

Report 14 – TEA Security & Administration



This report will describe the procedures followed by TEA administrators and examiners, split into the following:

- Part 1: *Overview*
- Part 2: *TEA Database*
- Part 3: *TEA Administration Manual*.

Part 1: Overview

Test Security is a major issue in the high-stakes environment of aviation testing. There are a number of potential threats to the security of any test. In particular:

- Impostors taking the test
- Materials being leaked
- Fraudulent certificates.

TEA has a number of security features to reduce these risks. Candidates must complete application forms to register for TEA. The forms gather biographical data, ID numbers and a signature from each candidate which is then counter-checked by the TEA Centre Administrator prior to the test itself. All data is stored within the *TEA Database* (see Part 2).

Immediately before a candidate takes a test, the examiner compares the passport and biographical data of the ID to the official Candidate Mark Sheet (see Part 2) and then photographs the candidate. This photograph includes the date and time and appears on the certificate. Thus, an impostor would not only have to fake identification but would also have to change their appearance.

To reduce the risk of materials being compromised, there are multiple versions of the test (to make it more difficult for candidates to prepare answers – see *Report 08 – Item Development & Version Content* for more information). All test materials are stored securely at TEA Centres and inventories are kept updated. Candidates are not permitted to take any electrical equipment, including mobile phones, into the test room, thereby reducing the risk of the test being recorded and materials being compromised.

Certificates are only printed centrally (in Plymouth in The UK) and contain a number of security features to reduce the risk of forgeries: candidate photograph, a unique certificate number which can only be verified by Mayflower College, micro-printing, tinted colours, a dry-seal verification stamp, and the signature of the Director of Testing. See sample below:



TEST OF ENGLISH FOR AVIATION

This is to Certify that

FAMILY NAME Anpkhodjayev

FIRST NAME(S) Sergei

PASSPORT/ID NUMBER 40521594

NATIONALITY Russian

DATE OF BIRTH 3 May 1963 SEX Male

has achieved the following

OVERALL TEST RESULT 4

PRONUNCIATION 4 STRUCTURE 4 VOCABULARY 4
FLUENCY 4 COMPREHENSION 4 INTERACTIONS 4

EXAMINER NUMBER 009 CENTRE NUMBER 481

CERTIFICATE NUMBER an009481150

DATE OF TEST 15 Mar 05



KEY according to ICAO language proficiency requirements

- 1 PRE-ELEMENTARY
2 ELEMENTARY
3 PRE-OPERATIONAL
4 OPERATIONAL
5 EXTENDED
6 EXPERT

Furthermore, a certificate verification website enables stakeholders to check the authenticity of a TEA certificate. By entering the certificate number and passport number of the candidate, the stakeholder will be able to compare the information displayed online with the hard-copy TEA certificate.

TEA
TEST OF ENGLISH
FOR AVIATION

Certificate Validator

Please enter the Certificate Number and the Passport / ID Number exactly as they are printed on the certificate.

Certificate Number:

Passport / ID Number:

To view this resource, go to www.study-english-online.com/certificatevalidator/index.php and enter the following details:

Certificate Number: EXA008001010120114725
Passport / ID Number: ex12345678

The following screen can be viewed:

TEA
TEST OF ENGLISH
FOR AVIATION

A N Example

Date of Birth 01-Jan-1970
Exam Date 01-Jan-2011

Results

Pronunciation	5
Structure	4
Vocabulary	5
Fluency	4
Comprehension	5
Interactions	4
Overall Test Score	4

The link is also available via the website (<http://www.maycoll.co.uk/aviation-english/tea.html>) under ‘How to check a TEA certificate is genuine’:

-
- Guide for TEA candidates and their teachers
 - Guide for CAA's, airlines, ATS providers, etc
 - An example of a Level 4 TEA candidate
 - Statistics
 - Where can I take TEA?
 - What does a TEA certificate look like?
 - How to check a TEA certificate is genuine
 - Research
 - Contact

In summary, the following key factors help to reduce risk of a security breach

- secure database

- certificates include photograph with time taken & candidate's biographical data
- counterfeit-proof certificates
- centralised printing of certificates (at one location in UK) before forwarding to the test centres
- certificate verification website.

To date, there has been one recorded security breach. TEA Centres Manager describes the incident:

“A monitoring policy is applied by head office to tests conducted in all TEA Centres. Although primarily this is to ensure constant standards in rating and test delivery, it can also act as a safeguard against non-standard activity by both examiners and centre administrators.

