

**IoL LANGUAGE SERVICES LTD**

**METROPOLITAN POLICE TEST**

**NOTES TO CANDIDATES**

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**GENERAL CONDITION**

BY COMPLETING AN IOL LANGUAGE SERVICES LTD REGISTRATION CARD AND PAYING THE APPROPRIATE ASSESSMENT FEE, THE CANDIDATE IS AGREEING TO ABIDE BY THE REGULATIONS CONTAINED IN THIS DOCUMENT.

These candidate regulations are valid from: 31/08/2009 until 31/08/2010

If you have any queries on the following information, or require further clarification, contact [mettest@iol.org.uk](mailto:mettest@iol.org.uk) or 020 7940 3167.

## CANDIDATE REGULATIONS

### Assessment Conditions

IoL Language Services Ltd makes every effort to ensure that candidates are able to work in good assessment conditions. Any disruption to assessment conditions must be brought to the attention of the Invigilator/Centre Supervisor at the time of the assessment and be reported in writing to LSL within 10 days of the assessment and before results are issued.

If there is more than one candidate in an assessment room, it is LSL's customary practice that candidates are not allowed to leave the assessment room during the final fifteen minutes of a written assessment.

Candidates must check at the start of the assessment that they have been given the correct assessment paper. Any mistakes must be brought to the attention of the Centre Supervisor/Invigilator immediately. Candidates **must not** attempt a paper that is in the incorrect language. Re-sit candidates must check that they have been given the correct task and should only attempt the task they have entered for.

### Assessment Fees

Assessment Fees are published in September of each year and are available on our website [www.iol.org.uk/lsl](http://www.iol.org.uk/lsl) and by request from [mettest@iol.org.uk](mailto:mettest@iol.org.uk). Candidates are to ensure that they have the most up-to-date fees list.

Assessment fees are **non-refundable** in the event of the cancellation on the part of the candidate (please see page 5 for further details).

### Assessment Literature

Candidates are strongly advised to obtain a copy of the relevant assessment materials (including Candidate Briefing Sheet and Notes to Candidates and sample papers.) Sample Paper Order forms are available from [mettest@iol.org.uk](mailto:mettest@iol.org.uk) can also be downloaded from [www.iol.org.uk/lsl](http://www.iol.org.uk/lsl)

### Assessment Material

In the interest of security candidates **must not** remove assessment material from the Assessment Centre and will therefore be required to hand in all such material at the end of the assessment. Assessment material includes hard copies. Failure to do so may be viewed as an attempt to cheat and would result in an automatic fail.

### Assessment Schedule

Candidates will be notified of their date and time of assessment at least three weeks before that date in writing only. Please note that requests by telephone or email to confirm the date of a candidate's assessment will not be granted.

### Candidate Details

Candidates are responsible for ensuring all the information on the Assessment Registration Card is correct. Assessment results and certificates can only be issued under the candidates' name as it appears on the Assessment Registration Card. Any change of address or other personal details must be notified in writing (please note that email does not constitute official correspondence) to the Client Liaison Executive (Met Test) at the first available opportunity and prior to the results/certificates being released.

### Candidates Requiring Reasonable Adjustments

Candidates, or centres entering candidates, who require Reasonable Adjustments must inform LSL in writing (please note that email does not constitute official correspondence) of these at the time of registration for the assessment they wish to sit, detailing what provision is required. Further information can be found on pages 9-10.

## **Centres**

Candidates may only register to sit the assessment at the main centre within Greater London.

## **Copyright**

LSL retains the copyright on all its publications. LSL cannot give permission to reproduce any material that is acknowledged to a third party.

## **Dates of Assessment**

The assessment sessions (over a two week period) for **2009-2010** are as follows:

**November 2009**

**March/April 2010**

**July 2010**

Notification of dates which the candidate is unavailable must be given at time of registration.

## **Dictionaries**

Dictionaries and glossaries are permitted in the Technical Translation (Bii) only, please note that LSL does not provide dictionaries on the day of the assessment.

Candidates are not allowed to share dictionaries or glossaries during the assessment. Candidates are **not** allowed to use electronic dictionaries. All glossaries must be shown to the Centre Supervisor.

