

IoL EDUCATIONAL TRUST

METROPOLITAN POLICE TEST

CANDIDATE REGULATIONS

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## GENERAL CONDITIONS

COMPLETION AND SIGNING OF AN IOL EDUCATIONAL TRUST (IOLET) ASSESSMENT REGISTRATION CARD AND PAYMENT OF THE ASSESSMENT FEE CERTIFIES THAT AN ASSESSMENT CANDIDATE (HAS READ, AND AGREES TO ABIDE BY, THE REGULATIONS OUTLINED IN THIS BOOKLET.

PLEASE NOTE THAT THE METROPOLITAN POLICE TEST IS NOT OFQUAL REGULATED.

These candidate regulations are valid from: 31/08/2011 until 31/08/2012

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 3167/3165.

## ASSESSMENT REGULATIONS

### Assessment Conditions

IoL Educational Trust 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 English Interlocutor/Centre Supervisor at the time of the assessment and be reported in writing (please note that email does not constitute official correspondence) to IoLET within 21 days of the assessment and before results are issued.

If there is more than one candidate in an assessment room, it is IoLET'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/metpolice](http://www.iol.org.uk/metpolice) 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. Members of the CIoL are entitled to a 10% discount on their assessment fee.

Assessment fees are non-refundable in the event of the cancellation on the part of the candidate (please see pages 6-7 for further details).

### Assessment Literature

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

### 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.

### Registration

In order to register for the Metropolitan Police Test candidates must fill in and sign the registration card and send it with payment by the deadline to Metropolitan Police Test, IoL Educational Trust, Saxon house, 48 Southwark Street, London. SE1 1UN.

Unsigned registration cards will not be accepted.

Registration for different languages must be made on separate registration cards. Extra registration cards are available on request (email: [mettest@iol.org.uk](mailto:mettest@iol.org.uk) tel: 020 7940 3165) and can be downloaded from our website: [www.iol.org.uk/metpolice](http://www.iol.org.uk/metpolice) .

The deadline for registration for each assessment are listed on [www.iol.org.uk/metpolice](http://www.iol.org.uk/metpolice) Late candidates may be accepted after the deadline if there is space on the timetable and the language that they are applying for is being run in that session. Please note that candidates may apply for a maximum of two languages per session.

### Re-sits

Candidates must ensure that they fill in the re-sit registration card and send it with appropriate payment to the IoL Educational Trust by the deadline for the session in which they wish to re-sit. Registration cards can be obtained by request (email: [mettest@iol.org.uk](mailto:mettest@iol.org.uk) tel: 020 7940 3167).

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. 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 three year time period), however candidates who do not follow the correct procedure for Aii in the Oral room will be disqualified from sitting Bi.

### Candidate Details

Candidates are responsible for ensuring all the information on the Registration Card is correct. Assessment results and certificates can only be issued under the candidate's 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 Assessment Supervisor (Met Test) at the first available opportunity and prior to the results/certificates being released.

### Candidates Requiring Reasonable Adjustments

Candidates who require Reasonable Adjustments must inform IoLET 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 and, if necessary, provide a medical proof. Further information can be found on pages 12-13.

### Centres

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

### Copyright

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

### Dates of Assessment

The assessment sessions (over a one or two week period) for 2011-2012 are as follows:

Winter - November 2011  
Summer - May/June 2012

Notification of dates which the candidate is unavailable must be given **at time of registration**. IoLET will try to accommodate but can not guarantee candidates' requirements. IoLET cannot accommodate requests for specific time slots.

## **Dictionaries**

Dictionaries and glossaries are permitted in the Technical Translation (Bii) only, please note that IoLET 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 or Invigilator

## **Disclaimer**

IoL Educational Trust 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, the IoLET always does its best to rectify the problem where possible. IoLET's liability in all circumstances is limited to a full refund of the assessment fee paid for the assessment concerned. IoLET 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 £35 per certificate. All such certificates will be marked "Duplicate". To order one, please put your request in writing (please note that email does not constitute official correspondence).

Candidates, who do not receive their original certificate because they have not informed IoL Educational Trust in writing (please note that email does not constitute official correspondence) 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 Assessment Centre for personal computers, word processors etc. and candidates are not permitted to bring their own IT equipment with them.

## **IoL Educational Trust Assessors and Interlocutors**

IoL Educational Trust uses assessors and interlocutors 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 and interlocutors.