In a case of routine monitoring of tests conducted at and by Aero club ??? Test Centre (name withheld), (period 25th February and 23rd March 2010) irregularities were noticed. Initially it was noted by the Monitoring Examiner that at least some similar or identical phrases were used by two separate candidates when describing pictures (Part 3 of TEA). As a result, both test recordings were transcribed and it became evident that the wordings used by both candidates in the picture descriptions were almost identical. This included identical errors e.g. “I see the shape of a policeman”. It was concluded that both candidates were describing the picture from memorised, or more probably, written notes. In order for this to have been possible the candidates would have needed to be aware of which test handbook and which picture set they would be required to describe.

Knowledge by the candidates of this nature could only be possible with the complicity of the examiner and administrator.

As a result the centre administrator/examiner was suspended from conducting examinations until a satisfactory explanation could be provided. No explanation was provided by the centre. The absence of an explanation resulted in the immediate revocation of the examiner's status and closure of the test centre.

In addition to the two tests in question, a further twenty seven tests conducted in the same period were made void and the centre instructed to return all test fees paid to them by the candidates concerned and direct them to contact alternative test centres to be re-tested.

The test centre was instructed to return all test materials to TEA Ltd. and test centre access to the TEA database was cancelled.”

Test Administration is a vital aspect of any testing service. Both the test day administrator and the examiner(s) play key roles in organisation & security and are responsible for ensuring that procedures are followed. The following points outline the key administrative duties on a test day:

- ensuring that all test materials & documents are prepared appropriately
- ensuring that the test room conditions are suitable for testing
- ensuring that the identification of candidates is checked in multiple ways as per the description above
- ensuring all tests are digitally recorded
- ensuring all test materials, documents & recordings remain confidential
- ensuring that audio recordings are uploaded to the secure server & archived
- ensuring that candidates are photographed
- ensuring that photographs are uploaded to the TEA Database
- ensuring that test data is accurately entered on the TEA Database
- ensuring test materials and documents are securely stored.

For a full description of TEA Administration procedures, see the *TEA Administration Manual* in Part 3.

Part 2: TEA Database

The TEA Database is an online MySQL database accessed by TEA Centre Administrators (TEA Examiners do not have access). Different access privileges are granted to the TEA Centre Administrators and the TEA Administrator.

The TEA Database home page displays the 9 sub-sections for the TEA Administrator to access.



1 Candidates

Biographical information about every candidate is entered and stored by the TEA Centre Administrator. The key information is automatically printed on each TEA certificate. In this section candidate details can be added, amended and deleted.

The screenshot shows the 'Add New Candidate' form. At the top is the TEA logo (TEST OF ENGLISH FOR AVIATION). Below it is a blue bar labeled 'Add New Candidate'. To the left of the form is an icon of a man and a woman. The form contains the following fields: Title (dropdown menu), *First Name (text input), *Surname (text input), Gender (dropdown menu), Sponsor (dropdown menu), Address 1 (text input), Address 2 (text input), *Date Of Birth (calendar icon), Nationality (dropdown menu), Language (dropdown menu), Town/City (text input), *Passport No. (text input), Region (text input), Phone No. (text input), Country (dropdown menu), Fax No. (text input), Post Code (text input), E-mail (text input), Profession (dropdown menu), and Experience (years) (text input). At the bottom are 'Save', 'Return', and 'Logout' buttons.

2 Schedule An Exam

In this section, TEA Centre Administrators can schedule tests individually or in blocks (of multiple tests).



Schedule a Block of Exams

*Select a date:

*Session start time: (hh:mm)

*Session end time: (hh:mm)

*Exam Duration: 25 min's

*Centre:

*Select an Interlocutor:

*Select an Rater:

3 Exam Diary

The Exam Diary displays all the tests that are currently scheduled. Filters allow for a variety of searches to be made.



