. The timetable must comply with Trinity regulations.

- Provide a member of staff for the duration of the examination session to ensure that all candidates are present and provide any administrative support the examiner may require.
- Ensure effective stewarding of candidates before and after their examination and ensure that candidates do not confer after their examination has taken place.
- Make sure that examiners have access to regular refreshments at appropriate points throughout the session. Ensure that there are facilities for the examiner to obtain a meal.
- Ensure that no one else is present in the examination room apart from the candidate, and for ESOL Skills for Life a facilitator for the group discussions (and any other member of Trinity's professional team).
- Keep examining and administration materials secure before and after the examination session. Please see the Centre Handbook, where available, for comprehensive details of requirements.
- Ensure that no unauthorised recording of examinations takes place. Recording carried out by the examiner for quality assurance purposes is the only form of recording permitted.
- Ensure that immediately after the completion of the written papers all examination papers and paperwork (including any unused scripts) are returned to Trinity's Head Office by special delivery.
- Provide disabled access and assistance at venues.
- Complete Evaluation questionnaire forms at the end of a session and return them to Trinity's Head Office.
- Ensure that there is a fax, photocopier and telephone on-site, and ideally a computer/word processor/email facility.
- Comply with all requirements designed to ensure that Trinity examinations are properly quality-assured. This includes agreeing to the presence of an Examination Monitor in the examination room and to audio recording by the examiner of selected candidates.
- Comply with all statutory regulations including Health and Safety and Data Protection.
- Ensure that all relevant members of staff are aware of this Code of Practice and their responsibility to adhere to it.

De-registration of a centre:

A centre that does not present candidates for three consecutive years will be de-registered. Centres that have been de-registered should contact Trinity's Head Office should they wish to be considered for re-registration.

Trinity College London reserves the right to withdraw the status of an institution as a Registered Examination Centre if, in the opinion of Trinity College London, a centre is bringing into disrepute Trinity College London or the education profession as a whole.

Registered Centres may use the Trinity logo in compliance with the details set out at www.trinitycollege.co.uk/brand

Signed on behalf of the centre:

Academic contact

Name:

Date:

Administration contact

Name:

Date:

TRINITY
COLLEGE LONDON

Trinity Online application form

Conditions of Use

These Conditions of Use are important; you must read and understand them before signing your application form for Trinity Online.

Use of Trinity Online

You acknowledge that use of your registration name and password is authority for us to process the examination entry. We will act on this authority and are not obliged to make further enquiries. You agree that you will not use Trinity Online for any purpose other than examination administration and centre enquiries.

Trinity Online is available 24 hours, 365 days a year, except any necessary downtime to allow for maintenance of the system.

Your obligations

It is your responsibility to safeguard your password and any code given to you for the purpose of registration. You must commit your password to memory, to guard against the possibility that others may use your password to gain unauthorised access to Trinity Online. Do not store your password anywhere, in written or electronic form.

When you leave your computer unattended you should log out of Trinity Online. It is your responsibility to ensure that unauthorised access is not gained to Trinity Online via your password.

If any record containing your password is lost or stolen or your password becomes known to anyone other than yourself, you must notify Trinity immediately either by email at trinityonline@trinitycollege.co.uk or telephone on +44 (0)20 7820 6100. New registration details will be sent to you within 14 days of acknowledgement.

Personal data

Your information is held within a secure server environment by a hosting organisation external to Trinity.

Any personal information you transmit to us or which is held by us will be used to process the examination entry through to certification.

Personal information regarding yourself or other individuals collected and processed by you must be done in accordance with the UK Data Protection Act 1998. The main principles that must be upheld under this act are:

◗ The information shall be obtained and processed fairly and lawfully.
◗ Personal data shall be held and processed exclusively for the purpose of the examination process. This includes statistical processing for academic monitoring and standardisation.
◗ Personal data held for the purpose of examination processing shall not be used or disclosed in any manner incompatible with that purpose.
◗ Personal data held for the purpose of examination processing shall be adequate, relevant and not excessive in relation to the examination processing.
◗ Personal data shall be accurate and, where necessary, kept up to date.
◗ Personal data shall not be held for longer than is necessary for the examination process. Trinity will delete old personal data at specific intervals.

An individual is entitled, at reasonable intervals and without undue delay, to have access to any personal data held by Trinity. Trinity will levy an administration fee for providing such information.

For further information regarding the UK Data Protection Act 1998 please refer to www.ico.gov.uk

Changes to Trinity Online and Conditions of Use

We may at any time modify, add or delete:

◗ any of the Trinity Online services
◗ any of these Conditions of Use.