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 IoLET 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 IoLET Assessment Manager (Customised Assessments) 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 Educational Trust 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.

IoL Educational Trust may not set assessments in the same range of languages every session. Candidates whose language does not appear on the list of languages assessed by the Metropolitan Police Test should check with the office if an assessment is available for that language.

### **Single Candidates**

A single candidate supplement fee of £200 is to be paid by those candidates where there are no other candidates sitting the same language at the same session. You will be notified of this once the deadline has passed.

Re-sit candidates who single candidates in their language will need to pay a supplement fee of £80 per component. You will be notified of this once the deadline has passed.

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

Candidates must allow adequate time to travel to the Assessment Centre and to allow for any unexpected delays to their journeys caused by transport problems or adverse weather conditions.

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. Candidates arriving more than 15 minutes late will not be allowed to sit the assessment and no refund will be given.

### **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 IoLET Assessment Manager (Customised Assessments) 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 IoLET 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 Linguists' examinations/assessments.

All telephone calls to IoL Educational Trust 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 and should not be used throughout the day.

### **Payment**

Where payment is made directly to IoLET, giros, sterling cheques or Postal Orders, made payable to "IoL Educational Trust", are accepted. IoLET cannot accept post-dated cheques. IoLET accepts the following credit cards, Visa, MasterCard and Switch (Maestro). Candidates wishing to pay by card should first submit their registration card and then call the office to give their card details.

Candidates should note that IoL Educational Trust does not allow candidates to register for 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) on arrival at the Assessment Centre.

### **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. If it becomes apparent that IoLET 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.

- 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 IoLET, 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 six weeks notice is given;
- only 50% of the fee will be transferred if between six weeks' and two weeks' notice is given;
- no fee will be transferred if the candidate applies less than two weeks before the assessment session.

**The notice period is calculated from the start of the Metropolitan Police Test session week and not from a candidate's individual 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. If a candidate defers, their time period to pass the Metropolitan Police Test is not extended (this includes deferring because they are a single candidate in that session).

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 IoLET. In all cases, however, the 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 more than four weeks before the assessment session 50% of the fee is non-refundable; the other 50% is left to the discretion of IoLET.

No refund will be given if a candidate withdraws from the Metropolitan Police Test less than four weeks before the assessment session.

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.

An administration fee of £35 will be charged for all deferrals and withdrawals requested **in writing** (please note that email does not constitute official correspondence) more than two weeks before the Metropolitan Police Test application deadline.

### **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 twelve weeks of the assessment date, but candidates must allow for postal delays in receiving their result. IoLET 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 IoLET'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 Educational Trust 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 IoLET 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 three 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. Candidates who first sat the Metropolitan Police Test between March 2010 and March 2011 will be contacted to inform them of their amended time span.

If IoLET 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.

### **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. Any mistake should be crossed out and any correction fluid/tape may not be used.

## **SPECIAL CONSIDERATION POLICY**

Special consideration is action taken after the assessment to allow Candidates who may have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to have their performance reviewed in light of the circumstances in question.

### **Eligibility Criteria**

Special Consideration may apply if:

- Performance in an external assessment is affected by circumstances beyond the control of the Candidate e.g. personal illness, undue noise levels or other adverse circumstances in or near the assessment room
- Alternative assessment arrangements agreed in advance proved inappropriate or inadequate

### **Applying for Special Consideration**

The Candidate will need to provide IoL Educational trust with the following information:

- Assessment Centre
- Candidate Name
- Candidate Number
- Details of unit and language for which Special Consideration is sought
- Date/time assessment took place
- Summary of adverse circumstances affecting the Candidate's performance

The Candidate needs to submit relevant evidence in support of Special Consideration. This may include medical information. Applications should be submitted as soon as possible and no later than 21 days after the assessment in question.

In case of a successful application the Candidate's performance will be reviewed. Subsequent action could include a free re-sit or a refund of fees. Requests for Special Consideration will not be considered after the issue of results. The Appeals and Re-marks procedures will then apply.

## COMPLAINTS PROCEDURE

Who to contact first

All complaints regarding the Metropolitan Police Test must be made in writing (please note that email does not constitute official correspondence) to the Assessment Manager, Customised Assessment Department, IoL Education Department, Saxon House, 48 Southwark Street, London. SE1 1UN as soon as possible after the assessment and no more than three weeks after the date of the Metropolitan Police Test. Complaints should be made in writing by letter or fax only (no email).