Exam Diary

Filter by:-->

Interlocutor:

Rater:

Candidate:

Centre:

Date:

Viewing 31 to 32 of 32 Exams

	Date	Start Time	Finish Time	Centre	Candidate	Interlocutor	Rater	Result	Dm	Cert No
Edit Exam	20 Dec 2011	11:00	11:25	IT-AIR-DOLOMITI	Mr Luca Bosetti	Luca Mentil	Shermin Parsno		N	
Edit Exam	20 Dec 2011	11:30	11:55	IT-AIR-DOLOMITI	Mr Riccardo Schena	Luca Mentil	Shermin Parsno		N	

<< page 1 Page 2 of 2

After each test, the TEA Centre Administrator returns to the Exam Diary to edit each candidate's page, recording the test version numbers and the 6 scores and uploading the photograph. To avoid human error at this stage, the scores must be entered identically twice to allow the page to save (see image below):

*Candidate: A N Example

Test Versions

Part 1: 1

Part 2: 2

Part 3a: 3

Part 3b: 4

Photo



Browse...

Score	
5	Pronunciation 1 2 3 4 5 6
4	Structure 1 2 3 4 5 6
5	Vocabulary 1 2 3 4 5 6
4	Fluency 1 2 3 4 5 6
5	Comprehension 1 2 3 4 5 6
4	Interactions 1 2 3 4 5 6
Confirm Score	
5	Pronunciation 1 2 3 4 5 6
4	Structure 1 2 3 4 5 6
5	Vocabulary 1 2 3 4 5 6
4	Fluency 1 2 3 4 5 6
5	Comprehension 1 2 3 4 5 6
4	Interactions 1 2 3 4 5 6

Save Return Logout

4 Certificates

The Certificates section is only accessible to the central TEA Administrator whose job it is to print and post all certificates to all TEA Centres once monitoring procedures have been conducted.

5 System Administration

The System Administration section is only accessible to the central TEA Administrator who controls details of centres, examiners and sponsors.

6 Print Mark Sheets

From this section, TEA Centre Administrators can print off an official test-day schedule and individual candidate mark sheets to be used by TEA examiners.



TEST OF ENGLISH FOR AVIATION

Print Mark Sheets

Centre: Mayflower College

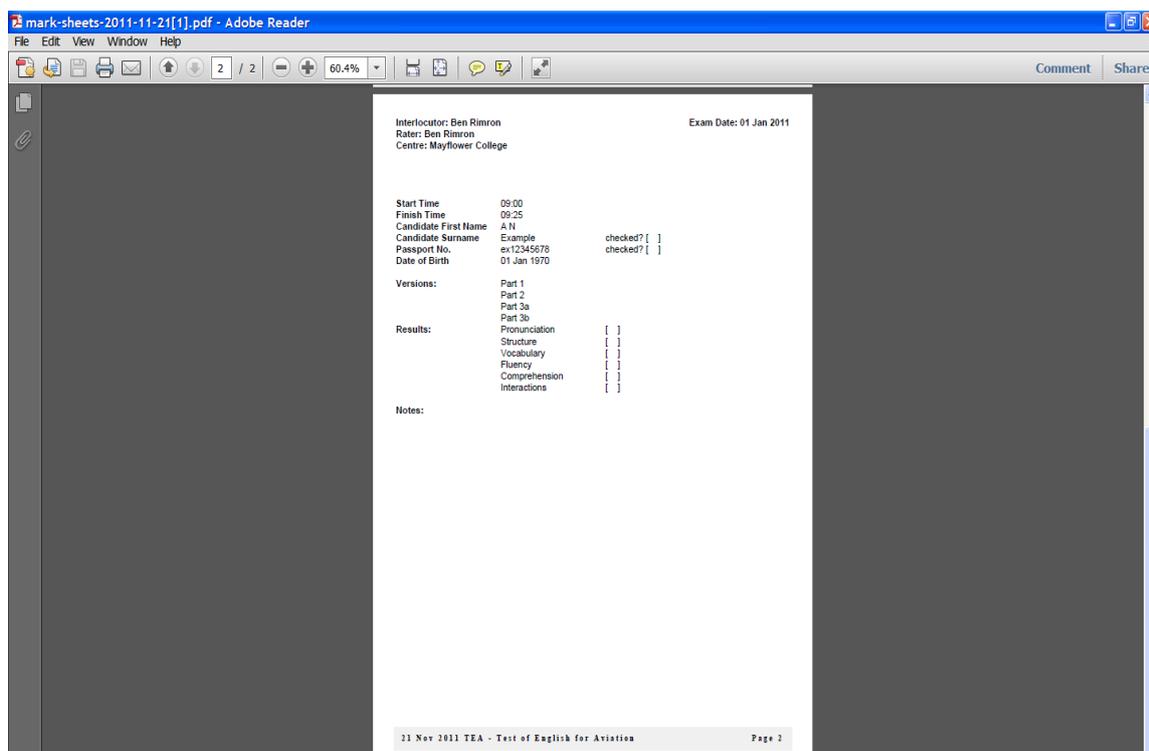
Interlocutor: -- All Interlocutors --

Rater: -- All Raters --

Date: 01 Jan 2011

go

Pdf documents are automatically generated:



Examiners record the following on the mark sheets:

- ID check
- name-spelling check
- test version numbers used
- scores for each profile.

