

University of Cambridge ESOL Examinations

DELTA

Diploma in English Language Teaching to Adults

Administration Handbook

2005



UNIVERSITY of CAMBRIDGE
ESOL Examinations

Teaching Awards

Equal Opportunity Statement

DELTA is based on the principle of open and equal opportunity for all, irrespective of gender, marital status, sexual orientation, creed, colour, race, ethnic origin, age or disability.

The principle is promoted in all aspects of the certificate including:

- statements of eligibility for entry on to all courses that are based solely on professionally relevant criteria
- the methods of recruitment, selection, briefing and training of all those working for or on behalf of Cambridge ESOL Teaching Awards
- language assessment criteria based on the use of English in ESOL classrooms world-wide.

The Cambridge ESOL Teaching Awards' procedures ensure that all aspects of practice are and remain non-discriminatory.

This document contains the DELTA Administration Handbook and should be read in conjunction with the DELTA Syllabus and Assessment Guidelines.

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SECTION 1

Introduction

This handbook is intended principally for course tutors, assessors and centre administrators, including examination officers and invigilators, who are involved in preparing and assessing candidates for *the Diploma in English Language Teaching to Adults* (DELTA).

DELTA courses are approved and administered by the University of Cambridge ESOL Examinations Teaching Awards.

There are two departments within Cambridge ESOL which share responsibility for administering the DELTA award. They are Cambridge ESOL Teaching Awards and the ESOL Exceptions Unit (ESOL EU).

Contact Cambridge ESOL Teaching Awards

Telephone: +44 (0)1223 553787/553788; Fax: +44 (0)1223 553635 regarding:

- information on briefing meetings and standardisation packs
- professional advice and support.

Contact the ESOL Exceptions Unit (abbreviated to ESOL EU in this document)

Telephone: +44 (0)1223 553790; Fax: + 44 (0) 1223 553085;

E-mail: rose.h@ucles.org.uk, – from July dubillot.s@ucles.org.uk regarding:

- application forms for approval and re-approval
- advisory visits
- approval of trainers
- approval for additional courses.

Contact the ESOL Exceptions Unit (abbreviated to ESOL EU in this document)

Telephone: +44 (0) 1223 553535/Fax + 44 (0) 1223 553085

E-mail: stevens.j@ucles.org.uk regarding:

- entries
- requests for and submission of course documentation
- arrangements for assessments
- results and certificates
- cancellation of courses.

Our address is:

University of Cambridge ESOL Examinations
Teaching Awards (or the ESOL Exceptions Unit)
1 Hills Road
Cambridge
CB1 2EU
United Kingdom

SECTION 2

Course requirements

2.1 Course composition

The DELTA course involves:

- attendance on an approved course of at least one hundred and twenty contact hours between candidates and the course tutors
- in addition, ten hours, teaching of adult students for whom English is not a first language. Four of these lessons are supervised and assessed by a course tutor and one is externally assessed.
- in addition, ten hours, directed observation of live lessons. Five of these observations must be of live lessons taught by experienced teachers.

In addition, candidates are expected to complete three hundred hours' reading, research and assignment writing related to the completion of three assessed components, as follows:

Component 1 – the production of a portfolio of written and practical coursework including an externally assessed lesson and related written assignment

Component 2 – an externally marked extended written assignment: a case study of a learner

Component 3 – a three hour written examination

For further details, please see pages 15-26 (Section 7: Components of the Course) and the Syllabus and Assessment Guidelines booklet for this award.

2.2 Course attendance

DELTA is a course-based award and full attendance is expected. Candidates should be advised that frequent absence is likely to jeopardise their chances of successfully completing the course assessment.

2.3 Course length

The minimum length of a course is eight weeks full-time, with additional time before the written examination for completion of the extended assignments and examination preparation. The maximum is part-time over two years.

Course start dates and finish dates are determined by the centre.

2.4 Timing of submission of coursework and extended assignment

Two written examinations are scheduled each year, in June and December. These are each followed by an Award meeting, at which the award of the Diploma to individual candidates is decided.

Courses should be arranged so that the examination is taken at the end of the course, and the candidates are entered for the Award following that examination. The coursework and the extended assignment must have been completed before the examination and submitted at the same time as the examination script.

2.5 Staffing

The number of staff will depend on the size of the course. However, courses must be staffed by a minimum of two approved tutors, both involved in all aspects of the course – input, observation of candidates, feedback, tutorials and marking written assignments.

The staffing should be managed to ensure maximum opportunity for liaison between tutors, and consistency and continuity of feedback to trainees. The usual arrangement for teaching practice supervision is that an individual candidate should be assessed by two and not more than two tutors during the course.

Where tutors are not permanent members of the institution, liaison time should be included in the terms and conditions at the time of appointment.

The use of guest speakers is allowed for additional sessions in specialist areas.

All tutors must be approved by Cambridge ESOL Teaching Awards. If the centre wishes to add trainers who are not included in the application for approval, details must be submitted sufficiently in advance of the course to allow for consideration and approval.

All DELTA courses are required to have experienced teacher trainers as main course tutors. At least one of these trainers will normally have had previous experience of running DELTA courses. Cambridge ESOL can provide induction for teams of experienced trainers who are running DELTA for the first time. All tutors who have no experience of in-service teacher training are termed *tutors in training* and are required to submit their CV for approval before beginning training.

Assistant tutors are tutors who have recently successfully completed their training on a DELTA course. See *DELTA Training and Induction Handbook* for guidelines.

Centres need to ensure that all staffing arrangements meet the criteria set out in the Cambridge ESOL Teaching Awards Equal Opportunities Statement, which is printed at the beginning of this handbook.

2.6 Use of freelance tutors

The number of staff will depend on the size of the course. However, courses must be staffed by a minimum of two approved tutors, both involved in all aspects of the course – input, observation of candidates, feedback, tutorials and marking written assignments.

The use of freelance tutors is allowed subject to approval by Cambridge ESOL. Where a tutor is not a permanent member of staff, liaison time should be included in the terms and conditions at the time of the appointment. The tutor should arrive sufficiently in advance of the course to prepare for the course and liaise with the other tutors. Freelance tutors must respond speedily to any issue raised by the centre/candidates after the course. This is particularly important in relation to queries on results and complaints procedures.

Recruitment of **two** freelance tutors to run a CELTA course is only approved in exceptional circumstances and must be approved beforehand by Cambridge ESOL.

It is the responsibility of freelance tutors to ensure that they have up-to-date documentation from Cambridge ESOL and that they are fully aware of the guidelines for course administration and, where appropriate, trainer-training.

It is the centre's responsibility to complete a formal evaluation of any freelance tutors used. Centres wishing to choose a tutor from the freelance list available from Cambridge ESOL will be advised of the two previous centres where the freelancer has worked so that references may be sought.

Centres should send freelance tutors copies of any feedback on course delivery from Cambridge ESOL.

SECTION 3

Approval procedure

3.1 Initial approval

Centres wishing to run a DELTA course for the first time should submit a formal application form (available from the Cambridge ESOL EU). [For further details of course requirements, please refer to the DELTA Syllabus and component reports.](#)

Centres seeking approval must agree to enrol and advise any future referred candidates even if they are not running a course at that time.

Once the details of a course have been approved, a letter of approval will be issued to the centre. This letter must be signed and returned to the Cambridge ESOL EU before the course starts. Centres are not considered approved until the approval letter has been returned.

3.2 Annual re-approval

Centres are re-approved every three years following a regional re-approval schedule. Centres will be sent applications for re-approval in advance of the re-approval date. Centre performance throughout the previous approval period is taken into consideration.

Please note the re-approval fee is charged and this fee is revised every September.

Procedure for re-approval is as follows:

1. Completed centre re-approval application forms should be returned to Cambridge ESOL by **the given date**.
2. Centres will, by return, receive a written acknowledgement of receipt of their completed form.
3. If no application form has been received from the centre by **the re-approval date**, it will be assumed that the centre has decided not to apply for re-approval. In this case Cambridge ESOL will write to the centre to confirm the notice of termination of the centre's current authorised status.
4. Cambridge ESOL will process the application. (This will take approximately **two months**.)
5. When re-approval is confirmed, it will be granted for a three year term.
6. Cambridge ESOL will inform centres of the outcome of their application via a formal Decision Record. Successful applicants will receive a combined Decision Record/Memorandum of Agreement. This is to be signed by the centre and returned to Cambridge ESOL.
7. Upon receipt, Cambridge ESOL will despatch to centres an updated **Centre Authorisation Certificate** showing the teaching awards which they are authorised to offer for the next three years.
8. Where re-approval is granted for less than three years, the centre will be notified in writing of the reason for this.
9. In cases where re-approval is not granted, authorisation to offer the Cambridge ESOL Teaching Awards will be withdrawn in the following **six** months allowing centres to complete courses and accommodate candidates on courses already arranged. The re-approval fee will not be charged in this case.

