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Instructions for the conduct of PTE General and Young Learners tests

Guidance and instructions for heads of centres, exam officers and invigilators for the conduct of PTE General & Young Learners Tests

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Introduction

These instructions provide guidance for the conduct of the Pearson Tests of English General and Young Learners.

The Head of Centre, or the Test Co-ordinator, is responsible to Pearson Language Tests (part of Edexcel Ltd, a Pearson group company), for the proper conduct of tests as explained in these instructions. If a situation arises which is not covered by these instructions, please contact the PLT Operations team at PLTsupport@pearson.com or by phone on 0845 543 0243.

All correspondence relating to the tests should be sent directly to the PLT Operations team.

Preparation for the test

1 Security of question papers and other test materials

- 1.1 Question papers and oral test handbooks will be despatched to arrive during the week prior to the oral testing period. They may be sent in more than one package. If they are, details of the despatch arrangements will accompany the first package.
- 1.2 When question paper packets and test materials arrive, they must be carefully checked and the PLT Operations team must be contacted at PLTsupport@pearson.com if there are any problems. For example:
 - (a) if there is a difference between the material received and the advice/delivery or despatch note;
 - (b) if there is a difference between the material received and the centre's need if the material is damaged;
 - (c) if the packets have been opened while in transit

Please note that the sealed packets which contain the question papers must **NOT** be opened before the day of the tests (see 1.5 to 1.6). Please read the information on the outside to check contents.

- 1.3 A sample of CDs per level must be checked when they arrive at the centres and PLT Operations team must be informed immediately if there are any faults. Additional CDs should be checked where levels are being conducted in more than one room or at more than one venue.
- 1.4 All test materials, including question papers and CDs must be locked away in a place of high security, ideally a secure safe or metal cabinet which has a lock, until the day of the test. The safe or container must be in a securely locked room with access restricted to two or three authorised key holders. The Head of Centre must be satisfied that all required security arrangements have been met.
- 1.5 The PLT Operations team must be informed immediately (at PLTsupport@pearson.com) if the security of the question papers or confidential instructions is put at risk by fire, theft, loss, damage, unauthorised disclosure or any other circumstances.
- 1.6 The packets of question papers and other test materials must not be opened until the time appointed for the test (except for the CDs which must be checked as soon as they arrive). **Papers and CDs must NOT be removed from the premises.**

If centres need to use a number of rooms on one or more sites for the same test, they can open packets of papers in advance of the test in order to distribute them to the different rooms. The minimum number of packets should be opened, and where possible, papers should remain in their sealed packets to be opened in the presence of the test takers. If some packets are opened in advance of the test, this must only be **done on the day of the test**. **Under no circumstances may packets be opened on a previous day.**

- 1.7 Where confidential materials are required to be opened in advance of the test, strict precautions must be taken to safeguard them after they have been opened; they must not

- 1.8 be removed from the centre, and when not in use, must be kept secure under the conditions described in paragraph 1.4.

2 Documentation and materials

Before the test, the Pearson Language Tests will send the following materials. Please contact PLT Operations team at PLTsupport@pearson.com if any of these items do not arrive.

- List of test takers and their entry details
- Individual test taker statements of entry
- CDs: one for every 5 test takers
- Oral test handbooks
- Attendance registers
- Notices to be displayed in the testing rooms
- Question papers

On the front cover of question papers, information for test takers will appear under three separate headings. Examples are shown below:

Instructions to Candidates

In the boxes above write your centre number, candidate number, your surname, other names and signature. Answer ALL questions in the spaces provided in this book.

Information for Candidates

The marks for the various parts of questions are shown in round brackets: e.g. (2 marks)

Advice to Candidates

You are advised to study the mark allocations for each part question and to allocate your time accordingly.

3 Timetable variations

The published timetable of the Pearson Tests of English General and Young Learners, as advertised on our website, must be followed.

4 Use of dictionaries and language translators

Dictionaries and language translators must NOT be used.

5 Accommodation

- 5.1 All test takers must sit for the test at the centre unless prior permission has been obtained from Pearson Language Tests for test takers to sit the test elsewhere.
- 5.2 Any room in which a test is conducted must provide test takers with appropriate conditions in which to take the test. Due attention must be paid to such matters as heating, lighting, ventilation and noise levels.
- 5.3 No material which might be helpful to test takers must be visible in the testing room.