Complaints must include:

- Candidate name and number
- Language and, if appropriate, the section of the assessment
- Date of assessment

Complaints will normally be acknowledged within one working week. The majority of complaints are investigated within the time scale for the issue of results; however some more complex cases may take longer.

What to do next

If the Candidate remains unhappy with our initial response, the matter will be referred for final consideration to the IoLET Quality Assurance Manager. Once our final response is made, that is the end of our internal complaints procedure.

Please note:

IoL Education Trust 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 IoLET to give each candidate the individual attention that is necessary.

IoL Education Trust 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 Education Trust will usually not act on anonymous complaints.

## ENQUIRIES & APPEALS

IoLET makes every effort to ensure that the assessment procedures are carried out properly and fairly. The Enquiry and Appeals process exist to deal with exceptional cases where a Candidate considers that something may have gone wrong.

IoLET does not allow Candidates access to marked scripts, video or cassette tapes.

Candidates who achieve a Fail result in an IoLET assessment and who wish to commission a review of their result may do so. All Candidates will receive together with the assessment result details of the Enquiries and Appeals process, the different stages available and details

of the fees applicable. Full details of the process can also be found below and on our website.

## Appeals Procedure

The Metropolitan Police Test now has new Appeal & Re-mark procedures. In line with the other assessments and examinations run by the IoL Educational Trust, procedures have been combined to enable the Assessment Candidate to select a level of investigation appropriate to individual requirements.

IoLET makes every effort to ensure that all assessment procedures are carried out properly and fairly. Assessment Candidates who achieved a Fail result only in the Metropolitan Police Test may commission a review of results.

All applications should be sent to the Customised Assessment Department at the contact details provided in the Customer Service Standards Table on Page 14

Payment can be made by cheque payable to: IoL Educational Trust or by credit/debit card. Please read the information provided carefully before deciding which one of the following two routes (Route One or Route Two) to select. Candidates are advised that they must complete each Enquiry Stage in order as listed.

### ROUTE ONE – Appeal against results

Enquiry Stage	Process applied for	Submission deadline	Response time	Fee
1	Clerical Check	2 weeks after receipt of result	Approximately two weeks	£20.00
2	Re-mark	1 week after receipt of outcome for Stage 1	Approximately 8-10 weeks	£65 for Bi £50 for all other units
3	Appeal against results	1 week after receipt of outcome for Stage 2	Approximately 6 weeks	£50 per unit
4	Independent Review	1 week after receipt of outcome for Stage 3	N/A	£175.00

### ROUTE TWO – Appeal on grounds of procedural irregularity

Enquiry Stage	Process applied for	Submission deadline	Response time	Fee
1	Clerical Check	2 weeks after receipt of result	Approximately two weeks	£20.00
2	Appeal on grounds of procedural irregularity	1 week after receipt of outcome for Stage 1	Approximately 6 weeks	£50 per unit
3	Independent review	1 week after receipt of outcome for Stage 2	N/A	£175

If at any of the Enquiry Stages the original result is changed the IoLET will reimburse the full Enquiry Stage Fee received. The following is an explanation of what is involved at each of the Enquiry Stages.

### **Enquiry Stage 1 – Clerical Check**

This is a detailed clerical check carried out by IoLET Assessment Supervisors of the Metropolitan Police Test result released and involves checking the accuracy of the results issued at each stage of the marking process. The Customised Assessment Department will confirm by letter only both when Enquiry Stage 1 has been completed and the outcome. On completion of Enquiry Stage 1 and receipt of written confirmation the Candidate may take the matter further and apply for Enquiry Stage 2.

### **Enquiry Stage 2 – Re-mark**

When a re-mark is commissioned the original script is sent to a second marker who had no involvement in the original marking. Assessment criteria applied during the re-mark process are exactly the same as used by the first marker. The second marker will produce a limited feedback report which will highlight some but not all of the errors which led to a fail result being awarded. The Customised Assessment Department will confirm by letter only when Enquiry Stage 2 has been completed. The Candidate will at this stage receive a limited feedback report.

### **Enquiry Stage 3 – Appeal**

The Appeal process is split into two phases and focuses on procedures used by the IoL Educational Trust in the course of making a decision.

- Phase 1

Written evidence submitted by the Candidate will be considered by the Assessment Manager and the Quality Assurance Manager.