3.3 Changes to approved courses

Centres will be asked to supply details of course dates on an annual basis. These dates will be logged by Cambridge ESOL EU. If a centre wishes to cancel courses, amend course dates or to run additional courses, details should be sent to the DELTA Administration Supervisor at Cambridge ESOL EU. Significant changes to a centre's annual provision will need to be discussed with the Cambridge ESOL Teaching Awards Centre Approvals Administrator in consultation with the Development Manger for the area.

Centres should inform Cambridge ESOL EU as soon as possible if there is a change of site. This should be done in sufficient time for Cambridge ESOL EU to consider approval, amend the course details and re-issue the centre's letter of approval.

3.4 Documentation sent after course approval

When a centre has been approved and a letter of approval issued, the ESOL EU will send an administration pack containing the relevant forms for DELTA administration and instructions on how and when to use them. See pages 12–14 Administrative timetable.

3.5 Payment of entry fees

Centres will receive an invoice after the closing date for entries, March for the June session and September for the December session, for the number of candidates entered. Cambridge ESOL credit terms are payment within twenty-eight days of the invoice date for all centres. Information about candidate fees is available from the ESOL EU. Late entries will incur an additional charge.

Refunds for withdrawals for serious medical reasons or in cases of bereavement will be credited to the next invoice. For conditions for refunds of fees, please refer to item 5.6 on page 10.

In the event of non-payment, Cambridge ESOL reserves the right to withhold issue of results and certificates.

SECTION 4

Centre obligations

As part of the approval procedure and in line with Cambridge ESOL Teaching Awards' own policy, centres should have an explicit policy on Equality of Opportunity. Centres must ensure that all local legal requirements are met in respect to the implementation of equality of opportunity as well as health and safety, copyright law, pre-course information and conditions of employment for trainers.

The Cambridge ESOL Teaching Awards Centre Authorisation contract, which is re-issued after re-approval, should be displayed at the centre.

Centres should note that:

- Cambridge ESOL reserves the right to visit centres on a spot-check basis and withdraw approval where substantial changes have been made to the course content without permission or where regulations are not being followed.
- Any centre failing to meet approval requirements will be responsible for indemnifying Cambridge ESOL against any loss or damage suffered as a result.
- The Cambridge ESOL logo should not be used by centres unless written permission has been given by the Marketing Communications Unit at Cambridge ESOL, email ESOLmcu@ucles.org.uk
- Centres are approved for Cambridge DELTA courses only and are not approved as a Cambridge ESOL examination centre.

SECTION 5

Candidates

5.1 Number of candidates

There is no minimum or maximum number of candidates required to run a DELTA course.

5.2 Selection of candidates

It is the centre's responsibility to assess candidates and make judgements about accepting them onto the course using the guidelines below. The centre's decision is final.

The centre's application procedures should ensure equality of opportunity.

5.3 Entry requirements

Candidates will normally be graduates or have undertaken some formal course of training in ELT to adults. It is the responsibility of individual centres to ensure that all candidates have an appropriate awareness of language and language competence in English to enable them to undertake the course and complete all the assessed elements successfully.

A candidate will normally have:

- a minimum of two years' full time (1,200 hours') teaching experience of ELT to adults within the past five years
- a range of teaching experience involving work in different teaching contexts and at different levels.

5.4 Applicants with special needs

In line with Cambridge ESOL Teaching Awards' Equal Opportunities Policy, centres should make every effort to accommodate applicants with special needs. Applicants with special needs often have and will be able to confirm that they have the necessary strategies and/or the personal and technical support to enable them to complete the course successfully. Course providers should make reasonable adjustments to the course programme and course delivery where necessary. Providers should familiarise themselves with local law and their responsibilities in relation to legal requirements.

Cambridge ESOL can often make special examination arrangements for candidates with disabilities or special needs. Centres should check what arrangements are available before accepting the candidate onto the course. Requests for special arrangements for candidates with special needs should be formally submitted **at the time of entry**. Application for additional examination time or additional time for completion of written assignments for candidates with specific learning difficulties (e.g. dyslexia) must be supported by a report prepared in a period of two years prior to the date of course entry, which includes details of the effects of the learning difficulty and an assurance that the evidence of specific difficulties was obtained through the results of appropriate and recognised tests. This report must be provided by a fully qualified educational, clinical or chartered psychologist. Other acceptable evidence may be considered.

The purpose of special arrangements is to allow candidates' level of attainment to be fairly and objectively assessed.

5.5 Attendance

Candidates are expected to attend the whole course. Candidates who know in advance that they cannot attend significant parts of the course should not be granted admission.

Candidates should be advised that DELTA is a course-based award and that part attendance will jeopardise their chances of successfully completing the assessment

It is recommended that centres should require a minimum of 80% attendance.

5.6 Entering and withdrawing candidates

If the entry fee is not included in the course fee, centres must ensure that they notify potential candidates of the Cambridge ESOL fee for the DELTA and the date by which it is due.

Entry forms and candidate profiles must be received by the published date. Please see administrative timetable on page 12. Any late entries will incur an additional charge.

Requests for special arrangements for candidates with special needs should be made at the time of entry (see also 5.4 Applicants with special needs).

If a candidate withdraws from the assessment for serious medical reasons, the centre should notify the ESOL EU immediately and provide a medical certificate.

Credits of fees can only be given for serious medical reasons (accompanied by a valid medical certificate) or in cases of bereavement.

5.7 Transfer, referred and deferred candidates

In addition to first time candidates who have registered to take the course at the centre, centres may have to deal with three other types of candidates:

- those who registered elsewhere and have transferred to this centre to sit the written examination
- referred candidates who failed part of the assessment and are re-taking it
- exceptionally – candidates who have been given permission to defer taking the written examination and completing the coursework and extended assignment.

Any candidate who has previously failed the assessment after re-takes has to take another DELTA course and should be entered as a new candidate.

Please note: Centres and not Cambridge ESOL are responsible for all communication with candidates.

5.7.1 Transfer candidates

Both first-time and referred candidates can apply through their original centre of entry to transfer to another approved DELTA centre to take either the written examination or the coursework Referral Assignment.

In all cases, the original centre of entry should contact the transfer centre first to confirm arrangements. This centre must be able to carry out the supervision arrangements specified in instructions for the written examination, see pages 20-26.

Application for transfer should be made to the ESOL EU on the Question Paper Despatch form DELTA/8 no later than the date specified on the Administrative Timetable. (see page 13). No transfer applications will be accepted with less than two weeks' notice before the examination.

The ESOL EU will confirm the arrangements in writing to both centres. It is the original centre's responsibility to ensure that the arrangements are confirmed with the candidates concerned.

In addition, all transfer candidates are responsible for any invigilation fees or expenses incurred by the centre.

Please note: In exceptional circumstances, if there is no DELTA approved centre within a reasonable distance, a centre can apply for candidates to transfer to an approved Cambridge ESOL centre. Consent will only be given if the ESOL centre can guarantee security of the question papers, provide an invigilator and ensure that all scripts and question papers will be sent to Cambridge ESOL immediately after the examination has taken place.

5.7.2 Referred candidates

A candidate is referred if they have failed any component of DELTA. Referred candidates may re-enter for the failed components on two further occasions within a three-year period following the issue of results. If a candidate has failed more than one component, they must enter for all failed components at the same time. Referred candidates do not have to re-take a course.

Referred candidates cannot be entered for the coursework component if the original coursework was incomplete or if more than 50% failed. In these cases the overall result for the coursework will be a Fail and the whole coursework must be resubmitted.

Any candidate who does not successfully pass all components of the DELTA assessment can request a report on their performance for up to two months after the issue of results. Information regarding the fees for this can be obtained from the ESOL EU. Referred candidates are advised to obtain this report before applying to retake the failed component(s).

Referred candidates must enter for referral within six examination sessions from the issue of results.

From the June 2005 session, a standard coursework referral assignment will be issued. For general information see Section 11: Referral arrangements (page 34).