- 5.4 A reliable clock must be visible to all test takers in the testing room. Alternatively, all test takers should be advised to wear a watch. Start and finish times of tests must be clearly displayed in the testing room.
- (Regular checks should be carried out to ensure that all clocks used in the testing rooms are in good working order. A check must also be made to ensure that all test takers' watches are set to the same time before the test starts.)*
- 5.5 The *Warning to test takers* must be displayed *both* inside and outside the testing room.
- 5.6 The *Notice to test takers* must be displayed in a public place outside the testing room.
- 5.7 A board must be visible to all test takers showing the centre number and the starting and finishing times of each test.
- 5.8 The seating arrangements must stop test takers from seeing other students' work (intentionally or otherwise). Chairs should be at least 1.25 metres away from each other in each direction.
- 5.9 For written tests,
- (a) all test takers should face the same direction;
 - (b) each test taker should have a separate desk or table big enough to accommodate question papers;
 - (c) Centres wishing to use screened booths, such as language laboratories, less than 1.25 metres apart, should contact Pearson Language Tests with details of the proposed seating arrangements.
- 5.10 Any test taker suffering from an infectious or contagious disease must take the test in a separate room in which all regulations can be applied. The test taker's script must be kept separate from other scripts from the centre, and it must not be posted until advice has been sought from the PLT Operations team.
- 5.11 Test takers should be seated in candidate number order. The centre must make a seating plan to show the exact position of the test takers. **This must be kept by the centre and must be available for inspection if required by Edexcel or Pearson Language Tests. We do not require this seating chart to be sent to us, unless specifically requested.**
- 5.12 Any other test may be held in the testing room at the same time, provided that doing this causes no disturbance.

6 Invigilation arrangements

- 6.1 The Head of Centre must ensure that invigilation is carried out by suitably qualified and experienced adults. The Head of Centre must decide who is suitably qualified and experienced, but any relative of a test taker in the testing room is not allowed to serve as an invigilator.
- 6.2 The invigilator is the person in the testing room responsible for the conduct of the testing session. Invigilators must give their whole attention to the proper conduct of the test. Invigilators must not perform any additional task (e.g. marking) in the testing room.
- 6.3 Sufficient invigilators must be appointed to ensure that the test is conducted in accordance with the following requirements:
- (a) At least one invigilator must be present for every 30 test takers or part thereof.
 - (b) When one invigilator is present, he/she must be able to get assistance easily, without leaving the testing room and without disturbing the test takers.
 - (c) A teacher, who has prepared the test takers for the subject of the test during the academic year of the test, must not be the sole invigilator at any time during a written test in that subject.

- (d) Arrangements must be such that each test taker in the testing room can be observed by an invigilator at all times.
 - (e) Test takers, for whom the services of a reader have been approved by Edexcel and Pearson Language Tests, should normally be accommodated separately to avoid disturbing the other test takers. Where several test takers are attempting the same paper, they may be accommodated together with a single reader. In such cases the invigilator may act as the reader.
- 6.4 These instructions must be available to each invigilator in the testing room and the invigilators must be familiar with the *Notice to test takers*, the *Warning to test takers* and any specific regulations relating to the subjects being examined.

At the beginning of the test

7 Identification of test takers

- 7.1 Any test takers not known to the centre must produce documents proving their identity. This is to discourage impersonation of a test taker by someone else.
- 7.2 Where late test entries apply or where test takers are not shown on the attendance register, write the name and the candidate number on the attendance register. **Please make sure test takers use their own candidate number; they must not under any circumstances use the number of a test taker shown on the register who has since withdrawn from the test.**
- 7.3 Test takers must use the centre number and the individual candidate number shown on their Individual Candidate Statement of Entry.

If the centre chooses to affix labels to test scripts in the space provided on the test script, these must include the Pearson Language Tests test centre and Pearson Language Tests candidate numbers.

8 Persons present

- 8.1 Only persons authorised by the Head of Centre are to be allowed in the testing room.
- 8.2 Edexcel and Pearson Language Tests reserve the right to visit centres during the period of the tests to inspect the arrangements made for the security of confidential test material and for the conduct of the tests.

9 Question papers, stationery, materials and other equipment

The invigilator must take all responsible steps to ensure that:

- (a) Test takers do not take any bags, books, notepaper, tapes or recording equipment, or any other written or printed materials into the testing room. Test takers must do all rough work (notes, draft essay workings, etc) in the question paper itself.
- (b) If unauthorised items have been taken into the testing room, such items are to be placed out of the reach of test takers before the test commences (see also paragraph 10.2(b) below);

(Possession of unauthorised items is an infringement of the regulations and could result in disqualification from the current test. Centres are advised that mobile phones should not be in the test takers' possession, whether or not switched on.)