7 Candidate Search Report

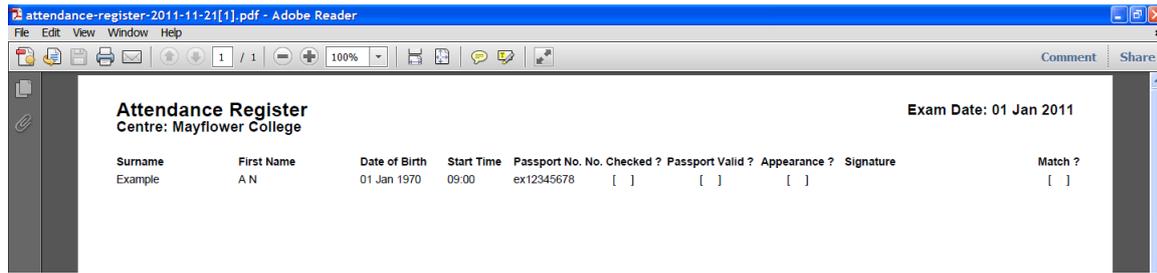
This function allows for the creation of an Excel spreadsheet of test information filtered by centre, examiner and/or date, as appropriate. It enables the gathering of data in a simple, efficient way. Searches into, for example, the number of candidates scoring Overall Level 3, their nationality or age, the results of candidates given test version X, etc, etc, can be investigated.



8 Attendance Register

From this section, TEA Centre Administrators can print off an official test-day schedule and individual candidate mark sheets to be used by the administrator themselves.

A pdf document is automatically generated:



As candidates arrive for their test, administrators should check the following on a test day:

- biographical data matching check
- ID authenticity check
- appearance check (face versus ID photo)
- signature check (live signature versus that given on application form).

9 Repeater Candidates

In this section, TEA Centre Administrators can check whether the biographical data entered about candidates matches that of previous candidates, thus avoiding the repetition of previously delivered test versions.

Part 3: TEA Administration Manual

The following pages are copied from the TEA Administration Manual. The manual describes the procedures that all TEA Administrators are trained to comply with.

TEA Administration Manual



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TEA Centre Guidelines

General points to note

The TEA test consists of a 20-25 minute one-to-one, face-to-face interview. As it is such a high-stakes exam centres need to be extremely vigilant about security. The administrator needs to have a computer connected to the internet in order to use the online TEA Database. The administrator also needs to have a digital camera connected to the computer in order to photograph each TEA candidate immediately before the candidate enters the examination room.

Examiners manually record their marks and the versions of the test used onto Mark Sheets; the TEA Administrator enters these marks into the TEA Database at the end of every test day. Appendix A gives further information about these processes.

Security

All test materials must only be kept at TEA approved centres.

All test materials must be kept under lock and key when not in use and the key must only be made available to the TEA Administrator.

The Administrator must ensure that all materials are signed in and out by Examiners.

Examiners must ensure that no examination materials are taken into or out of the examination room by candidates.

Only TEA Ltd. personnel and persons involved in the administration of TEA are allowed access to TEA test materials.

The Administrator must maintain an inventory of all secure materials.

Inspection by an Inspector nominated by TEA Ltd. to check security arrangements can be made at any time without notice.

Test Materials

Examination materials are despatched to centres at regular intervals. Once received, these materials must be kept in a secure place in a locked room. Only the TEA Administrator should be allowed access.

Examiners must ensure that they vary the tasks given to candidates.

Only the TEA administrator (or his / her nominated deputy) should have access to the TEA administration programme.

Out-of-date forms and materials must be withdrawn / disposed of according to instructions when new ones are introduced.

Examiners

All TEA Examiners and other staff involved in the administration of TEA must make themselves available for training as required.

TEA Examiners must meet minimum professional requirements.

Examiners must not examine candidates they have taught or who are known personally to them. Another Examiner must be appointed.