Referred candidates must re-enter through their original centre of entry on form DELTA/3R. This form should be sent to the ESOL EU, who will provide all necessary information regarding referral arrangements. Any requests for special arrangements must be made at the time of entry.

Candidates can apply to transfer and take the referred component elsewhere but the original centre of entry is still responsible for arrangements. The candidate must pay the appropriate Cambridge ESOL referral fee, and any related centre administration fees and costs. Where an assessor has to travel from another country, the candidate will need to cover the travel costs.

Candidates who fail any components, having retaken them within the time frame allowed, will need to retake another DELTA course and be re-entered as a new candidate.

5.7.3 Deferred/Absent Candidates

Candidates who wish to defer completing the coursework, extended assignment and written examination can make a request via their centre of entry to the ESOL EU. The centre should confirm that they will be able to support the candidate during the whole of the deferral period.

Note: It is not possible to defer one or two components only. All components must be deferred and completed in the following session.

Candidates must take the written examination and complete the coursework and extended assignment in the session following the one in which they were originally entered. A further extension will only be allowed in exceptional circumstances such as serious long-term illness.

If a deferring candidate has already completed the externally assessed assignment, this assignment will only be carried forward to the following session. If the candidate fails to complete in this session, the externally assessed assignment will need to be repeated.

Candidates must re-enter for the full examination through the original centre of entry in either March (for the June session) or September (for the December session) and pay a deferral fee, details of which are available from the ESOL EU.

SECTION 6

Administrative timetable for centres

Pre-course administration

Once a course has been approved, the ESOL EU sends out form DELTA/4. This must be completed with:

- Estimated number of candidates
- Dates of the externally assessed assignments, if known
- Amendments to address or course details.

On receipt of DELTA/4, the ESOL EU will send the centre the following documents:

- Covering letter DELTA/2A
- Administrative timetable for the current year
- Candidate profiles – one copy for each candidate
- [Complaints procedure forms](#)
- Notes for the guidance of candidates – one copy for each candidate
- DELTA Data protection candidate agreement
- DELTA/2 – Diploma course provision
- DELTA/3 – Entry form/Record of results
- DELTA/3R – Entry form/Record of results for referred candidates only
- DELTA 5C - Coursework record forms
- DELTA 5I(a) – Report for the internally assessed language systems and language skills assignments
- DELTA 5I(b) – Report for the internally assessed resources and materials, experimental practice and course planning assignments
- DELTA 5 Extended – Extended assignment forms
- DELTA/6 – Form for centres/candidates to comment on the externally assessed assignment
- DELTA/7 – Externally assessed assignment notification forms
- DELTA/8 – Question paper despatch forms
- List of approved assessors

The dates given below are in general terms for both the June and December written examinations. In addition, the ESOL EU issues a timetable each year with specific dates.

Administration	Time Scale
Centres arrange visit(s) by external assessors. (All assessments must be completed by the end of the course.)	June & December Examinations
For each externally assessed assignment, submit form DELTA/7 to the ESOL EU at least four weeks before the date planned.	At least four weeks before the externally assessed assignment is taken.

Administration	Time Scale	
	June Examination	December Examination
Centres send to the ESOL EU:		
<ul style="list-style-type: none"> • Details of entries on forms DELTA/3 and DELTA/3R (referred candidates) • Data protection candidate agreement • Candidate profiles 	MARCH	SEPTEMBER
Any special arrangements must be requested at this point.		
ESOL EU sends each centre:		
<ul style="list-style-type: none"> • DELTA/3A (covering letter) • Statement of entry for each candidate • Candidate entry amendment forms. 	APRIL	OCTOBER
Centres notify the ESOL EU:		
<ul style="list-style-type: none"> • of details of any candidates wishing to transfer to another centre using form DELTA/8. 	APRIL	SEPTEMBER
Centres receive:		
<ul style="list-style-type: none"> • Question papers and answer booklets • DELTA/11A (covering letter) • DELTA/12 – question paper despatch card • DELTA/13 – report on the conduct of the examination • DELTA/14 – regulations for candidates • DELTA/42 – checklist of contents for portfolio • DELTA/43 – confirmation form detailing contents of each package • Attendance registers • Address labels and gusset envelopes/sacks for the return of scripts, extended assignments and coursework portfolios. 	MAY	NOVEMBER
Candidates submit their extended assignments and referral assignments to the centre before the date of the written examination.*	JUNE	DECEMBER
*Failure to complete and submit these forms may delay the issue of results.		

Administration	Time Scale	
	June Examination	December Examination
Centres ensure:		
<ul style="list-style-type: none"> that the coursework portfolio is completed and checked before the date of the written examination.* 		
Candidates and centres must ensure that:		
<ul style="list-style-type: none"> the post-lesson evaluation for the externally assessed assignment is inserted into the portfolio. This should be placed at the front of the portfolio with form DELTA/5C. DELTA/5C is accurately completed and signed by the candidate and tutor and inserted into the portfolio* DELTA/42 is completed and signed by the tutor and the candidate* 	JUNE	DECEMBER
*Failure to complete and submit these forms may delay the issue of results.		
Candidates take the written examination		
Centres send immediately to the ESOL EU by recorded delivery:		
<ul style="list-style-type: none"> Written examination scripts Extended and, if appropriate, referral assignments Coursework portfolios. 	JUNE	DECEMBER
ESOL EU issues:		
<ul style="list-style-type: none"> Results slips for all candidates who have completed the coursework, extended assignment and the written examination components. 	AUGUST	FEBRUARY
ESOL EU issues:		
<ul style="list-style-type: none"> Certificates for successful candidates. 	SEPTEMBER	MARCH

SECTION 7

Components of the course

There are three components of assessment:

Component One – The Coursework Portfolio

Component Two – The Extended Assignment

Component Three – The Written Examination

7.1 Component One – The Coursework Portfolio

7.1.1 Contents

The required contents of the coursework portfolio are outlined in detail in the Syllabus and Assessment Guidelines booklet for the DELTA course. In brief, they consist of:

- a completed checklist on form DELTA/42 placed at the front of the portfolio, signed by the candidate and the course tutor
- post-lesson evaluation for the externally assessed assignment (**Please remember to check that the post-lesson evaluation for the externally assessed assignment has been included at the front of the portfolio.**)
- form DELTA/5C – a coursework record form detailing the order in which the following assignments were completed and marked, signed by the candidate and the course tutor
- three internally assessed Language Systems/Language Skills Assignments each consisting of:
 - background written assignment and lesson plan
 - post-lesson evaluation
 - internal assessment form DELTA 5I(a) completed by course tutor(s)
- one Resources and Materials Assignment consisting of:
 - a lesson plan
 - a post-lesson evaluation
 - internal assessment form DELTA 5I(b) completed by course tutor(s)
- one Experimental Practice Assignment consisting of:
 - a background written assignment and lesson plan
 - post-lesson evaluation
 - internal assessment form DELTA 5I(b) completed by course tutor(s)
- one Course Planning Assignment consisting of:
 - a written assignment
 - internal assessment form DELTA 5I(b) completed by course tutor(s).

For details of the timetable required in submitting the portfolio, please refer to the Administrative Timetable on page 14.

7.1.2 Responsibility for the portfolio and incomplete portfolios

Each candidate is responsible for their portfolio but centres should ensure that all completed portfolios are kept secure until they are sent to Cambridge ESOL separately from, but at the same time as, the examination scripts and extended assignments.

It should be noted that candidates who have submitted incomplete portfolios cannot be considered for the award of a diploma.

7.1.3 Presentation and labelling of the portfolio

Portfolios must be clearly marked with the candidate's name, centre number and centre name on the front and/or side and on any cassettes included. Please note cassettes are not required for extended assignments; transcripts are sufficient. Each piece of work should include the candidate's name and centre number. The work should be filed in the order as on form DELTA 5C – the coursework record. The post-lesson evaluation for the externally assessed assignment should be placed in the front of the portfolio together with the coursework record DELTA 5C.

Centres are asked to ensure that portfolios are presented in a manner which will aid the moderation process i.e. that:

- files are lightweight
- the contents are firmly secured and cannot slip out or become detached
- there are no sharp edges on clips or fasteners
- no unnecessary work is included e.g. input notes.

A despatch note on form DELTA/43 must be included with each package to confirm the contents.

Please note: coursework portfolios cannot be returned to centres.