10 Starting the test

- 10.1 A test is considered to be in progress from the time the test takers enter the room, until all the scripts have been collected.
- 10.2 Before test takers are permitted to start work the invigilator must:
- (a) be sure that test takers are sitting in the correct place according to the seating arrangements (see 5.11);
 - (b) inform test takers that they are now subject to the regulations of the test;
 - (c) warn test takers that any unauthorised material must be handed in, such as mobile telephones, pagers, MP3 players and other products with text facilities (this should also include any food or drinks, which may only be allowed at the discretion of the Head of Centre);
 - (d) check that test takers have all the necessary material to enable them to complete the test;
 - (e) open the sealed packets of question papers and issue the papers to test takers;
 - (f) ask the test takers to read the instructions printed on the front of the question paper, and ask them to check that they have been given the test paper for the correct subject and/or level, if appropriate;

(The invigilator must not offer any advice or comment on the work of the test taker. Any statement made about the instructions may only take the form of a translation of the instructions into other languages if required.)
 - (g) ensure that details of any erratum notices are brought to the notice of test takers;
 - (h) tell test takers that they must write in dark-blue or black ink or ballpoint pen for PTE General tests, or may use a pencil (B grade or darker to enable scanning) for PTE Young Learners tests;
 - (i) tell test takers to write their names, centre number and candidate number on their question papers and complete other details as required;
 - (j) advise test takers that:
 - they must do all rough work in the question paper itself;
 - any rough work should be neatly crossed through;
 - red ink or red ballpoint pen, correcting fluid, correcting pens, gel pens and blotting paper must not be used;
 - (k) announce clearly to the test takers when they can begin to write their answers, and the time allowed for the paper(s).
- 10.3 The invigilator should remind test takers that they must not communicate with, seek assistance from, or give assistance to other test takers while they are in the testing room.
- 10.4 No test taker is allowed to change his/her level (as indicated on the candidate list), unless there are justifiable reasons for doing so. In this case the test taker may be supplied with the paper he/she claims, but it must be explained that Edexcel and Pearson Language Tests have the right not to accept the script(s).
- 10.5 Test takers are allowed five minutes before the test starts to complete the details on the front page and study the layout of the booklet. The invigilator must then announce in English and/or the usual language of the centre:
- “I shall now begin the CD / tape which will play without stopping until the end of the Listening Comprehension part of the test.”**

During the test

11 Supervision of the test takers

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

12 Late arrival of test takers

- 12.1 Any test taker who arrives after the start of the test may be allowed the full time for the test at the discretion of the Head of the Centre, if extenuating circumstances prevented the test taker from arriving on time.

(In such cases, the test taker's script must be marked to indicate the point reached when the test was completed by the rest of the test takers at the centre. The test taker can only enter the testing room at the end of the listening section. The centre may be allowed to replay the listening section for a test taker who arrived late, subject to supervision by the head of the centre.)

- 12.2 If a test taker arrives after the listening section and after the published starting time for a test, and is allowed to enter the testing room and sit the test, he/she should be warned that Edexcel and Pearson Language Tests have the right not to accept the script.

- 12.3 When a test taker is late for a good reason (e.g. sudden illness, transport difficulties), and Edexcel and Pearson Language Tests are satisfied there has been no breach of test security, the work completed in the whole of the test, (including that completed in any additional time allowed to compensate for the late arrival), will be accepted.

- 12.4 In cases where a test taker is late because of negligence or oversight (including oversleeping or misreading of the timetable), and Edexcel and Pearson Language Tests are satisfied that there has been no breach of test security, the work completed in the normal testing time will be accepted. Edexcel and Pearson Language Tests have the right to decide if the work completed in any additional time will be accepted.

- 12.5 If a test taker is late (and is admitted into the testing room) the following rules apply:

- (a) the script must be sent to Pearson Language Tests in the normal way;
- (b) any work completed after the actual finishing time should be indicated;
- (c) a full written report on the form **Report on candidate admitted late to the examination room** must be sent immediately to the PLT Operations team at PLTsupport@pearson.com containing the following information:
 - the reason for the late arrival of the test taker, including any details of special arrangements made for the test taker to reach the centre;
 - the actual starting and finishing times of the test;
 - the time at which the test taker started the test;
 - the time at which the test taker finished the test;
 - a statement regarding any possible breach of test security arising from the test taker's late arrival, including information about staff supervision from the actual starting time of the test;
- (d) the test taker must be warned that Edexcel and Pearson Language Tests may not be prepared to accept the work.