We will give you 14 days' notice of material changes.

Application form to access Trinity Online

Please write in block capitals.

The named contacts below have read and agreed to use the Trinity Online system in accordance with the Conditions of Use. Please note, to access Trinity Online you must have a PC capable of browsing the internet using Internet Explorer and Adobe Acrobat reader version 6 or later.

Details

Name of institution:.. Centre ID (if known):...

Examination administration contact (main Centre Representative)

First name:.. Surname:..

Job title:.. email:...

Signed:.. Date:..

Academic contact

First name:.. Surname:..

Job title:.. email:...

Signed:.. Date:..

Finance and payment contact

First name:.. Surname:..

Job title:.. email:...

Signed:.. Date:..

Other contact 1

First name:.. Surname:..

Job title:.. email:...

Signed:.. Date:..

Other contact 2

First name:.. Surname:..

Job title:.. email:...

Signed:.. Date:..

TRINITY
COLLEGE LONDON

Evaluation questionnaire

Trinity College London welcomes your feedback on all aspects of our examination service. We would be grateful if you would take the time to complete this short questionnaire at the end of your examination session. It will provide us with valuable data, which we can use to help us provide and maintain a high quality service. Information supplied will be treated in the strictest confidence. Please return this questionnaire, by fax or post, when your examination sessions are finished.

1 Your centre details

Centre name: .... Centre number: ....

Tel: .... email: ....

Contact name: .... Job title: ....

2 Your examination session

Please indicate which examination session(s) you have just completed.

Session dates: .... Grades/levels examined: ....

What is your overall impression of Trinity's examination service? (Please circle)

Excellent   Good   Satisfactory   Poor

What is your overall impression of Trinity examiner(s) this year? (Please circle)

Excellent   Good   Satisfactory   Poor

Please add any comments on the examination session and/or your examiner(s).

....

....

....

3 Contact with National/Area Consultants

What is the overall impression of the service of your National/Area Consultants, if applicable? (Please circle)

Excellent   Good   Satisfactory   Poor

Please add any comments about your dealings with your National/Area Consultants in relation to this examination session.

....

....

....

In what ways, if any, could they help to improve the Trinity service in your area?

....

....

....

---

4 | **Contact with Trinity College London**

How satisfied were you with the following from Trinity?

a. Help in preparation of your students for the examination day. (Please circle)

Excellent   Good   Satisfactory   Poor

b. Assistance on administrative matters. (Please circle)

Excellent   Good   Satisfactory   Poor

c. Supply of available publicity materials. (Please circle)

Excellent   Good   Satisfactory   Poor

d. Despatch of examination forms and certificates. (Please circle)

Excellent   Good   Satisfactory   Poor

Please add any comments to explain your answers above.

....

....

....

What additional services, if any, would you like to have to assist you in the provision of Trinity ESOL examinations?

....

....

....

Thank you very much for taking the time to complete this questionnaire. If you have any further comments, please feel free to attach extra sheets.

Please return to:

Brian Cooper
Trinity College London
89 Albert Embankment
London SE1 7TP UK

T +44 (0)20 7820 6100
F +44 (0)20 7820 6161
E brian.cooper@trinitycollege.co.uk

TRINITY
COLLEGE LONDON

ISE seating plan

Centre name:.. Centre number:..

Total number of candidates present in room:.................. Total number of absentees:..................

Please indicate:　　ISE 0 ☐　　ISE I ☐　　ISE II ☐　　ISE III ☐　　ISE IV ☐

Front of examination room

Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name

Row　Row　Row　Row

The seating plan must reflect the position the candidates are seated in the room. Centres may submit their own seating plan, however all information as detailed above must be included.

Name of supervisor (please print):.. Date of examination:..

Names of invigilators (please print):..

Please read the guidelines for supervisors and invigilators carefully.

TRINITY
COLLEGE LONDON
Supervisor's report

Please list absent candidate names and numbers.

Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name

Please report below any conditions or circumstances that may have affected candidates' performance today, e.g. any incidents of cheating, breaking the rules, disturbances outside the examination room, late arrivals and disqualifications. Please be as specific as possible.

Name of supervisor (please print): .... Date of examination: ....

Centre name: .... Centre number: ....

TRINITY
COLLEGE LONDON

Quality assurance inspection visits to Registered Centres

Checklist for Trinity Inspectors

Inspectors are required to tick the column and/or make comments. Please return this checklist to Trinity's Head Office.