Examiners are certificated to examine for 2 years and are monitored by senior examiners at TEA Ltd. on an ongoing basis. Examiners who do not meet the required standard in either the conduct or rating of the TEA test may be suspended or have their right to examine revoked.

Examiners must conduct the test in accordance with the Examiners Handbook and the ICAO Language Proficiency Descriptors.

All examinations must be recorded onto digital voice recorders. Examiners must ensure the quality of the sound recording of the test.

Other TEA Staff

The TEA Administrator may appoint other staff (administrators, ushers) to assist with the running of the test. All staff must adhere to the Centre Guidelines and are required to maintain the security and confidentiality of all test materials.

Administration

The TEA Administrator assumes overall responsibility for TEA and monitors its administration.

The test must be administered strictly in accordance with the instructions in the TEA Administration Manual. No alterations are to be made to the content, order or timing of any part of the test, or administration systems without permission from TEA Ltd.

Candidates should be given a centre information sheet leaflet detailing the local arrangements for the TEA test. This should include as a minimum: contact information, examination dates, payment information and the structure of the test.

Certificates

Certificates are produced at TEA Ltd. and despatched to Test Centres by courier within 10 working days of the test date. Test Centres must issue the Certificates to candidates with 5 working days of receiving them from TEA Ltd.

Any results entered into the TEA Database may not be considered as “official” until at least 10 working days have passed from the time of the test.

Repeater Candidates

There is no minimum period which a candidate is required to wait before s/he can take the TEA test again (subject to the dates when the TEA Centre offers the test).

Appeals Procedure

Candidates who are not satisfied with their result may request that it is remarked by Senior Examiners at TEA Ltd.

Appeals must be made to the test centre in writing no later than one month after certificates have been despatched.

Candidates must return their certificate to the centre and pay the full test fee. Centres should email TEA Ltd. the following information within 2 working days of receiving the fee: candidate’s name and date of the exam. The certificate should be retained by the centre in secure conditions.

The test is remarked at TEA Ltd. If the Senior Examiner awards a higher mark, a new certificate will be despatched to the centre immediately. The previous certificate must be returned to TEA Ltd. and the candidate should receive a refund of the appeal fee.

If there is no change to the mark, the centre should reissue the original certificate and the candidate does not receive a refund.

If the Senior Examiner awards a lower mark then the original certificate should be reissued with the original marks.

The Responsibilities of the TEA Administrator

General points to note

The TEA Administrator is the person charged with the overall responsibility for ensuring that the TEA centre to which they are attached is operated in accordance with the following:

- any specific Administrator training given by TEA Ltd. or Mayflower College;
- the procedures set out in this Manual, as varied from time to time;
- any directions or new policy notified to the TEA Administrator from time to time by TEA Ltd., either generally, or as a result of a Centre Audit.

In such high-stakes testing it is of paramount importance that the administrator is honest, reliable and professional at all times.

Duties

All TEA Administrators are encouraged to be in regular contact with TEA Ltd. immediately in the event that a question arises about any aspect of the TEA test that is not addressed in the TEA Administration Manual.

The TEA Administrator works with the staff and personnel at their centre to ensure that TEA testing is carried out in a manner that preserves the security and integrity of the TEA test. In large centres the TEA Administrator may choose to discharge their responsibilities by adopting an overall coordination / supervision approach. In smaller centres, the TEA Administrator may be more involved in the day-to-day administration and operation of the TEA test.

As part of overall responsibility for a particular TEA centre, a TEA Administrator must ensure that all of the following occur:

- informing all those involved with TEA of all areas covered in the Administration Manual, and of any updates from Mayflower College
- coordination of training and general management of Examiners and other staff
- dealing with enquiries
- registering candidates and processing applications
- pre-test planning
- test day administration
- dealing with candidate complaints and appeals
- collection of fees from candidates and despatch of fees to TEA Ltd.

Dealing with Enquiries

General points to note:

The TEA Administrator is often the first point of contact for those needing information about TEA. If enquiries cannot be answered by those at the centre, they should be referred to TEA Ltd.