7.1.4 Internal assessment

Six of the assignments in the coursework portfolio are internally assessed. These are:

- three of the four Language Systems/Skills Assignments
- the Resources and Materials Assignment
- the Experimental Practice Assignment
- the Course Planning Assignment.

The internal assessment should be managed by the centre to ensure that for any individual candidate:

- two tutors share the assessment of assignments which include assessed lessons
- all tutors involved in the assessment have the opportunity to discuss the overall progress of the candidate
- feedback is given to the candidate on his/her overall progress on the course.

New procedures for double marking for new courses from September 2005

Up to nine candidates, 3 of one systems and one skills assignment and 3 course planning assignments to be double marked

Up to 16 candidates, 4 of one systems and one skills assignment and 4 course planning assignments to be double marked

Up to 25 candidates, 5 of one systems and one skills assignment and 5 course planning assignments to be double marked

7.1.4 (i) DELTA 5I(a) & (b)

Tutor feedback should be recorded on DELTA 5I(a) for the Language Systems/Skills Assignments and on DELTA 5I(b) for the other three assignments.

It is important that tutor feedback on these forms provides a balanced picture of the candidate. Strengths and weaknesses should be clearly stated, areas for improvement should be noted and progress made recorded. Comments should be referenced to the assessment criteria. The approach to completion of the forms is an area which should be covered in tutor meetings.

Comments on these forms should be addressed to the candidate and the forms should be given to the candidate. Tutors should keep copies for their own reference.

7.1.4 (ii) DELTA 5C Coursework record

This record is a summary of the coursework assessment and must be completed carefully. The tutor with main responsibility for the course should ensure that all tutors have completed the record and that the record is signed by tutor and candidate as appropriate.

The centre report on DELTA 5C should give a clear summary of the candidate's progress throughout the course and should state a predicted outcome for the coursework, with reasons. Tutors may also comment on the examination and extended assignment and the expected final overall outcome for the candidate.

Tutors should use the following headings to provide an overall summary of the candidate's progress.

- Language analysis
- Awareness of learning processes
- Planning skills
- Teaching skills
- Professionalism
- Standard of written assignments.

Tutors should note that moderators refer to the feedback notes on DELTA/5I(a) and 5I(b) and to the centre report when considering candidates who do not present a clear pass profile. It is therefore essential that sufficient detail is provided. Guidance for tutors is available in Coursework Reports.

7.1.5 Lesson requirements

Assessed lessons must meet the following requirements:

It is a requirement that:

- each lesson must be a minimum of 40 minutes duration and maximum of 60 minutes
- each lesson must include at least five adult learners of English (i.e. 16 years and above) and on at least one occasion ten or more
- the lessons must include **two distinct levels** from the following: elementary level, pre-intermediate, intermediate level, upper-intermediate level, or advanced level. Normally adjacent levels would not be regarded as distinct. Where adjacent levels have been taught, tutors should justify this in their summary on DELTA 5C.

LANGUAGE SKILLS/SYSTEMS ASSIGNMENTS:

- each of the lessons must include a focus on a different area of either the language systems (grammar, phonology, lexis and discourse) or skills (reading, writing, listening and speaking)
- each of the lessons must have language as the main aim with supporting skills work, or vice versa.

RESOURCES AND MATERIALS ASSIGNMENT:

- The lessons must have language as the main aim with supporting skills work, or vice versa and the area chosen should be different from those chosen for the language systems and language skills assignments.

7.1.6 The externally assessed assignment (part of Component 1)

One of the Language Systems or Skills Assignments for each candidate must be externally assessed. This assignment forms part of the candidate's coursework and must be completed before the end of the course.

Please note: Although it forms part of the candidate's coursework, the only part of the externally assessed assignment to be included in the coursework portfolio is the candidate's post-lesson evaluation. The lesson plan and background assignment are taken away by the external assessor who submits them with his/her report directly to Cambridge ESOL.

The lesson should focus on different areas of both the language systems and skills either as the main or subsidiary aim(s) of the lesson.

The lesson should be between forty and sixty minutes and there must be at least five students in the class.

The assignment should be an example of the candidate's unaided work. [This does not exclude discussion of an outline with questions from the candidate, but tutors should limit their comments to general guidance, and should not comment on or mark completed drafts of background assignments or give detailed advice on final lesson plans.](#)

7.1.7 Making arrangements for the external assessment

Centres will be given a list of assessors for the externally assessed assignment and should make arrangements with the assessor direct. Assessors must not carry out an assessment at any centre:

- with which they are connected or where they are seeking work
- with candidates who are known to them or who are employed by the same institution as the assessor
- with candidates whom they have assessed in any way on a previous occasion.

Assessors should not normally carry out more than four assessments a day and should have sufficient time between each lesson to read the background assignment and the lesson plan.

Centres must submit the completed form DELTA/7 at least four weeks before the date planned in order that the necessary documentation can be sent to the assessor. Any delay will incur an extra charge. If the customs in a particular country require someone else to be present in the lesson, the ESOL EU must be notified at the time of entry. If an assessor is to be accompanied by an assessor-in-training, the centre must seek the candidate's permission in advance.

The ESOL EU will check that the assessor's name is approved before confirming the arrangements on form DELTA/7.

Assessments should not take place without Cambridge ESOL's confirmation.

7.1.8 Centre responsibilities and arrangements

Centres are responsible for making and confirming all timing arrangements with candidates, the assessor and Cambridge ESOL. Early morning or late night classes should be clearly indicated.

The centre should send the assessor clear directions on how to get to the centre, and details of where to go and who to report to on arrival.

If there are any changes to arrangements, the centre must reconfirm with the assessor and inform the ESOL EU immediately on form DELTA/7.

NON-ARRIVAL OF ASSESSOR OR CANDIDATE

If either a candidate or assessor fails to arrive, this should be notified to the ESOL EU immediately. The centre should then advise the ESOL EU of alternative arrangements.

[Note: In the case of late cancellation or non-arrival of a candidate, a cancellation payment reflecting the costs incurred will be charged. Centres should advise candidates if the costs of cancellation and re-assessment are to be transferred to the candidate.](#)

Please note: On no account must candidates make arrangements with the assessor directly.

COSTS OF THE ASSESSOR'S VISIT

All rail travel within a country and assessor subsistence costs within the limits set are met by Cambridge ESOL. (Mileage is paid where rail travel is unavailable or unreasonably complicated.) Travel costs incurred between countries and all air travel is paid for by the centre less a £39 contribution by Cambridge ESOL.

ACCOMMODATION ARRANGEMENTS FOR ASSESSORS TRAVELLING BETWEEN COUNTRIES/REGIONS

The centre should arrange any necessary accommodation in a conveniently located hotel of an appropriate standard with private facilities and inform the assessor of the address and telephone number in advance. Accommodation allowances are detailed on the back of the expenses forms available from the ESOL EU. However, the usual practice is for the centre to cover accommodation costs and claim them back, using the centre claim form available from Cambridge ESOL EU.

Overnight accommodation and expenses (including local travel) will be paid for on the following basis: one night's accommodation for each assessment day (normally four assessments); one additional night where required by travel constraints (e.g. no flight is available until the following day).

CENTRES OUTSIDE THE UK: TRAVEL

Centres outside the UK, whose assessor is not travelling from the UK, are responsible for arranging the assessor's travel.

Insurance

It should be noted that travel insurance cover under the Cambridge ESOL policy is generally restricted to those flights arranged by Cambridge ESOL for assessors travelling from the UK. Assessors travelling between countries other than the UK should ensure that suitable cover is in force at the time of travel.

If an assessor does not have a personal travel insurance policy, insurance costs for cross-border journeys only (i.e. where an assessor has to travel to another country on Cambridge ESOL business) may be claimed from Cambridge ESOL Centres and assessors booking their own flights should ensure that they take out insurance to cover cancellation of flights if the assessor is unable to travel. Once a flight has been booked, assessors should regard themselves as committed to the assessment and should only cancel in exceptional circumstances.

The centre will be responsible for the payment of all flights less a contribution by Cambridge ESOL. If Cambridge ESOL has booked the flight, Cambridge ESOL will invoice the centre for the amount less the fixed £39 contribution.

7.1.9 The conduct of the external assessment

BEFORE THE LESSON

Clear arrangements should be made as to who is meeting the assessor.

Assessors should arrive no less than thirty minutes before the lesson begins in order to read all relevant documentation, which should be given to the assessor on arrival. If two lessons are to be assessed sequentially, one hour should be allowed.