The Customised Assessment Department will confirm by letter only when Enquiry Stage 3 – Phase 1 has been completed. The Candidate will be notified if the application has been declined or passed on to Phase 2 of the Appeal process.

- Phase 2

The Appeals panel of the Institute external Examinations Review Board will hear appeals. The IoLET will involve in the decision making process at least one independent member drawn from the IoLET Board, Examination Review Board or an External Assessor.

The Customised Assessment Department will confirm by letter only when Enquiry Stage 3 – Phase 2 has been completed.

### **Enquiry Stage 4 – Independent Review**

If an appellant is dissatisfied after receiving the IoLET's final response to either Enquiry Stage 3 – Phase 1 or Enquiry Stage 3 – Phase 2 the Candidate may apply of the final IoLET enquiry stage. The IoLET will submit documentation relating to the three previously completed enquiry stages as well as any other relevant information. The independent review process will then assess whether or not the IoLET has followed all Enquiry Stages procedures correctly and in accordance with the guidelines. The Customised Assessment Department will confirm by letter only when Enquiry Stage 4 has been completed.

Once all the Enquiry Stages have been completed and the result of the Independent Review has been received by the Candidate no further action will be taken and the matter will be considered closed.

## CANDIDATES REQUIRING REASONABLE ADJUSTMENTS FOR THE ASSESSMENTS

### 1 Introduction

IoLET Education Trust (IoLET)'s 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.

IoLET 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 IoLET 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

### 4 Use of a Reader/Writer

A reader or writer will normally be appointed and remunerated by IoLET 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 IoLET Assessment Manager (Customised Assessments) **in writing** (please note that email does not constitute official correspondence).

## EQUAL OPPORTUNITIES POLICY FOR CANDIDATES

IoLET is committed to equality of access to its assessments for all Candidates, regardless of gender, age, ethnic origin, nationality, creed, sexual orientation, marital status, employment status or disability.

IoLET seeks to ensure that:

- Assessment content and assessment are non-discriminatory and appropriate to the knowledge and skills specified
- The style and language of IoLET documentation is readily understood and does not reflect stereotypical or biased attitudes
- All persons associated with the assessments, including Assessors, follow fair and just processes and procedures

IoLET takes into account all current legislation in relation to diversity and equality.

In the case of a query relating to this policy, Candidates should contact the Director of Examinations at the IoLET **in writing** (please note that email does not constitute official correspondence).

## CUSTOMER SERVICE STANDARDS

IoL Educational Trust is committed to providing a high quality support service for all our users. Our Customer Service Standards will help us monitor our service to you and continually improve it. If you wish to comment on these standards or any service offered by IoL Educational Trust, please contact us direct using the contact information in the Customer Service Standards table on the next page. Our offices are open between 9.00 and 17.00 from Monday to Friday, excluding bank holidays, to answer any queries. Outside of these hours an answering service is available where all calls will be picked up the next working day.

Service	Service Statement	Service Standard
General Enquiries: <ul style="list-style-type: none"> <li>• Assessments</li> <li>• Course</li> <li>• Fees registration, closing dates</li> <li>• Customer support</li> </ul>	We will respond to queries received by: <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Fax</li> <li>• Email</li> <li>• Letter</li> </ul>	Within: <ul style="list-style-type: none"> <li>• 1 working week</li> <li>• 1 working week</li> <li>• 1 working week</li> <li>• 1 working week</li> </ul>
Registration	We will process requests	Within: <ul style="list-style-type: none"> <li>• 1 working week</li> </ul>
Issue of Results	We will issue results for the Metropolitan Police Test	After the end of the Assessment week <ul style="list-style-type: none"> <li>• No later than 12 weeks</li> </ul>
Issue of Certificates	We will issue certificates for the Metropolitan Police Test	Within: <ul style="list-style-type: none"> <li>• 4 weeks of the issue of results</li> </ul>
Enquiries & Appeals	We will acknowledge written requests within 1 working week	Will conclude the process: <ul style="list-style-type: none"> <li>• within the set timescale</li> </ul>
Special Consideration	We will acknowledge requests within 1 working week	We will conclude the process: <ul style="list-style-type: none"> <li>• within timescale given for issue of results</li> </ul>
Complaints not covered by Special Consideration	We will acknowledge assessment related complaints within 1 working week Other complaints	Will we conclude process: <ul style="list-style-type: none"> <li>• within timescale given for issue of results</li> <li>• within 1 month</li> </ul>
Contact Information		
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