The following information must be made available to enquirers

- An Application Form – Appendix E gives the minimum information which should be included on an Application Form. This can be translated into the local language and adapted for local circumstances.
- An information sheet – TEA Notes for Candidates should be made available through TEA centres giving general information about TEA and local arrangements.
- Arrangements for applying and registering to take the test
- Identity requirements (passport or national identity card)
- Policy on refund of test fees

- Repeater policy
- Appeals procedure

Registering Candidates & Processing Applications

Each candidate should receive:

- An Application Form
- *TEA Notes for Candidates*

Application Form

The information on the Application Form is needed for the completion of the certificate and records essential details required for entry into the TEA Database.

Centres must **NOT** accept incomplete Application Forms.

Do not register candidates without the form being completed in full; it must contain the correct ID documentation information, a passport size photograph (which meets the ICAO requirements) and a signature.

The name on the application form must be the same as on the ID. This must be checked on the exam day.

Only passports and National Identity cards are acceptable forms of ID. Candidates must indicate which ID document (passport or national ID card) they will bring on the test day, and the number of this document. Candidates must be made aware that on the day they must bring the same form of ID as they completed on the form.

Cut off dates for registration

Cut off dates for registration may be determined by the centre.

Arrangements for Candidates with Special Needs (Special Arrangements)

Candidates with Special Needs are required to give centres a minimum of six weeks notice and supporting medical evidence should accompany the Application Form. Consultation is then required with the candidate as to what facilities will be required to accommodate their needs. Check carefully any documentation for repeating candidates who did not require special arrangements previously.

Confirmation of test

Details of the test day should be confirmed in writing to the candidates, giving the time and venue. A letter should be sent to the candidate prior to the test.

Fees and refunds

A receipt should be issued and the information recorded on the Application Form.

If there are extenuating circumstances it may be possible for the candidate to claim a refund of their test fee.

If a candidate is absent on the test day without prior notice, the candidate will normally forfeit their full test fee. If a medical certificate is provided within five working days of the test, then the full fee may be refunded, minus a local administrative deduction which should not be more than 25% of the test fee.

If a candidate considers that the test day conditions affected their performance they must report this on the day and confirm the details in writing within 24 hours.

Certificates

Centres should inform candidates that results will be issued by means of the certificate, and candidates will only receive one certificate. The certificate can be sent to them or collected from the centre depending on local arrangements. Certificates are produced at TEA Ltd. and sent to the Test Centre within 10 working days of the test. Centres must despatch certificates to candidates within 5 working days of receiving them from TEA Ltd.

Results should never be given over the phone or by email/fax/SMS.

Materials: Ordering, Security, Return to TEA Ltd.

Test Materials will be despatched to centres by registered post. On receipt of materials, centres must check that all items quoted on the despatch note are contained within the package. Any discrepancies must be reported to TEA Ltd. immediately.

Training and administrative materials will be sent to centres. Centres will be asked in advance of these despatches to provide details of their requirements. Additional items may be ordered between these main despatches at the centre's expense.

It is the responsibility of centres to pay any customs duty liable on despatches.

Security of Materials

Once received, materials must be kept under a two-tiered locking system, i.e. a locked cabinet within a locked room. Only the TEA Administrator (or the designated deputy) should be allowed access. An inventory must be kept of all secure materials. Materials should be removed immediately prior to the examination and signed out to examiners. At the end of the test the materials must be counted and signed back in to the TEA Administrator.

Whenever test materials leave the TEA Administrator's control they must be signed for.

Centres should store all candidates' completed Application Forms, and completed Examiners' Mark Sheets under secure conditions for a minimum of three years.

If there is a security breach at any centre the TEA Administrator must inform TEA Ltd. immediately.

Audio files and forwarding them to TEA Ltd.

At the end of every testing day, the recordings of all the interviews conducted should be transferred from the digital recorder(s) to the Administrator's computer. All files must be in either Sony DVF format or MP3 format (programmes such as SWITCH (<http://www.nch.com.au/index.html>) can be useful for changing the format to MP3).

The files should then be re-named in the following manner:

SURNAME / FIRST INITIAL / DATE OF EXAM (in the format dd/mm/yy)

For example, the audio file for a candidate called William GARCIA who took the test on 1 September 2007 should be named:

garciaw010907.mp3

The audio file for a candidate called Barbara IVANSTOVA who took the test on 28 March 2007 should be named:

ivanstovab280307.mp3

The files should then be burnt onto CD-Rom / DVD and securely archived in the Test Centre.

In addition, copies of the audio files need to be transferred to TEA Ltd. this should be done in the following way:

- Transfer the files electronically using TEA Ltd. FTP site (instructions on this process are contained in Appendix D).