## **Disclaimer**

IoL Language Services Ltd organises thousands of individual assessments every year. The vast majority proceed without a hitch. However, there are occasionally one or two candidates who suffer unforeseen problems, such as an assessor falling ill on the day or scripts being lost in the post. In such circumstances IoL Language Services Ltd always does its best to rectify the problem where possible. LSL's liability in all circumstances is limited to a full refund of the assessment fee paid for the assessment concerned. LSL reserves the right not to assist a candidate's claim against third parties in the event of a candidate suffering loss (financial or otherwise) associated with the assessment.

## **Duplicate Certificates**

Duplicate certificates can be issued at a charge of £30 per certificate. All such certificates will be marked "Duplicate".

Candidates who do not receive their original certificate because they have not informed IoL Language Services Ltd in writing of a change of address, will be charged a duplicate certificate fee for the issuing of a replacement certificate.

## **IT Facilities**

There are no IT facilities at the London Centre for personal computers, word processors etc. and candidates are not permitted to bring their own IT equipment with them.

## **IoL Language Services Ltd Assessors**

IoL Language Services Ltd uses assessors who have been recruited against set criteria and trained for the specific purposes of the assessment. Candidates are expected to be able to cope with regional accents or variations in a language demonstrated by oral assessors.

If, during the course of an oral assessment, the assessor and the candidates are known to each other, the assessor will have been trained to follow procedures to ensure that the candidate is not disadvantaged.

Under no circumstances are candidates permitted to contact LSL assessors (freelancers) before or after the assessment in an attempt to discuss and/or obtain feedback on their performance. If this occurs, all assessors

are instructed to submit a written report to the Director of LSL detailing any such contact. All reports of this nature will be investigated fully and appropriate action will be taken. Candidates are advised that any such investigation may result in disqualification.

### **Languages**

IoL Language Services Ltd reserves the right to withdraw an assessment if it is unable to locate an appropriate assessor in a particular language. In such cases, affected candidates will receive a full refund of their paid assessment fee.

LSL may not set assessments in the same range of languages every year. Candidates must check to ensure that the language assessment they require is available.

### **Late Arrival at the Assessment Centre**

Candidates will normally be admitted into the assessment room up to 15 minutes after the start of the assessment (for both oral and written assessments). Late-comers who arrive while a paper is in progress will not normally be allowed extra time, unless the reason given makes the award of extra time reasonable in the centre supervisor's opinion.

Candidates must allow adequate travelling time to ensure that they arrive on time for the assessments and allow extra time for any unexpected delays in the Assessment timetable.

### **Misconduct**

Any case of alleged malpractice will be investigated to establish the full facts and circumstances relating to the case. The centre supervisor will normally be asked to submit a written report to the Director of IoL Language Services Ltd on the case and to provide appropriate supporting documentation.

Each alleged case of Misconduct will be investigated, considered and judged on an individual basis in the light of all the information available. The outcome could range from a caution, to a cancellation of a component of the assessment or to disqualification from the entire assessment or from any other Institute assessment for a period of time to be defined. More serious action may also be taken if the misconduct is regarded as severe.

Abusive or unprofessional behaviour towards LSL staff or representatives will not be tolerated and could result in immediate disqualification from the assessment with no refund of fees. It could also mean that permanent disqualification from any of the Chartered Institute of Linguist's examinations/assessments.

All telephone calls to IoL Language Services Ltd offices may be recorded for monitoring purposes.

### **Mobile Phones/Pagers**

The use of mobile phones/pagers in the assessment is **strictly** prohibited. Any candidate discovered using a mobile phone during the assessment will be immediately disqualified. All mobile phones/pagers must be switched off on entering the Assessment Centre.

### **Payment**

Where payment is made directly to LSL, giros, sterling cheques or Postal Orders, made payable to "IoL Language Services Ltd", are accepted. LSL cannot accept post-dated cheques. LSL accepts the following credit cards, Visa, Mastercard and Switch (Maestro).

Candidates should note that IoL Language Services Ltd does not allow candidates to sit an assessment unless full payment has been received.

### **Proof of Identity**

Candidates are required to produce the confirmation letter together with proof of identity which must contain a photograph and the name of the candidate (e.g. passport, travel card, or some other suitable document) when registering at the Assessment Centre. Candidates for all written assessments must leave proof of identity on the assessment desk during the course of the assessment for the invigilator to examine.