12.6 Test takers arriving after the test

Where a test taker arrives for the test after the scheduled finishing time, the test taker must be recorded as 'absent' and should not be allowed to sit the test.

13 Attendance registers

- 13.1 The attendance registers will list every test taker entered by the centre. For oral tests, please refer to the PTE General Oral Test Guide or the PTE Young Learners Oral Test Guide.
- 13.2 Half an hour after the start of the test, the invigilator must complete the attendance register. If a test taker is **present**, please fill in bubble 'P' and if they are **absent** please fill in bubble 'A'.
- 13.3 Test centres should follow the instructions as printed on the attendance register. If a test taker is not shown on the attendance register, write his/her name in the next space on the sheet. **You must not in any circumstances substitute a new test taker for one shown on the attendance register who has subsequently withdrawn from the test.**
- 13.4 If a test taker has officially withdrawn from a paper but they still appear on the attendance register, cross through the test taker number and name. Treat any other withdrawals as absentees.
- 13.5 The top two copies of the attendance register must be sent to Pearson Language Tests with the corresponding scripts. The third copy of the attendance register is to be kept by the centre until after the results have been issued. If all test takers are absent, the attendance register must still be completed and forwarded to the address provided.
- 13.6 When test takers take two levels in the same session, they may be allowed a supervised break between one paper and the next. The question paper for the first level must be collected before the question paper for the second level is distributed.

14 Absence of test takers

- 14.1 If a test taker is absent from a test through illness or misfortune, PLT will then give the test taker the chance to take the test in the following session. Please contact the PLT Operations team if such a situation arises.
- 14.2 If a test taker becomes ill or has to leave during the test due to exceptional circumstances, a **Request for Special Consideration** form, together with a medical certificate where appropriate, should be submitted to the PLT Operations team at PLTsupport@pearson.com.

15 Leaving the testing room

- 15.1 In the interests of test security, test takers should remain in the testing room for the full duration of the test. However, a test taker who has finished his/her work early may leave the testing room after handing in his/her paper. The test taker must not be re-admitted. Test takers in the above mentioned circumstances must remain under supervision until at least one hour after the starting time specified on the test timetable.
- 15.2 Test takers who leave the testing room temporarily must be accompanied by a member of staff. These test takers may be allowed extra time to compensate for their temporary absence.
- 15.3 No question paper may be removed from the testing room until the end of the test session in the centre. In cases where a test has been moved from an afternoon session to a morning session, all test papers must be collected and must not be released until 24 hours after the normal finishing time for the afternoon session.

- 15.4 Question papers must be collected from test takers before they leave the testing room.

16 Irregular conduct

- 16.1 Wherever possible, the invigilator should remove and retain any unauthorised material discovered in the possession of a test taker in the testing room.
- 16.2 If a centre discovers an irregularity in a test (e.g. cheating), full details of the case must be submitted to the PLT Operations team at PLTsupport@pearson.com as soon as possible.
- 16.3 Where Edexcel or Pearson Language Tests discover an irregularity, Compliance will contact the Test Officer or Head of Centre to explain the circumstances surrounding the case.
- 16.4 According to the nature of a particular case, Edexcel or Pearson Language Tests may ask the Head of Centre to conduct a full investigation and to submit a written report.
- 16.5 Failure to follow the regulations may lead to disqualification of the test taker. The decision on disqualification rests with Edexcel and Pearson Language Tests.

17 Emergencies

- 17.1 The invigilator must take the following action in the event of an emergency such as a fire alarm or bomb alert:
- (a) evacuate the testing room in accordance with the instructions given by the appropriate authority;
 - (b) ensure that all question papers and scripts are left in the testing room (but see paragraph 17(g) below);
 - (c) ensure that the test takers are supervised as closely as possible while they are out of the testing room to avoid cheating;
 - (d) after the test takers have returned to the testing room and before the test is resumed, mark the point at which the interruption occurred on the test takers' papers;
 - (e) note the time and duration of the interruption;
 - (f) allow the test takers the full working time prescribed for the test;
 - (g) if there is a small number of test takers, they can be taken (with question papers and scripts) to another place in order to complete the test;
 - (h) make a full report of the incident and of the action taken for direct submission to the PLT Operations team at PLTsupport@pearson.com.