Points to check	Requirements	✔ OK	Inspector's comments
Examination paper security (1)	Examination papers must be kept in a secure place such as a safe or lockable cupboard until they are needed.		
Invigilator : candidates ratio	One person for the first 15 candidates per room. One extra per room for every additional 10 candidates.		
Supervisor/invigilator	Is one person clearly in charge? Is the situation well managed?		
Notice to candidates	Notice to candidates is posted outside the examination room.		
Examination paper security (2)	Examination papers must not be released to the supervisor/invigilator more than 30 minutes before the start of the examination.		
Examination room environment	Must be reasonably ventilated, at a comfortable temperature and free from external noise and interruption. Any display material (wall charts etc.) which might assist or distract candidates must be removed or covered.		
Clock	A clock must be visible to all students.		
Spare materials	A small supply of spare pens for the use of candidates.		
Candidates' belongings	Bags and other belongings must be left either outside the examination room or placed in a secure area.		
Mobile phones	Switched off and left in the secure area.		
Punctual start to examination	All candidates to be seated in good time for the beginning of the examination.		
Seating arrangements	Ideally in rows, far enough apart that they cannot copy from another candidate's script – on no account must candidates be seated facing one another.		
Proof of identity	Candidates must place their means of photographic identification on their desks.		

Points to check	Requirements	✔ OK	Inspector's comments
Prohibited materials	Only pens, pencils and rubbers are on candidates' desks.		
Examination paper security (3)	Examination paper envelopes may only be opened once all candidates are seated.		
Correct examination papers	Distribute the correct examination paper to each candidate.		
Examination paper security (4)	Examination papers to be distributed to candidates, face-up, with the instruction not to open the paper.		
Pre-examination check and detail completion	Candidates to read the front cover of examination paper, check they have received the correct booklet for their examination and fill in the details required.		
Reminder of examination conduct	Remind candidates of the rules regarding leaving the room, cheating or communicating with other candidates once the examination has started.		
Beginning the examination	Candidates told to begin, with confirmation of start and finish times.		
Dealing with questions once the examination has begun	Candidates may not ask questions relating to the interpretation of examination tasks.		
Identity checks and seating plan	Each candidate's identity checked, and seating plan with candidate name and number completed.		
Action if satisfactory ID not produced by a candidate	The supervisor must verify identity with the candidate's own teacher at the end of the examination.		
Informing candidates of examination finishing time	Announce the time 15 minutes before the end of examination.		
Conduct at end of examination	Prohibit any further writing and not allow any speaking until all papers have been collected.		
Examination paper security (5)	Scripts must be returned to their envelopes.		
Final checks	Seating plan and Supervisor's report completed, whole document enclosed with the examination scripts.		
Examination paper security (6)	Envelopes sealed with the supervisor's signature across the seal.		
Examination paper security (7)	Scripts must be returned to the National/Area Consultant or Trinity's Head Office immediately after the exam or the next working day.		

Centre name:.. Centre number:..

Signature of inspector:.. Date:..

TRINITY
COLLEGE LONDON

Integrated Skills in English examinations
Notice to candidates
To be displayed outside each examination room

Arrival at the examination room
If you arrive after the start of your examination, you should report to the supervisor or invigilator. You will not be admitted if you are more than 5 minutes late.

Identification
Make sure you have proof of your identity with you (for example identity card, passport, police certificate of identity).

Materials
You may only have on your desk pens, pencils and erasers for this examination.

You will write your answers **in pen** in the examination booklet. You must not bring any other pieces of paper into the examination room.

You may not use a dictionary during the examination.

Correction fluid must not be used in your answer booklet.

Conduct
It is a serious matter to do anything during the examination which disturbs other candidates or might give you an unfair advantage over other candidates:

a) if you have a mobile phone, make sure it is switched off and placed with your personal belongings in the area designated by the invigilator or supervisor

b) you must not talk to or distract other candidates once the examination has started

c) you may not borrow anything from another candidate during the examination

d) you may not eat or smoke in the examination room. It is permissible to have a bottle of water for refreshment purposes, but this must not be placed on the table in case of spillage

e) if you attempt to cheat, you will be disqualified from the examination.

Listen carefully to the supervisor who will give you instructions. Tell the supervisor:

▶ if you receive the incorrect question paper for your examination

▶ if the question paper is incomplete or badly printed.

Read carefully and follow the instructions printed in your question/answer booklet.