For security reasons audio files should not be sent by email.

Pre-test Planning & Organisation

Scheduling of test administrations

Ideally test days should be scheduled as often as possible in accordance with local demand. It helps TEA Ltd. greatly if test schedules can be entered into the system at least two weeks in advance if possible.

Registering candidates

Centres must determine a cut-off date for applications.

Producing test day documentation

The TEA Database is the only software that can be used for the production of test day forms. This will include the Attendance Register which candidates are required to sign.

Reception Area:

Candidates must register individually before being admitted to the test and their details should be checked against the Attendance Register. The reception area should be set up to allow receptionists to deal with candidates discreetly. This is especially important if there are doubts about a candidate's identity.

Examiners' Mark Sheets

The TEA Database produces Mark Sheets for each examiner which include a summary of the Examiner's candidates for the day and a data sheet for each candidate. The examiner is required to complete this in ink and hand the signed sheets back to the Administrator at the end of the test day.

Test scheduling

Recommended practice is to schedule tests at 25-minute intervals with a 25-minute break every five tests. Examiners may examine up to 10 candidates in one test day.

The Test Area - general points to note

No person other than the candidates, TEA staff and TEA Ltd. representatives are allowed into the test area. You should check the adequacy of lighting, ventilation, heating / air conditioning in all the rooms.

The following rooms are needed on a test day:

- A reception area to register the candidates before the test
- 1 test room for each examiner
- A separate lockable room or facility outside the test rooms for candidates to store their belongings
- A secure waiting room for candidates before their test

The secure waiting room for candidates before the TEA Test:

A waiting area should be established where candidates can wait until the time of their test. The Administrator or ushers should be present in this room. All efforts should be made to ensure as

far as possible that those waiting for the test do not have contact with those who have just been examined. This may include separate entry and exit points or may involve ushers monitoring premises to prevent pre and post test candidates interacting. **Ushers should inform all candidates that no mobile phones are allowed in the waiting room.**

The TEA Test rooms (one per Examiner)

The TEA Test room should contain:

- A seat for the examiner(s)
- A seat for the candidate
- A desk
- A digital sound recorder (MP3)
- A CD player
- A clock

The room should be quiet and lockable.

The digital recorder should be as unobtrusive as possible but no attempt should be made to disguise it and the candidate should be aware that the test is being recorded. It should be conveniently situated to allow the examiner to operate it and it must record both the candidate and the examiner.

Lockable Room

Candidates should be informed before the test that they will be allowed to take only their identification into the test room with them. Candidates are not allowed to take anything else into the room including coats, bags, mobile phones, paper and writing equipment. Candidates should be allowed to leave any personal belongings in a locked room before they enter the test area. Test centres should make it clear to candidates that neither the Test Centre nor TEA Ltd. accept any liability for any loss or damage to materials left in the locked room.

Preparation of the Test Materials

The TEA Examiner should be provided with the following materials to study before the test and to use during the test:

- Examiner Handbook (with the live materials, CD recordings & Band Descriptors)
- Mark Sheets (printed from the TEA Administration Programme)
- A digital sound recorder
- A CD player

All controlled materials must be signed for by examiners once they leave the Administrator's control. The Administrator must ensure that all controlled material is returned at the end of the test. Under no circumstances should controlled material be left unattended.

Before the test both the Administrator and examiners must check that the TEA test rooms are set up correctly and that all equipment is working.

Test Day Administration

Materials and rooms

Check that the rooms are set out as required and that all necessary machines are working. Check that you have application forms and an attendance register for registration. Sign out and pass on all relevant materials to the examiners.

Registering the candidates – General Procedure

- Try to put the candidates at their ease.
- Using the Application Forms and the Attendance Register check candidates' identification (passport or National ID), date of birth, signature, etc.
- Remind candidates that their identity documents will be checked again at the beginning of the test by the examiner.
- Escort the candidates to the waiting area.
- Ensure candidates leave all personal belongings in the designated secure area, especially mobile phones.
- Candidates who wish to use the bathroom must surrender their passport and be escorted. Candidates may not use the bathroom while instructions are being given by test day staff.
- Take the photo of the candidate immediately prior to the test.
- Immediately prior to the test, escort the candidate to the test room. Ensure that they have their ID documents ready
- When a candidate finishes the test ensure, as far as possible, that they do not have any contact with candidates who are still waiting. Ideally they should be escorted off the premises. If they have to wait on site this should always be in an area separate from candidates who are waiting for their test.