At the end of the test

18 Finishing the test

- 18.1 Five minutes before the end of the test the invigilator should tell the test takers how much time is remaining.
- 18.2 At the end of the test, ask test takers to stop writing.
- Test takers who arrived late and are allowed the full working time to complete their test can continue after the normal finishing time. They should also be told to stop writing when the additional time allowed finishes.
- 18.3 The invigilator must tell the test takers:

- (a) to check that all the necessary information has been completed on the front cover of their scripts;
 - (b) to see that their answers are correctly numbered;
- to put any extra sheets of paper in to the relevant section of the question paper.

19 Collection of written tests

- 19.1 Written tests must be collected before test takers are allowed to leaving the testing room. Tests should be placed in the order shown on the Attendance Register and checked to ensure that all are present and that test takers have used their correct centre and candidate numbers
- 19.2 Written tests should be handed to the person responsible for despatching the tests to examiners. *(Tests are confidential between test takers and Pearson Language Tests. They may not be read or photocopied by any person prior to despatch, unless Edexcel or Pearson Language Tests specifically requires this.)*

After the test

20 Packing of test materials

- 20.1 Please take care when packing the test materials and the attendance registers for despatch to Pearson Language Tests. The label from each attendance register enclosed should be peeled off and attached to the outside of the package/s for identification purposes. Centres should ensure that the packages are securely sealed.
- 20.2 All special requests must be sent to the PLT Operations team. Any extra correspondence, including requests for special consideration must **NOT** be included with the test materials.

21 Despatch of materials

- 21.1 The written tests must be sent **immediately after the test in a separate parcel to the oral tests**, to the address designated on the Attendance Register labels for Paper 01. If written tests need to be retained overnight they must be kept under secure conditions.
- 21.2 The oral test materials must be sent **immediately after the test in a separate parcel to the written tests**, to the address designated on the Attendance Register labels for Paper 02. If oral tests needs to be retained overnight they must be kept under secure conditions.
- 21.3 Centres should use an appropriate form of despatch that provides a record of the despatch that can be followed up. Large consignments may be sent by parcel post. A certificate of posting must be obtained for each package. This certificate must be kept in the centre until the date of publication of results, in case of loss or damage.
- 21.4 It is the responsibility of the centre to ensure that test materials reach their destination securely and in a timely manner.

22 Unused stationery

All unused stationery in the testing room must be collected, checked for any loose sheets which test takers may have overlooked, and returned to the PLT Operations team, 80 Strand, London, WC2R 0RL, UK.

Permission may be granted for alternative methods of disposal for unused test material. Please write to PLTsupport@pearson.com if you with any requests.

Under no circumstances may unused test materials be used as practice materials for student following the test. Approved materials for student practice are available from the www.pearsonpte.com website.

23 Applications for special consideration

- 23.1 If a test takers sits a test under difficult conditions and the centre wants to submit an application for special consideration, the **Special Considerations Form** should be completed and sent to the PLT Operations team at PLTsupport@pearson.com.
- 23.2 Letters requesting special consideration must NOT be sent with the test materials.

24 Checklist for invigilators

A summary checklist for Invigilators (in A4 format) is given as a supplement to these Instructions (see below).

The checklist is intended to be a reminder for invigilators and must only be used in connection with the instructions in this booklet.

Checklist for Invigilators

The checklist summarises the most essential actions for the invigilation of tests. Invigilators must be familiar with the *Instructions for the Conduct of Examinations* guide and should refer to this booklet for detailed instructions and guidance.

A Arrangement of the testing room

1. Check that any charts, diagrams etc. that are in English have been cleared from the walls.
2. Check that you have on display the following:
 - (a) Warning to test takers;
 - (b) a clock clearly visible to all test takers; or that all test takers have a watch;
 - (c) a board showing:
 - centre number;
 - starting time and finishing time of the test.
3. Check that you have:
 - (a) a copy of the current *Instructions for the Conduct of Examinations*;
 - (b) any subject-specific instructions issued by Edexcel or Pearson Language Tests;
 - (c) a seating plan of the test.

B Before the test

1. Refer to the front of the question paper for the precise requirements in respect of authorised materials.
2. Inform test takers that they are now subject to the regulations of the test and draw attention to the:
 - (a) Warning to test takers;
 - (b) Notice to test takers.
3. Warn test takers that any unauthorised materials, including mobile telephones, must be handed to you.
4. Open the question paper packet in the testing room.
5.
 - (a) Instruct the test takers to complete the details on the front of the answer booklet and any supplementary sheets.
 - (b) Draw attention to the instructions on the front of the question paper.
6. Ensure that details of any erratum notice are brought to the attention of the test takers.
7. Remind test takers to write in blue or black ink.
8. Tell test takers they may begin and how much time they have.