## Quality Assurance

Assessment papers are subject to a rigorous moderation i.e. a checking procedure to ensure they meet the specification requirements of the particular component and maintain parity with the same component in other languages.

All marking is carried out by suitably experienced and trained markers using standardised procedures and assessment criteria.

All marking and results are subject to a moderation process to ensure that the assessment criterion is applied fairly and in a standardised way.

## Recording of Oral Assessments

Candidates should be aware that oral assessments will be recorded for moderation purposes. Candidates are, however, not permitted to make their own recording of the oral assessment. Candidates are not permitted to switch their mobile phones on to assist another candidate.

## Refunds, Transfer of Assessment Fees and Withdrawals

It is not always possible to arrange an assessment in a given language at a given centre. If it becomes apparent that LSL cannot offer an assessment for this reason, a full refund will be granted or the option to defer, at no extra cost to the candidate, to the next assessment session will be discussed. LSL may have to defer under the terms presented above.

- Deferrals

If there are no problems with the setting of the assessment, etc. but a candidate wishes to defer their assessment to the next round of assessments, s/he must inform LSL, **in writing** (please note that email does not constitute official correspondence), no later than three weeks before the dates of the Metropolitan Police Test session. The following will be applied:

- 90% of the fee will be transferred if more than three weeks notice is given;
- only 50% of the fee will be transferred if between three weeks' and one week's notice is given;
- no fee will be transferred if the candidate applies in the week before the assessment date.

In all cases the candidate must pay the outstanding balance before the revised date of assessment.

Please note that only one deferment at the candidate's request is acceptable.

The transferred assessment fee is **non-refundable** if the candidate later decides to withdraw from the assessment.

Transfers of fees are at the discretion of IoL Language Services Ltd. In all cases, however, the London centre fee will be forfeited and any difference arising out of an increase in fees at the next assessment session will be payable.

- Withdrawals

If a candidate wishes to withdraw, s/he must apply for a refund, **in writing** (please note that email does not constitute official correspondence), stating in full the reason why they do not wish to take the assessment. If a written request is received before the three week deadline period 50% of the fee is non-refundable; the other 50% is left to the discretion of LSL.

No refund will be given if a candidate fails to attend an assessment.

Candidates whose absence from the assessment is caused by personal ill health may apply to be considered for a maximum 50% of their assessment fee (issued in the form of a Credit Note) to the next session upon submission of a current certificate from a qualified medical practitioner within two weeks of the assessment date. In the absence of any such proof, candidates are liable to forfeit all assessment fees paid.

## Registration

Registration for different languages must be made on separate registration cards. Extra registration cards are available from the LSL office. The closing dates for each assessment are listed on [www.iol.org.uk/ls/](http://www.iol.org.uk/ls/) Late candidates may be accepted if there is space on the timetable and the language that they are applying for is being run in that session.

## Results and Certificates

Results are only issued by letter. In no circumstances will candidate results be given by telephone, fax, and email or to personal callers, and results cannot be issued to a third party.

Results are usually issued within eight weeks of the assessment date, but candidates must allow for postal delays in receiving their result. LSL cannot accept responsibility for non-delivery by the postal authorities of result letter or certificate.

Certificates are sent to successful candidates with their results letter.

The candidate's name will appear on the certificate as it was written on the Assessment Registration card at registration. Mistakes must be brought to LSL's attention within six months of issue of certificates.

## Retention of Scripts

Assessment scripts and tape recordings remain at all times the property of IoL Language Services Ltd and are not returned to candidates in any circumstances, nor are they made available to a third party.

It is the candidates' responsibility to ensure that they have correctly provided all the required information on the script paper.

## Data Protection Act 1998

Under the terms of the Data Protection Act 1998 assessment candidates are not entitled to have access to assessment scripts but they are entitled to have access to any comments made on scripts or mark-sheets by assessors.

The policy of LSL is to:

- Make available to candidates upon written request (please note that email does not constitute official correspondence) and on payment of a fee of £35 any written comments made by assessors on scripts and mark-sheets.

Candidates should bear in mind that any comments made on scripts are likely to be meaningless out of context and that comments on mark-sheets may be brief. Information released in this way may therefore not be very informative and is not a substitute for a re-mark.