Centres should provide a suitable place for the assessor to sit and read before the assessment without interruption.

Assessors should be introduced to and **check the identity of each candidate before the assessment begins.**

Any delay in arrival of the assessor should be noted on form DELTA/6 and sent to the ESOL EU, particularly if this did not allow time for the background assignment to be read before the lesson began.

DURING THE LESSON

If fewer than five students are present in the class at the scheduled starting time, the start can be delayed for up to fifteen minutes. If at that time there are fewer than five students, the assessment of the lesson should not normally take place and the assessor should leave. Exceptional circumstances may be taken into account.

The assessor should sit at the back of the class so that the lesson is not disturbed in any way. **Assessors should only use a lap-top if the candidate has given prior agreement before the day of the assessment.**

No-one else should be present in the class except for the candidate, the students and the assessor (unless prior arrangement has been made). If the lesson is being used for assessor induction, the candidate will have been asked in advance to give permission for a second assessor to be present.

Assessors should not be invited to take part in the lesson but may move around the class at times if appropriate.

If the lesson exceeds the maximum time of sixty minutes, the assessor should note this and leave after a further fifteen minutes.

Cambridge ESOL reserves the right to send an inspector to any assessment without notice.

PROCEDURE AFTER THE LESSON

The assessor may exchange generalities with the candidate but should not be asked for or give any indication whatsoever of the results either to the candidate or the centre.

The assessor should complete the relevant pages of the assessment form DELTA 5E, make a photocopy of these pages and return the original copy to the ESOL EU **within two weeks of the assessment** with:

- the candidate's lesson plan
- the background assignment
- the completed claim form.

The candidate should reflect on the lesson and complete the post-lesson evaluation for the assignment and submit this to the centre for inclusion in the coursework portfolio.

The candidate may also comment on the conduct of the external assessment in writing on form DELTA/6. This must be countersigned by the tutor and sent to the ESOL EU immediately after the assessment.

7.2 Component Two – The Extended Assignment

The Extended Assignment is a 4000–4,500 word case study of an individual adult learner of English. It is marked externally and is entered for assessment in a separate envelope but at the same time and no later than the scripts for the written examination and the coursework portfolios.

7.3 Component Three – The Written Examination

The written examination is held in June and December. (See the DELTA Syllabus and Assessment Guidelines for details of question types and specific tasks). Examination Reports from previous sessions are available from ESOLinfo@ucles.org.uk. From June 2005 examination reports will be available on-line from CentreNet to which centres will be given access.

Each centre should appoint an Examinations Officer.

7.3.1 The duties of the Examinations Officer

The Examinations Officer is responsible for the proper conduct of the examination. They must read the following regulations carefully and make sure that they are strictly carried out. The Examinations Officer's duties are to:

- establish the examination date and time (See Timetable variations page 21.)
- keep question papers and answer books secure. (See Security and storage of question papers and answer books page 21.)
- arrange a suitable examination room (see The examination room, page 22.)
- make any special arrangements previously requested when entering candidates, and make arrangements for any candidates with special needs. (See The examination room - Special circumstances, page 22.)

- inform each candidate of:
 - the centre number and his/her candidate number
 - the date, time and place of the examination. Candidates should arrive no later than fifteen minutes before the examination is due to begin.
- appoint suitably qualified Invigilators and ensure that they are aware of their role
- provide materials for candidates on the day (continuation writing paper, a supply of extra pens, and string or tags to attach continuation pages to the answer booklet)
- provide the Invigilator with appropriate forms and support the Invigilator on the day of the examination
- collect and despatch examination materials after the examination.

TIMETABLE VARIATIONS

The published timetable of examinations issued by Cambridge ESOL EU should be followed. Where circumstances demand, centres may ask for permission in advance from the ESOL EU to begin examinations up to thirty minutes earlier or later than the published starting time. Requests for this permission must be made in writing.

SECURITY OF QUESTION PAPERS AND ANSWER BOOKS

At least two weeks before the date of the written examination the Examination Officer will receive the administration pack containing the following documents:

- DELTA/11/A (for main centres)/11/B (for transfer centres) stating the number of question papers and answer books enclosed
- DELTA/12 question paper acknowledgement card
- DELTA/13 report on the conduct of the examination
- DELTA/14 regulations for candidates
- DELTA/43 form detailing contents for returning scripts answer booklets (these should be counted immediately and any problems report to the ESOL EU) question papers, including texts and extracts insert. These will be in a sealed envelope and must not be opened until the morning of the examination.
- attendance registers
- DELTA/42 checklist for portfolios (main centres only – to be passed to the Main Course Tutor)

Please check immediately and contact the ESOL EU at Cambridge ESOL if:

- any material needed for the examination has not been sent
- there appears to have been a possible security problem
- the amount of material indicated on the advice/delivery/despatch note is not sufficient for the number of candidates entered
- the material has been damaged in the post
- it appears that someone may have interfered with the contents of the envelope in some way.

STORAGE OF QUESTION PAPERS

The Examinations Officer must place all confidential examination materials in a place of high security, ideally a safe or non-portable metal cabinet. This should be in a securely locked room, ideally on an upper floor, with bars or other security devices at the windows and a solid door with secure hinges and a security lock. Only a small number of authorised people should have access to this room.

The Examinations Officer must contact the ESOL EU immediately if security of confidential material is put at risk by fire, theft, loss, damage, unauthorised access or any other circumstances.

Cambridge ESOL has the right to visit centres during the period of the examinations to inspect the arrangements made for the security of examination material.

REPORTING OF PROBLEMS WITH QUESTION PAPERS

If any problems of security are identified on the day of the examination by the Invigilators, the Examinations Officer should inform the ESOL EU immediately and later complete a full written report on form DELTA/13.

THE EXAMINATION ROOM: ENVIRONMENT, SEATING AND SPECIAL CIRCUMSTANCES

Environment:

Other examinations may be held in the room at the same time provided that this causes no disturbance to DELTA candidates.

No display material (e.g. diagrams, wall charts) which might be helpful to candidates should be visible in the examination room. Particular care must be taken for those examinations which are held in libraries or resources rooms.

The room used for the examination must provide for the candidates:

- comfortable heating, lighting and ventilation
- as little external noise as possible
- a reliable clock which can be seen by everyone
- a board which can be seen by everyone showing the centre name and number and the starting and finishing times of the examination.

Seating:

Where possible, all candidates should sit facing the same direction in candidate number order.

Where possible, each candidate should have a separate desk or table big enough to hold the question and answer papers comfortably.

The minimum distance between candidates' chairs must be 1.25 metres.

Special circumstances:

Any candidates with a special need requiring individual invigilation which requires taking the examination in a separate room may do so as long as the conditions are the same as in the main examination room.

APPOINTMENT OF INVIGILATORS

The Examinations Officer is responsible for appointing suitably qualified and experienced people as Invigilators.

There must be enough Invigilators so that:

- there is normally one Invigilator for every thirty candidates
- every candidate can be seen by an Invigilator at all times.

If only one Invigilator is appointed, this person must:

- not be a relative of any of the candidates
- not be a teacher who has prepared the candidates for the examination in that academic year
- be able to get help easily without leaving the examination room or disturbing the candidates.

During the examination, Invigilators may be changed as long as the total present does not fall below the number needed.

The Invigilator must be familiar with both the duties of the Invigilator and also the regulations set out in form DELTA/14.

ON THE EXAMINATION DAY THE EXAMINATIONS OFFICER MUST:

- provide the Invigilator with:
 - a copy of form DELTA/14 concerning regulations to candidates
 - a copy of The duties of the Invigilator (see 7.3.2 below)
 - a list of all candidates including transfer and referred candidates. No substitution of candidates is allowed.
 - all question papers, inserts, continuation sheets and Attendance Register.
- be available to expel any candidate from the room who is disrupting the examination and report any irregularity or misconduct to the ESOL EU.

Any disruptive candidate may be disqualified. The decision to disqualify rests with Cambridge ESOL.

AFTER THE EXAMINATION

The Examinations Officer must obtain from the Invigilator and keep secure the signed records of the seating and invigilation arrangements for each examination session. These records may be needed by Cambridge ESOL if any irregularities are spotted in the marking of the papers.

RELEASE OF QUESTION PAPERS

Candidates may not remove question papers from the examination room. Question papers should not be released until two days after the date of the examination.

DESPATCH OF SCRIPTS BY THE EXAMINATIONS OFFICER

The following rules have been established to minimise the possibility of losing scripts.