Fill in any details required on the front of your question/answer booklet before you start the examination.

Do not open your booklet until the supervisor tells you to begin.

Advice and assistance during the examination
If during the examination you are not sure what you should do, raise your hand to attract the supervisor's attention.

You may not ask for, and will not be given, any explanation of the questions.

If on the day of the examination you feel that your work may be affected by ill health or any other reason, tell the supervisor.

Leaving the examination room
You may not leave the examination room without the permission of the supervisor.

On completing your examination and with permission from the invigilator, you must leave the examination room and examination area quietly so as not to disturb candidates who have not yet finished.

Remember
If you cheat, or use any unfair practice or break the rules in any way, your conduct will be reported to Trinity College London and you will be disqualified from the examination.

TRINITY
COLLEGE LONDON

Integrated Skills in English examinations
Timetabling rules for centres

When timetabling examination sessions which include ISE examinations the following timetabling rules must be followed.

General

In line with the procedures for Trinity Graded Examinations in Spoken English, all centres must provide a timetable for the visiting examiner and for the steward who ensures that the next candidate is waiting to enter the examination room.

There are two elements to creating a timetable, **timetabling of candidates** and **timetabling of examiner breaks**.

A timetable should be prepared for each examiner that is visiting your centre.

A candidate's performance in the Interview and Portfolio components **must** be assessed by the same examiner.

The centre must ensure that all ISE candidates undergo the Interview on the same day as their portfolios are read and marked by the examiner.

Candidate interviews must be timetabled from lowest to highest levels.

All candidates should be timetabled sequentially; there should be no gaps other than the scheduled examiner breaks. Do not timetable any extra minutes between candidates.

Timings

The time requirements per candidate are:

ISE 0

Examiner marking per portfolio	3 minutes
Interview with candidate	8 minutes

ISE I

Examiner marking per portfolio	4 minutes
Interview with candidate	8 minutes

ISE II

Examiner marking per portfolio	6 minutes
Interview with candidate	12 minutes

ISE III

Examiner marking per portfolio	8 minutes
Interview with candidate	20 minutes

ISE IV

Examiner marking per portfolio	15 minutes
Interview with candidate	25 minutes

Submitting the portfolio

Candidates' portfolio tasks must be inserted into the colour-coded portfolio wallet as supplied by Trinity (ISE 0 = Green, ISE I = Yellow, ISE II = Red, ISE III = Blue, ISE IV = White).

Portfolios must be submitted to the teacher at least 24 hours before the examiner's arrival. The completed Portfolio cover sheet and Portfolio feedback forms must also be included. Any draft versions of the portfolio tasks should not be included. Candidates must not have access to their portfolios from the time of submitting them to the teacher until after the examiner's departure.

Presenting the portfolio

Portfolio wallets should be set out for the examiner to mark in ascending and timetable order, (i.e. ISE 0 – ISE I – ISE II – ISE III – ISE IV).

The portfolios within each level should be ordered according to the corresponding interview order.

Marking the portfolios and conducting the interviews

The examiner marks candidate portfolios in ascending order, beginning with the lowest level in the session, e.g. ISE 0. The examiner then conducts interviews with the same candidates whose portfolios have just been marked.

The examiner must mark all the portfolios and conduct all the interviews for a particular level before proceeding to the next higher level, i.e. all ISE 0 portfolio marking and interviews must be completed before the examiner proceeds to the next level, ISE I.

The examiner then continues marking portfolios and interviewing candidates for the remaining levels, i.e. mark ISE I portfolios, interview ISE I candidates, mark ISE II portfolios, interview ISE II candidates, mark ISE III portfolios, interview ISE III candidates and/or mark ISE IV portfolios, interview ISE IV candidates.

Each block of portfolio marking must be followed by the interviews with those same students on the same day; be careful to ensure when timetabling that this rule is observed. You may therefore find it helpful to timetable Graded Examinations in Spoken English (GESE), if applicable, to fill in any remaining time of the 6.5 hour day.

Maximum scenarios

The maximum time spent marking any batch of portfolios is 90 minutes. Therefore, the maximum number of portfolios an examiner can mark in 90 minutes is 30 at ISE 0, 22 portfolios at ISE I, 15 portfolios at ISE II, 11 at ISE III and six at ISE IV.

When the time required to mark the portfolios exceeds 90 minutes, the examiner should conduct the interviews with those same candidates before proceeding with any further portfolio marking. For example, if there were 30 ISE I candidates in a session, the examiner would mark 22 portfolios and then interview those same candidates, before marking/interviewing the remaining eight candidates.