## Time Span allowed for Taking the Assessment

Candidates are reminded that they have five assessment sessions (5 attempts to pass all components across a two year period starting from the date of the first assessment) in which to pass all the outstanding parts necessary for the granting of the full qualification.

If LSL is unable to provide a required re-sit assessment during the five assessments session period, that period will be extended until the candidate is able to sit the re-sit assessment.

## Re-sits

Candidates applying to re-sit Bi (Translation of Statement) please note that they will be required as part of the assessment to **undergo** Aii (Statement Taking – Oral) in order to obtain the relevant Statement for Translation, however the result for Aii under those circumstances will not be taken into account if they have already passed Aii in a previous session (within the two year time period).

## Writing Equipment

Candidates are instructed to bring their own writing equipment. Pencils are not allowed except for rough work. All answers must be written in black or blue ink. The Assessment Centre will provide writing paper.

## COMPLAINTS PROCEDURE

All complaints regarding assessments must be made in writing (please note that email does not constitute official correspondence) to the Director of IoL Language Services Ltd, as soon as possible after the assessment and before the results are released.

Complaints must be made in writing (please note that email does not constitute official correspondence).

Complaints must include:

- candidate name and number
- language, type of assessment and task(s)
- date of assessment
- name of the Assessment Centre.

The majority of complaints are investigated with the time scale for the issue of results; however some more complex cases may take longer.

### **Please note:**

IoL Language Services Ltd is unable to accept group complaints. All complaints are dealt with on a case by case basis, as the process of tracking and checking each candidate's entry, which may include tape-sampling, is a very important part of dealing with the complaint. Group complaints are not appropriate as they do not allow LSL to give each candidate the individual attention that is necessary.

IoL Language Services Ltd will pass on any complaint to the person being complained about in the interests of natural justice, so that the latter can respond, although it will not necessarily reveal the source of the complaint.

IoL Language Services Ltd will usually not act on anonymous complaints.

## RE-MARKING AND APPEALS PROCEDURES

IoL Language Services Ltd makes every effort to ensure that the assessment procedures are carried out properly and fairly. The Re-marking and Appeals procedures exist to deal with exceptional cases where a candidate considers that something may have gone wrong.

LSL does not provide individual reports on a candidate's performance, nor does it allow candidates access to marked scripts or cassette tapes.

If the result of the Re-mark or Appeal is that the original result stands, then there is no further possible action within LSL. In such cases, candidates should be aware that the circumstances will have been considered and fully investigated.

### **Re-mark**

The candidate can commission a Re-mark of the failed paper/task by applying in writing to LSL (please note that email does not constitute official correspondence). A second assessor using the same assessment criteria but who had no involvement in the original marking will re-mark the paper. The candidate will be notified of the result of the Re-mark eight to ten weeks after receipt of request. Information on the result of the Re-mark will not be given over the telephone, fax, email, to personal callers or to a third party. The candidate cannot appeal against the result of the Re-mark.

**FEE:** The candidate must pay a Re-mark fee of £70.00 per component/task at the time of the commission. The fee is refundable should the original result be overturned.

**Please note:**

If you have requested a Re-mark it is not possible to Re-sit that component in the next session of the Metropolitan Police Test.

**Appeal**

The candidate can appeal against the result on the grounds of procedural irregularity, i.e. that the assessment procedures were not conducted in accordance with the approved regulations. The candidate must provide substantive proof of such irregularity at the time of commissioning the Appeal.

Appeals which do not fall into the above criteria will not be entertained.

An appeal will not be considered if the academic judgement of an assessor is questioned.

The Appeals Panel of LSL will hear such Appeals. The candidate will be notified of the result of the Appeal ten to twelve weeks after receipt of request (providing the written request is received within three months of the assessment date).

Information on the result of the Appeal will not be given over the telephone, fax, email, to personal callers or to a third party. The candidate cannot make more than one Appeal for the same assessment.

If the result of the appeal is that the candidate is granted a free re-sit, this is only valid for the next available assessment session.

FEE: The candidate must pay an Appeal fee of £70.00 per component/task at the time of the commission. The fee is refundable should the original result be overturned

Until a Re-mark or an Appeal is considered and a decision is made, the original result stands.