The Examinations Officer must:

- collect all scripts and pack with the relevant Attendance Registers for immediate despatch to ESOL EU. Envelopes should be fastened securely with string or self-adhesive tape.
- send scripts to the ESOL EU on the same day whenever possible and certainly within one working day. If scripts are held overnight, they must be kept in secure conditions.
- include a despatch note on form DELTA/43 with each package to confirm the contents
- use recorded delivery or registered post.

DESPATCH OF COURSEWORK PORTFOLIOS AND EXTENDED ASSIGNMENTS

Using recorded delivery or registered post, send coursework portfolios and extended assignments on the same day as the examinations scripts. All components must be packaged separately but can be sent together in a larger package.

7.3.2 The duties of the Invigilator

The Invigilator is the person in the examination room responsible for the conduct of that particular examination session. This begins from the moment the candidates enter the room, fifteen minutes before the start of the examination, until all the scripts have been collected.

Cambridge ESOL has the right to visit centres during the period of the examinations to inspect the arrangements made for the conduct of the examinations.

Invigilators must give their whole attention to the proper conduct of the examination. They should not perform any additional task (e.g. marking) in the examination room.

INSTRUCTIONS FOR THE INVIGILATOR

Before the examination

Collect an up-to-date list of candidates from the Examinations Officer. All candidates should normally take the examination at the centre where they have been entered. (*However, see Transfer Candidates page 10.*)

Check familiarity with the regulations to candidates set out in form DELTA/14.

Be present at least thirty minutes before the examination is due to begin.

Collect the sealed packets of question papers, answer books and continuation sheets and stationery from the Examinations Officer.

Open the question paper packets no more than thirty-five minutes before the examination is due to begin. (Report any concerns about security to the Examinations Officer.) Check that there are enough question papers for each candidate and make photocopies in the unlikely event that more are needed.

Check if there are any 'Erratum' notices which must be read out to the candidates about changes in the paper. (NB No information about suspected errors in the question paper can be given without an erratum notice.)

Check that the only writing paper available is either official Cambridge ESOL examination stationery or continuation sheets provided by the centre.

STARTING THE EXAMINATION: THE PROCEDURE

Check the identity of every candidate and allow only people who have been authorised by the Course Director into the examination room. (Private or transferred candidates who are not known to the centre must present identification papers.) There should be no-one in the room whose name is not on the list of candidates.

Allow candidates into the room fifteen minutes before the start time.

Ask candidates to sit in candidate number order.

Complete the Attendance Register and list all absences. (If a candidate is not shown on the Attendance Register, he/she must be entered on the Register. This should then be noted on form DELTA/13 *Conduct of the examination*.)

Candidates should have only pens and other writing implements. There should be no:

- mobile phones
- dictionaries
- spell checkers
- cassette recorders
- notes or other pieces of paper brought in by the candidate.

The provision for the use of a computer/word processor is restricted to candidates with a disability which prevents them from writing in the usual way.

All mobile phones should be switched off and put with all other personal belongings in a special area which is out of reach for the duration of the examination. Any candidate not following these instructions may be disqualified. (See *Irregular Conduct page 25*).

Candidates should write in pen.

Before candidates are allowed to start work:

- make sure that they are seated at least 1.25 metres apart and facing in the same direction
- inform the candidates that they must now follow the rules of the examination. This includes not communicating in any way to either give or receive help from any other candidate.
- ask for any unauthorised material such as notes or text books to be handed in
- check that each candidate has an answer book
- ask candidates to enter their name, centre number and candidate number on the answer booklet and any supplementary answer sheets
- tell the candidates that all work, including rough work, must be done on the paper provided; any rough work should be neatly crossed through and given in at the end of the examination
- give out the question papers but say that they are not to be opened
- announce clearly when they may begin to write and state the time allowed for the paper. State and then write the finish time on a clearly visible board.

LATE ARRIVALS

Any candidate arriving up to thirty minutes late, providing they have a good reason, may be allowed the full time for the examination.

In all cases of late arrivals:

- send the script to Cambridge ESOL in the normal way
- send a full written report to the ESOL EU on form DELTA/13, *Conduct of the examination*, containing the following information:
 - the reason for the late arrival, including any details of special arrangements made for the candidate to reach the centre
 - the actual starting and finishing times of the examination
 - the time at which the candidate started and finished the examination
 - a statement regarding any breach of examination security due to the late arrival, including information about the extent to which the candidate was under supervision from the actual starting time of the examination.

DUTIES DURING THE EXAMINATION

Complete a signed seating plan for the room to give to the Examinations Officer, and supervise the examination session.

LEAVING THE EXAMINATION ROOM

No candidate should leave the examination room (except in an emergency) until one hour after the starting time specified on the examination timetable. If the centre starts the examination earlier than the official starting time, e.g. 9.30 am instead of 10.00 am, candidates may not leave the examination room for one hour thirty minutes.

Candidates who leave the examination room temporarily must be accompanied by a member of staff. Such candidates may be allowed extra time to compensate for their temporary absence.

A candidate who has finished the examination and has been allowed to leave the examination room early must hand in their answer booklet and question paper and should not be re-admitted.

EMERGENCIES

In case of an emergency, evacuate the examination room according to local circumstances.

Make sure that all question papers and scripts are left in the examination room unless there is a small number of candidates and circumstances allow papers to be taken to another room to complete the examination.

Supervise candidates as closely as possible to avoid collusion.

After the candidates have returned to the room:

- indicate on the candidates' work the point at which the interruption occurred
- note the time and duration of the interruption
- allow the full working time for the examination
- make a full report of the incident and the action taken on form DELTA/13, *Conduct of the examination*, and send to the ESOL EU with the examination papers.

IRREGULAR CONDUCT

It is the duty of the Invigilator to ensure that all cases of irregularity or misconduct in connection with the examination are reported to the Examinations Officer, who should report them to the ESOL EU. The Examinations Officer is empowered to expel candidates from the examination room but such action should only be taken when it is felt that it is essential or when the continued presence of the candidate would cause disruption to the other candidates.

Any infringement of the regulations may lead to disqualification of the candidate. The decision of disqualification rests with Cambridge ESOL.

Candidates can be disqualified for using or attempting to use notes, a mobile phone, dictionary, spell-checker, cassette recorder or any other unauthorised aid during the examination.

Any evidence of this should be reported to the ESOL EU.

FINISHING THE EXAMINATION

Five minutes before the end of the examination, inform candidates of the time remaining.

At the end of the examination the Invigilator instructs candidates to stop writing (although late arrivals may continue until the end of the full period).

The Invigilator tells candidates to:

- check that all the information has been entered on their scripts and continuation pages and that the script has been signed
- see that their answers are correctly and clearly numbered
- attach loose and continuation pages, including rough work, to the back of the answer booklet in order with the tags or string provided.

The Invigilator should then:

- collect all scripts. Any scripts not collected at the end of the examination cannot be accepted later.
- collect question papers and inserts

Please note: No question papers can be removed from the examination room. They may not be released by the centre until two days after the examination.

- check that candidates have used their correct centre and candidate numbers
- collect any loose stationery and make sure that no loose candidate sheets have been overlooked
- place scripts in the order shown on the Attendance Register.

Please note: Scripts are confidential. They must not be read or photocopied by any person before being sent to Cambridge ESOL.

No special consideration can be given after results have been issued. Any special considerations must be notified to the ESOL EU at the time of either the externally assessed lesson or the external assignment or the examination.

SECTION 8

Results and certificates

Results are issued to centres in August for the June administration and February for the December administration. It is the responsibility of the centre to issue results and follow up any queries on behalf of the candidate.

Candidates who have submitted incomplete coursework cannot be considered for the Diploma award.

In the case of transferred/referred candidates, the results will be sent to the original centre of entry.

Certificates are issued in either September or March.

8.1 Replacement statements of results/certificates

If a certificate is lost, a certifying statement of results can be obtained from the Past Records department, Cambridge ESOL.

Replacement certificates can only be provided in exceptional circumstances by applying to the ESOL EU giving the relevant details.

A fee will be charged for both statements and certificates in this case.

SECTION 9

Results enquiries and complaints procedure

9.1 Standard marking procedures

Cambridge ESOL Teaching Awards' procedures for marking include:

- training and standardisation of all examiners before each marking session
- double marking of a substantial sample of scripts and extended assignments and all borderline scripts and extended assignments
- double moderation of all coursework which is not graded as Pass on initial moderation
- individual consideration by the Awards Committee of the results of all candidates who have not achieved a Pass on all components after initial marking.