Examiner feedback

Do not forget to include a total of **30 minutes feedback** on the **ISE** and **GESE** examining at the end of the session, i.e. when all portfolios have been marked, all ISE candidates have been interviewed and all grades have been completed. Feedback is given by the examiner in this same 30 minute period at the end of the session. The examiner will decide how best to apportion the feedback time between ISE and GESE examinations.

Examiner hours and breaks

The total number of examining hours per day must **NOT** exceed the limit of 6.5 hours (or 6 hours examining plus 30 minutes feedback on the final day of the session).

Examining hours also include time spent by the examiner marking portfolios.

The centre must also observe the rules for examiner breaks: 15 minutes after 2–2.5 hours, 60 minutes after another 2 hours examining, a further 15 minutes after each subsequent 2 hours examining.

Therefore, the total number of hours an examiner spends at the centre in one day must not exceed 8 hours, including meal and refreshment breaks.

Changes to the timetable

Every effort must be made to ensure that the candidates are on time for their session. Sessions are booked according to examiner time and examiners cannot be kept waiting to complete the session.

There will be exceptional occasions where the candidate is not available to attend at the time allocated to them. You must ensure that candidates inform you before the examination day so that you can alter the timetable accordingly.

(Please refer to section 9 of this handbook for further details of exceptional circumstances and for information regarding absence from examinations.)

TRINITY
COLLEGE LONDON

Instructions for supervisors and invigilators

Controlled Written examination

Candidates must be supervised during the examination session. One staff member should be nominated as the 'supervisor'; the others are referred to as 'invigilator'.

Note: the supervisor is in overall charge of the session and is counted as one of the invigilators.

General

1. Examination papers must be kept in a secure place such as a safe or lockable cupboard until they are needed.

2. One person is required for the first 15 candidates per room sitting an examination.

3. One additional person is required per room for every additional 10 candidates unless agreed otherwise in writing by Trinity before the examination session.

4. Candidates taking different ISE examinations may take their examinations in the same room but should leave quietly where different examination timings exist.

5. Ideally the supervisor or invigilator should not be an English language teacher of any candidate in the room.

6. Candidates should be encouraged to read Appendix 8, Notice to candidates, before their examinations. Notice to candidates should also be posted outside each examination room on the date of the examination. The supervisor/invigilator should also have this in the examination room for reference.

Before the examination

7. Question papers must not be released to the supervisor/invigilator more than 30 minutes before the start of the examination.

8. The examination room must be reasonably ventilated, at a comfortable temperature and free from external noise and interruption.

9. A clock must be visible to all students.

10. The supervisor/invigilators must have a small supply of spare pens for the use of candidates.

11. Any display material in the examination room (wall charts etc.) which might assist or distract candidates must be removed or covered during the examination.

12. Bags and other belongings must be left either outside the examination room or placed in a secure area designated by the supervisor/invigilator.

13. Candidates must ensure that mobile phones and all other electronic equipment are switched off and left in the secure area. If a candidate is found in possession of a mobile phone, they will be required to leave the examination room and must not be readmitted.

Seating candidates and giving instructions

14. Candidates must be seated, ideally in rows, far enough apart that they cannot copy from another candidate's script – on no account must candidates be seated facing one another.

15. The supervisor and invigilators on duty must ensure all candidates are seated in good time for the beginning of the examination and that all candidates have their individual candidate number. Candidates arriving more than 5 minutes after the starting time must not be admitted.

16. Candidates must place their means of photographic identification on their desks.

17. The supervisor/invigilators must ensure only pens, pencils and rubbers are on candidates' desks.

18. Question paper envelopes must only be opened once all candidates are seated.

19. Candidates must ensure mobile phones are switched off and left in the secure area.

20. The supervisor must be careful to distribute the correct paper to each candidate.

21. Question papers must be placed face-up, with the front cover displayed, with the instruction not to open the paper.

22. When all papers have been distributed, the supervisor must tell candidates to read the front cover, check they have received the correct paper for their examination and fill in the details required.

23. The supervisor/invigilator must remind candidates of the rules regarding leaving the room, cheating or communicating with other candidates once the examination has started.

During the examination

24. At the appointed time, the supervisor/invigilator must tell candidates to begin, confirming the start and finish times.

25. Candidates may not ask questions relating to the interpretation of examination tasks or content of the examination. If you have a query that cannot be resolved by your centre, contact your National/Area Consultant or Trinity's Head Office.