C Identification of test takers

1. Satisfy yourself as to the identity of every test taker in the testing room.
2. Check documentary evidence presented by private test takers that they are the same persons as those who made entry for the test.

D During the test

1. Complete the *Attendance Register*.
2. Refer to paragraph 12 of the *Instructions* if a test taker arrives late.
3. Be vigilant. Supervise the test takers at all times to prevent cheating and distractions.
4. Do not give any information to the test takers about:
 - (a) suspected errors in the question paper, unless an erratum notice has been issued;
 - (b) any question on the paper or the requirements for answering particular questions.
5. Ensure that no test taker leaves the testing room until at least one hour after the published starting time.
6. Ensure that no question paper is removed from the testing room until the end of the test.
7. Ensure that a member of staff is available to accompany any test takers who need to leave the room temporarily.
8. Refer to paragraph 17 of the *Instructions* in the event of an emergency.
9. Inform the test taker when they have five minutes remaining.
10. Instruct test takers to stop writing at the end of the test.

E After the test

1. Check and sign the *Attendance Register*.
2. Instruct test takers to check that:
 - (a) all the required information has been entered on their written tests, including supplementary sheets;
 - (b) they have crossed out rough work or unwanted answers;
 - (c) they have fastened any supplementary sheets in accordance with the instructions on the question paper or answer book.
3. Collect all written tests, all question papers and all unused stationery before test takers leave the testing room.
4. Remove any perforated information sheets and keep separate from the written tests.
5. Arrange written tests in *Attendance Register* order.
6. Ensure that test materials are kept in a secure place prior to despatch.

F Use of dictionaries

1. Test takers are not allowed to use dictionaries in any test.

Appendix A - Conduct of oral tests

1.	Detailed guidance on how to conduct oral tests is given in the <i>PTE General Oral Test Guide</i> and the <i>PTE Young Learners Test Guide</i> . These documents will be sent to all test centres separately.
2.	<p>The test takers' performance is marked by a trained assessor who listens to the interaction and assesses the speaking ability of each of the test takers according to the PTE criteria. This is implemented in one of three ways:</p> <ul style="list-style-type: none"> • The assessor is a member of staff at the test centre (a local assessor), present at the interview. This is the most common arrangement • A visiting assessor, nominated by PLT and independent of the test centre, is present at the interview. • In some cases no assessor is present and the interaction is assessed later by a PTE examiner who listens to the audio recording. <p>PLT will inform you as to which of these arrangements applies at your centre.</p>
3.	Centres must recruit interviewers and, where instructed, assessors to conduct the examination.
4.	Assessors and interviewers must be approved by Pearson Language Tests. To apply for approval please complete an assessor/interviewer application form and submit it to the PLT Operations team at the address given on the form.
5.	<p>To be approved by PLT all assessors and interviewers must meet the following criteria:</p> <ul style="list-style-type: none"> • They must be proficient in spoken English at PTE General Level 5 or equivalent. PLT may request a telephone interview with an applicant to verify their proficiency in spoken English. • They must have an EFL teaching qualification. • They must have at least two years experience of teaching English.
6.	Assessors and interviewers must be trained. Training courses are held at certain locations in advance of test sessions.
7.	Teachers must not act as assessor or interviewer for students from their own classes. However, this may be possible if no alternative teacher is available. All requests for permission must be sent to PLTsupport@pearson.com in advance.
8.	Names of assessors and interviewers must be sent to the PLT Operations team together with the mark sheets and recorded orals.
9.	Oral tests can be taken any time in the two weeks before the date of the written test.
10.	All orals must be recorded on a cassette or CD. Micro cassettes must NOT be used for recording orals.
11.	All recorded orals and mark sheets should be sent with the Attendance Register for paper 02 to the address designated on Paper 02 Attendance Register labels by the Tuesday following the date of the written test.

Appendix B - Contact details

For all administration enquiries relating to the conduct of Pearson Tests of English General and Young Learners, please contact:

Email: PLTsupport@pearson.com

Phone: 0845 543 0243

Address: Pearson Language Tests
Operations Team
80 Strand
London
WC2R 0RL
UNITED KINGDOM

Web Address: www.pearsonpte.com