9.2 Results enquiry

Cambridge ESOL will not normally enter into correspondence with individual candidates. It is the responsibility of the centre to issue results and to follow up any queries any candidate makes. (See *Complaints about course provision* below.)

Where candidates wish to query their result, they may request via the centre, that a complete clerical check is undertaken. This service is free and is available for up to six weeks after the despatch of the result to the candidate by the centre.

The ephemeral nature of the external and internal practical assessment does not provide the necessary conditions for a 're-mark'. However, in certain circumstances, a result may be changed if evidence to support an amendment to a result is identified; alternatively, the result may be withdrawn and a refund of the entry fee issued. (See *Complaints procedure* below.)

Please note: No special consideration can be given after results have been issued. Any special considerations must be notified to the ESOL EU at the time of either the externally assessed assignment or the examination.

9.3 Requests for reports on failed components

Centre reports or individual reports on failed components can be requested up to two months after the issue of results on form DELTA/35, which states the final date of receipt of the form, and payment of the fees. Any requests received after this date will not be accepted.

Reports will not be provided for candidates who have been awarded the DELTA. Requests for reports must be made by centres on form DELTA/35. It is subsequently their responsibility to deliver the report to the candidates.

9.4 Complaints about course provision

Candidates should refer to the Centre Authorisation Certificate, which centres are required to display. This sets out the conditions for centre approval. Candidates who consider that the course has not been provided in line with the conditions of the approval should in the first instance raise matters with the centre.

9.5 Complaints procedure

9.5.1 Centre responsibilities and time limits

At the beginning of the course, centres should give a copy of the complaints procedure form to all candidates. Candidates should sign the profile indicating that they have read the candidate information regarding candidate enquiries on results and the procedures for complaint.

Centres should display the Cambridge ESOL Teaching Awards Centre Authorisation Certificate so as to ensure that it is placed where all candidates can see it.

The *DELTA Administration Handbook for Centres, Course Tutors and Assessors* should also be made available to candidates.

Centres should develop their own internal procedures to ensure they meet candidates who wish to raise issues and, where resolution is not possible, to explain the Cambridge ESOL complaints procedures and to facilitate complaints.

Complaints must be received by Cambridge ESOL within six weeks of the end of the course.

9.5.2 Procedure

In the first instance, candidates should raise and discuss concerns with the centre and every effort should be made to resolve the issues raised.

If the issues have not been satisfactorily resolved, a formal complaint can be made. This should be forwarded to Cambridge ESOL Teaching Awards by the centre.

Cambridge ESOL then writes to the candidate, normally via the centre, informing them that their complaint is being followed up.

A copy of the letter of complaint is sent to the centre and Cambridge ESOL requests records and a response to the issues raised.

Cambridge ESOL refers the complaint, response and records to an External Investigator. A report is prepared and then endorsed by an independent External Scrutineer.

Cambridge ESOL aims to advise the centre and candidates, via the centre, on the outcome of any complaint within twelve weeks of the receipt of the completed complaint form. Some complaints may take longer to investigate, and for all complaints Cambridge ESOL undertakes to keep centres and candidates informed of progress.

Cambridge ESOL's decision regarding the outcome of a complaint is final.

9.5.3 Outcomes for candidates

Depending on the nature and outcome of the investigation, a decision will be made about the result issued.

- The result may be amended if evidence is found by the External Investigator and supported by the External Scrutineer.
- The result may be withdrawn and a refund of the entry fee may be given.
- The result may be confirmed.

Whether a complaint under this procedure is substantiated by Cambridge ESOL or not, any further complaint which the candidate may wish to bring against the institution is entirely a matter for the candidate.

10.1 The role of the external assessor

The external assessor assesses one DELTA language systems or language skills assignment.

This involves:

- assessing the background assignment written by the candidate
- assessing the lesson
- writing and submitting a report on the written background assignment and on the observed lesson. This report is written on DELTA/5E and is submitted to Cambridge ESOL EU together with the assignment and the lesson plan, **within two weeks of the assessment**.

(The candidate also completes a post-lesson evaluation and this is submitted by the centre with the coursework. It is reviewed by the moderator, not by the assessor.)

10.2 How assessments are arranged

Centres are given a list of assessors and make arrangements with assessors direct. Assessors must not carry out an assessment at any centre:

- with which they are connected or where they are seeking work
- with candidates who are known to them or who are employed by the same institution as the assessor
- with candidates who they have assessed in any way on a previous occasion.

Assessors should not normally carry out more than four assessments a day and there should be sufficient time, either between each lesson or on arrival, to read the background assignment and lesson plan for each candidate.

Once the assessment has been arranged, the centre submits details to the ESOL EU. This prompts the despatch of the following materials to the assessor: DELTA 5E; a claim form; copy of the details of the assessment and a return envelope.

Air travel from the UK can be arranged either by Cambridge ESOL or the assessor, who can claim expenses on the claim form sent with the DELTA 5E.

Centres outside the UK, whose assessor is not travelling from the UK, are responsible for arranging the assessor's travel.

It should be noted that travel insurance cover under the Cambridge ESOL policy is generally restricted to those flights arranged by Cambridge ESOL for assessors travelling from the UK. Assessors travelling between countries other than the UK should ensure that suitable cover is in force at the time of travel.

If an assessor does not have a personal travel insurance policy, insurance costs for cross-border journeys only (i.e. where an assessor has to travel to another country on Cambridge ESOL business) may be claimed from Cambridge ESOL.

ESOL centres and assessors booking their own flights should ensure that they take out insurance to cover cancellation of flights if the assessor is unable to travel. Once a flight has been booked, assessors should regard themselves as committed to the assessment and should only cancel in exceptional circumstances.

Accommodation may be paid for by the centre or the assessor (but normally by the centre) and in either case claimed back by sending the appropriate claim form to the ESOL EU.

Overnight accommodation and expenses (including local travel) will be paid for on the following basis: one night's accommodation for each assessment day (normally four assessments); one additional night where required by travel constraints (e.g. no flight is available until the following day).

10.3 Preparation for the assessment

Assessors must ensure that they:

- have received a copy of DELTA 5E, an expenses claim form and return envelope from the ESOL EU
- have received details of accommodation, location of school/college, where appropriate
- [ask permission of the candidate via the centre if an assessor-in-training is to accompany them. If permission is granted, request that two copies of the background assignment and lesson plan be available on the day.](#)
- know who to contact on arrival at the school/college
- have all the information about the place and time of the lesson
- are familiar with the assessment procedures
- arrive in good time (at least half an hour before the lesson) to receive the background assignment and lesson plan and that they have time to read them before observing the lesson. (Detailed marking can be completed afterwards.)

10.4 Result of the externally assessed assignment

A pass candidate will normally pass both parts of the externally assessed assignment. However, the externally assessed lesson is one of a number of assessed assignments and the evidence documented by the assessor is weighed against the evidence in the coursework. The final decision regarding the overall grade for the coursework will be made by the course moderator, who will examine all the evidence presented in the coursework file.

[The purpose of the Moderator box is to indicate to the moderator that the candidate may be a **Pass** overall in spite of flaws/omissions/lack of evidence in the assessed lesson. It is therefore very important that the external assessor provides the course moderator with the information needed to make a fair judgement. Strengths and weaknesses should be noted and in cases where the lesson is a borderline Fail, it is particularly important that the moderator should be told what to look for if an overall Pass were to be awarded.](#)

[Assessors should not tick the moderator box if the lesson was a clear fail or if they have awarded a Pass.](#)

(See chart illustrating the content and assessment of coursework in the Syllabus.)

10.5 Discussion with the candidate

There is no formal pre or post-lesson discussion. The candidate's commentary for the lesson will be in the Part 2 of the assignment and any comments they would like to make about the execution of the lesson can be formally written up in the post-lesson evaluation.

The assessor can, however, put the candidate at ease and ask questions of a very general nature e.g. about the class.

10.6 On the day of the assessment

Assessors should arrive no less than thirty minutes before the lesson begins in order to read all of the relevant documentation, which should be given to the assessor on arrival. If two lessons are to be assessed sequentially, one hour should be set aside for reading the background assignments.

The centre should provide a suitable place for the assessor to sit and read before the assessment, without interruption.