26. Once the examination has started, the supervisor/invigilator must check each candidate's identity and complete the seating plan with candidate's name and number. The seating plan should reflect the candidate's position in the room. Each candidate should be accounted for and absences noted on the Supervisor's report.

27. If a candidate fails to produce satisfactory identification, the supervisor must verify the candidate's identity with the candidate's own teacher at the end of the examination.

28. The supervisor/invigilator must announce the time 15 minutes before the end of the examination. If candidates at different levels are seated in the same examination room, the time must be announced 15 minutes before the end of EACH examination.

29. Candidates finishing early may not leave the examination room during the last 10 minutes of the examination. Check that they have completed their details on the question paper correctly before allowing them to leave.

30. At the end of the examination the supervisor/invigilator must prohibit any further writing and not allow any speaking until all papers have been collected.

Exceptional circumstances

31. In case of a fire alarm, candidates should be asked to remain silent if it is safe to do so while being taken to the assembly point. They must leave their examination papers behind on the desk. If the building is deemed safe to return to, candidates should be led back to the examination room in silence and extra time allowed to compensate for the time missed. Please record the incident and time on the Supervisor's report.

32. Should a candidate be suspected of cheating during the examination, the supervisor/invigilator must confiscate any unauthorised material immediately. The incident must be reported to Trinity both on the Supervisor's report form and also on the front cover of the script itself.

33. Candidates found smoking or eating during the examination should be asked to stop immediately. If they refuse to do so, they should be asked to leave the examination room immediately and the incident reported to Trinity both on the Supervisor's report form and also on the front cover of the script itself.

Post-examination responsibilities

34. The examination papers, including any spare/unused papers must be placed in the addressed envelopes supplied.

35. The supervisor must ensure the seating plan is complete with the required details.

36. The supervisor must complete the Supervisor's report and enclose the whole document with the examination booklets in the envelope(s).

37. Envelopes must be sealed with the supervisor's signature written across the seal.

38. The examination papers and paperwork must be returned to the address supplied, either by a pre-arranged courier or by special delivery. Please consult your National/Area Consultant or Trinity's Head Office in London for further guidance on this.

Security bags

Important:

Do not try to break the security seal: if the seal is damaged, candidates' papers will be invalid.

Shortly before the examination begins, open the security bag. Turn it upside down, shake the papers clear of the window at the bottom left-hand corner and cut across the bag on a straight line through the window.
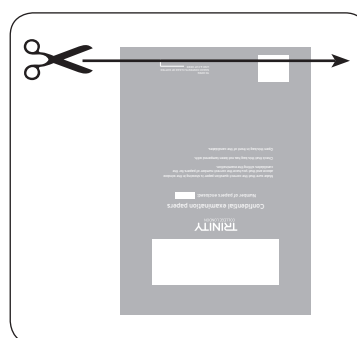
TRINITY
COLLEGE LONDON

Examination report – ISE II
(This is **not** a certificate)

Any Name

ISE II   Registration no: xxxxxx:xxxxxxxx

Centre: Any Centre   Session: 52010

Integrated Skills in English examinations – Interview component

Task fulfilment

Topic	A	B̶	C	D
Interactive task	A	B̶	C	D
Portfolio discussion and conversation	A	B	C̶	D

The above profile would indicate the following overall result for the Interview component: _Pass_

Key areas for improvement

Topic	CS ☐	G ☐	L ☐	P ☐
Interactive task	CS ☐	G ☐	L ☐	P ☐
Portfolio discussion and conversation	CS ☐	G ☑	L ☐	P ☐

CS = Communicative skills; G = Grammar; L = Lexis; P = Phonology

---

The result on the Interview component on this examination report is **provisional** and is **partial** fulfillment of the examination. Upon completion of all three components of the examination, a certificate will be issued (or otherwise).

Candidate ID seen: Yes ☑   No ☐

Examiner's signature: _D. Brown_   Date: _21 November 2010_

TRINITY
COLLEGE LONDON

Integrated Skills in English – Results summary slip

Any Name

ISE III   Registration no: xxxxxx:xxxxxxxx

Centre: Any Centre   Session: 52010

Marks allocated

Controlled Written: **24**   (Pass mark: 16   Total possible marks: 27)

Portfolio: **16**   (Pass mark: 11   Total possible marks: 19)

Interview: **90**   (Pass mark: 65   Total possible marks: 100)

Overall result

Controlled Written + Portfolio: **Pass with Merit**

Interview: **Pass with Distinction**