## **CANDIDATES REQUIRING REASONABLE ADJUSTMENTS FOR THE ASSESSMENTS**

### **1 Introduction**

IoL Language Services Ltd's (LSL) policy on assessments is to give all candidates equal opportunity to demonstrate attainment and to provide candidates with disabilities and learning difficulties the same access to assessments as other candidates, where it does not invalidate the objective of the assessment.

The principles of the policy are that:

- Reasonable Adjustments are made in order to take into account the effect of a disability on (or other impediment to) a candidate's performance;
- Adjustments are determined according to the particular needs of the candidate;
- Reasonable Adjustments for a candidate do not give him/her unfair advantage over other candidates.

Candidates should note that any additional costs will have to be met by the candidate. A Reasonable Adjustments Panel, which includes an external representative, looks at each case individually before approving the adjustments.

LSL is committed to implementing current legislation in this area. Its policies are reviewed regularly.

### **2 Reasonable Adjustments**

According to the specific needs of the candidate, adjustments may include:

- Extra time allowance (maximum 25%) or rest periods
- Use of a reader
- Use of a writer
- Use of a separate invigilated room.
- Use of specialist equipment e.g. a computer
- Large print, Braille or moon version of assessment papers
- Use of the home as an Assessment Centre.

### **3 Applying for Reasonable Adjustments**

Candidates requiring Reasonable Adjustments must include their written application for such adjustments with their assessment registration card, which must be received by LSL by the deadline for that session.

All such applications must be accompanied by:

- Supporting evidence, such as a copy of a medical or professional statement, or a psychologist's report which includes recommendations
- A statement from the candidate's Assessment Centre (apart from LSL's London Centre) agreeing to the provision of Reasonable Adjustments.

### **4 Use of a Reader/Writer**

A reader or writer will normally be appointed and remunerated by the Assessment Centre and is responsible to the centre supervisor.

Any irregularities in the use of a reader or writer could result in the candidate being disqualified.

A reader will read to the candidate the entire or any part of the assessment paper and/or any part of the candidate's answers.

A reader may also act as a writer and vice-versa. Where appropriate both roles may be taken by the invigilator.

The use of a reader should not give a candidate an unfair advantage nor should it further handicap the candidate. Additional time will be allowed for the use of a reader or writer (maximum 25% extra).

The reader or writer should be a responsible adult who has a working knowledge of the language being tested. S/he should not normally be the candidate's own teacher. On no account should a relative of the candidate be used.

Candidates using the service of a reader/writer should be accommodated separately to avoid disturbing other candidates and to avoid other candidates hearing what is being read/dictated.

During the assessment:

The Reader should:

- read accurately and read only the instructions and questions;
- should only repeat the instructions and questions when asked to do so;
- not give factual help to the candidate nor offer suggestions;
- not advise the candidate regarding which questions to attempt, when to move on to the next; question, nor the order in which the questions should be completed;
- give information, if asked, on time elapsed and remaining;
- refer any problems immediately to the invigilator.

The Writer should:

- not give factual help to the candidate nor offer suggestions;
- not advise the candidate regarding which questions, nor the order in which the questions should be completed;
- write down answers exactly as they are dictated;
- write in corrections on the script if requested to do so by the candidate;
- refer any problems immediately to the invigilator.

In the case of a query to this policy, candidates should contact the Director of IoL Language Services Ltd in writing.

### **EQUAL OPPORTUNITIES POLICY FOR CANDIDATES**

IoL Language Services Ltd is committed to equality of access to assessments. This commitment applies to all candidates, regardless of gender, age, racial origin, nationality, creed, sexual orientation, marital status, employment status or disability.

IoL Language Services Ltd seeks to ensure that:

- ✓ the content and assessment of its assessments 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 assessors and all associated with its assessments apply a fair and just process.

In the case of a query to this policy, candidates should contact the Director of IoL Language Services Ltd in writing.

### **CUSTOMER SERVICE STATEMENT**

#### **Quality of Service**

IoL Language Services Ltd is committed to providing customers with a quality service that is:

- ✓ consultative and responsive
- ✓ open and informative
- ✓ prompt and efficient
- ✓ streamlined and manageable
- ✓ cost-effective.

#### **Performance indicators**

IoL Language Services Ltd welcomes feedback from candidates and Assessment Centres. Such comments are fed into LSL's procedures for quality assurance of its assessments and assessing procedures.