N.B. Assessors should be introduced to and **check the identity** of each candidate before the assessment begins.

10.7 During the lesson

The assessor should sit at the back of the class so that the lesson is not disturbed in any way.

No-one else should be present in the class except for the candidate, the students and the assessor (unless prior arrangement has been made).

If the lesson is being used for assessor induction, the candidate should have been asked to give permission for an assessor-in-training to be present.

Assessors should not be invited to take part in the lesson but may move around the class at times if appropriate.

If the lesson exceeds the maximum time of sixty minutes, the assessor should note this and leave after a further fifteen minutes.

Cambridge ESOL reserves the right to send an inspector to any external assessment without notice.

10.8 After the lesson

The assessor should not be asked for or make any comment on or give any indication whatsoever of the result of the lesson either to the candidate or the centre.

The assessor should complete the relevant pages of the assessment form DELTA 5E, make a photocopy of these pages and return the original copy to the ESOL EU, within two weeks of the assessment, with:

- the candidate's background assignment
- the Part 2
- a completed claims form ([Please note that claim forms must be submitted within three months of the assessment.](#))

10.9 Induction of new assessors

Inductions may be conducted by an experienced DELTA assessor who has at least two years' experience of DELTA assessment and who has attended a recent briefing meeting. Inductions can be conducted by an experienced assessor working at the new assessor's own centre (internally assessed lessons can be used for this purpose). Alternatively, the new assessor can accompany an experienced assessor on an external assessment.

Where possible, the assessment should be arranged locally and should not involve overnight costs. Local expenses will be reimbursed by Cambridge ESOL. Travel expenses involving travel between countries must be approved beforehand by Cambridge ESOL Teaching Awards.

The centre should obtain the candidate's permission, and two copies of the background assignment and lesson plan should be provided for the assessor and the assessor-in-training.

The assessor-in-training should complete all procedures as outlined above, in parallel with the assessor.

The assessor and the assessor-in-training should compare and discuss their comments and overall evaluation of the background assignment and lesson.

After the observation, the assessor-in-training completes the DELTA 5E, which is sent to the assessor for feedback.

The assessor provides feedback to the assessor-in-training and sends this direct to them together with a copy of their own DELTA 5E for comparison.

The assessor submits a report to Cambridge ESOL confirming that the induction has taken place and including comments and recommendations. The following information should be included.

- name of assessor-in-training
- details of induction (including the dates, times, centre number)
- comments on the assessor-in-training's knowledge of regulations and procedures

- comment on whether there was agreement between the assessor and assessor-in-training with regard to the assessment of (i) the background assignment and (ii) the lesson
- conduct and manner of the assessor-in-training during the assessment
- whether the DELTA 5E was satisfactorily completed or not
- potential as an assessor (including recommendations for further co-assessment where appropriate)
- copies of DELTA 5E completed by the assessor and the assessor-in-training.

10.10 Induction fees

The assessor receives the standard fee plus an induction fee.

The assessor-in-training receives an induction fee.

Referral arrangements

11.1 Referred candidates

Candidates may be referred if they have failed any or all components.* Referred candidates may re-enter for the failed components on two further occasions within a three-year period following the issue of results. If a candidate has failed more than one component, they should be entered for all failed components at the same time. Referred candidates do not have to re-take a course. Please see page 28 for information about requesting reports on failed components.

* Candidates cannot be referred in the coursework if it is incomplete or if more than 50% has been failed.

11.2 Candidates who have failed Component One: Coursework

The Referral Assignment may be undertaken at any time after the issue of results. Once a candidate has been entered for a session, an acknowledgement of the entry will be sent to the centre. Candidates may be entered for the Referral Assignment on two occasions within a three-year period following the issue of results.

A standard referral assignment will be issued to candidates starting from the June 2005 session. The referral assignment must be the candidate's unaided work although centres may clarify points of information. The assignment is in two parts: a background assignment on a **systems lesson** and an externally assessed lesson with commentary and post-lesson evaluation, both of 1000 words. Candidates must base their lesson on a system not previously researched. The lessons that candidates have included in previous coursework should be noted by centres on DELTA/5RIS, the Referral information sheet for candidates. This will be sent to centres with new course documents, or as requested.

The assessment procedure for a Referral Assignment is exactly the same as for the candidate's first externally assessed assignment. Parts 1 and 2 of the assignment are to be handed to the assessor 30 minutes before the lesson. The post-lesson evaluation and the signed candidate declaration are handed to the centre within ten working days of the completion of the lesson and these must be forwarded by the centre to Cambridge ESOL.

Entries for the Referral Assignment must be sent to Cambridge ESOL by the normal published closing date for entries for that session. Entry fees are available from the ESOL EU.

11.3 Candidates who have failed Component Two: The Extended Assignment

Candidates who have failed the Extended Assignment must submit a new assignment or (at the discretion of the Principal Examiner) re-submit their original assignment. They may do this on two occasions only within the three-year period following the issue of their result.

NB Centres should advise candidates to collect initial data carefully and to ensure that the data is comprehensive. The data should be kept in case re-submission is needed e.g. if the analysis is judged either insufficiently detailed or too restricted.)

Entry fees are available from the ESOL EU.

11.4 Candidates who have failed Component 3: The Written Examination

Candidates who have failed the written examination may re-enter for the written examination on two further occasions within a three-year period following the issue of results.

Entry fees are available from the ESOL EU.

11.5 Centre responsibilities

Centres are responsible for:

- contacting any referred candidates to establish whether/when they want to be entered as a DELTA referred candidate
- explaining the referral requirements and entry procedures; providing information on the entry fees, centre fees and any additional costs e.g. the travel costs of the external assessor, if the assessor has to travel from another country specifically to undertake the assessment.

After entering the candidate, the centre is responsible for the following:

- meeting/contacting the candidate to explain the referral arrangements or explaining that responsibility has been transferred and to whom
- providing the candidate with a copy of the coursework Referral Assignment
- providing feedback on the requirements for the Extended Assignment
- providing information on examination and submission dates
- agreeing the date for and arranging the visit by the external assessor, notifying the ESOL EU regarding these arrangements on the appropriate form, agreeing the timetable for the submission of work to the centre (See separate guidelines issued with the coursework Referral Assignment.)
- facilitating the arrangements before and on the day of the external assessor's visit with the assessor direct, ensuring Cambridge ESOL is kept informed where appropriate e.g. if dates are changed
- returning the referred component by recorded/registered delivery to the ESOL EU in the envelopes provided.

11.6 Timetable for coursework Referral Assignment

The coursework Referral Assignment is a standard document and the requirements will remain the same until such time as modified by ESOL EU.

- The assignment should be made available to candidates immediately after the issue of results.
- The Referral Assignment may be undertaken at any time after the issue of results and must be submitted by the centre by the next examination date after the candidate has been entered for the referral.
- Extensions will only be granted in exceptional circumstances and must be agreed by Cambridge ESOL Teaching Awards.

Cambridge ESOL Teaching Awards

The Cambridge ESOL Teaching Awards include the following:

- Cambridge Certificate in English Language Teaching to Adults (CELTA)
- Cambridge Certificate in Further Education Teaching for ESOL Subject Specialists
- Cambridge Certificate in English Language Teaching to Young Learners (CELTYL)
- Cambridge Young Learner (YL) Extension to CELTA
- Cambridge In-Service Certificate in English Language Teaching (ICELT) – revised COTE
- Cambridge Diploma in English Language Teaching to Adults (DELTA)

Enquiries about course/tutor approval should be made to the Teaching Awards Centre Approval Administrator. Enquiries regarding entries, external assessments, written examinations, results, certificates and other general administrative matters relating to any of the Cambridge ESOL Teaching Awards should be referred to the ESOL Exceptions Unit either via the direct numbers below or the main ESOL telephone number: **(+44 (0) 1223) 553355**. The direct fax number for the ESOL Exceptions Unit is **(+44 (0) 1223) 553085**.

The website address is <http://www.CambridgeESOL.org/teaching>

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Helen Rose (from **July Sophie Dubillot**)

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Richard Burnell

ESOL Results Unit
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Please note there is a direct information telephone number for all prospective candidates: +44 (0)1223) 553789.

DELTA is accredited by the QCA in England, ACCAC in Wales and CCEA in Northern Ireland as a Level 5* qualification in the National Qualifications Framework. Its accredited title is the Cambridge Level 5* Diploma in Teaching English to Speakers of Other languages (DELTA)

*Original NQF level

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