Registering the candidates – Security Procedures

As TEA is a high-stakes test it is important to be vigilant about security. Centres should be especially aware of imposters - people taking the test on behalf of other candidates.

Check the photograph on the application form against the candidate.

Check the ID document against the attendance register:

- Name
- Date of birth
- ID number

Check the authenticity of the document:

- UV light
- Watermarks
- Laser marks
- Embossed print
- Expiry date
- Number of pages

Ask the candidate to sign the attendance register and check this against the application form.

If there are any discrepancies or irregularities the candidate should be refused entry until their identity can be verified.

Complaints by Candidates

Any complaint made by a candidate about the administration of the test should be recorded in writing by the centre. Please note that results cannot be issued until the complaint has been investigated and resolved.

Post test administration

- Sign in all materials from examiners and store securely.

- Make any necessary changes to candidate details on the TEA Database (i.e. change of address).
- Enter all the test results and versions of the test used.
- Copy dvf. / MP3 files to computer and burn onto CD-Rom / DVD for archiving.
Send copy of all audio files to Mayflower College by uploading to TEA Ltd. server (see “Audio files and forwarding them to TEA Ltd.” for further details).
- Securely file all Examiner Mark Sheets.

Appendix A – Who does what?



Who Does What?

Pre exam	Administrator	Enters candidate details into TEA Database
		Generates exam schedule of date, times, examiners, etc.
		Advises candidates and examiners of time and place of exam, etc.
Exam day	Administrator	Prints all the Candidate Mark Sheets and hands to relevant examiners
		Hands over to examiners all testing equipment, Examiners Handbooks, etc.
		Registers candidates / Checks phones & devices are stored outside test room
		Takes photo of candidate immediately before the candidate enters the examination room. Uploads the image into the candidate's record on the online database.
Exam	Examiner	Checks candidate's passport / ID against information printed on record sheet.
		Carries out test, recording onto digital voice recorder. Immediately after each test, records test versions and marks awarded on candidate's paper mark sheet.
End of exam day	Examiner	At end of the day, signs and hands all candidate paper record sheets to Administrator.
		Hands digital voice recorder to Administrator
	Administrator	Using the Candidate Mark Sheets, enters all test versions and marks into the TEA Database. Uploads all test recordings onto Administrator's PC, before 1. uploading all to the TEA Ltd. secure server; 2. Consolidating the files onto CD/DVD to be stored securely. Files and securely stores paper mark sheets, all examination materials, audio files and digital voice recorders.
Post exam	Mayflower College	Conducts official monitoring of test recordings, reviewing test interlocution and rating. Prints all certificates and sends to test centre administrator by courier.
	Administrator	Distributes certificates to the candidates

Appendix B – Photos of TEA candidates:

It is important that we standardise the photos we take of TEA candidates both from a security point of view and so that all certificates appear uniform.

Key points:

1. Composition: the photo should be a close-up of the head and the very top of the shoulders only! The head should form approx. 60% of the photo. Using gridlines on the camera may help with this.



2. The date and time should be imprinted on the photo. The set up for this will depend on the camera you are using.

Before beginning check that the camera is set up to do this and that the date / time have been set to the correct local date / time

3. The photo should be taken against light, plain background so that the features are clearly distinguishable against the background
4. Lighting: generally speaking you want light sources (like a window) behind you when you are taking the photo. Good practice will be to have the flash set to “automatic”.



The photographs must show:

- a) no shadows
- b) the candidate facing forwards, looking straight towards the camera
- c) a neutral expression, with the mouth closed
- d) eyes open and clearly visible (with no glasses and no hair across the eyes)
- e) the full head, without any head covering



Appendix C – Choosing a suitable camera:

Points to consider when choosing a suitable camera:

1. As the image to be printed on the certificate is small the camera does not need to be very high-quality. It is recommended to take photos at a resolution of no more than 3 Megapixels. Higher resolutions will **not** produce better quality images on the certificate and will only delay the uploading of the images.
2. Rather than relying on batteries it is better to use a camera which can be plugged into the mains electricity supply.
3. As an additional security measure it is better to use a camera which can automatically print the date on all photos.
4. It is **essential** that when the camera is connected to a computer that it is possible to view the images by exploring the camera's drive in "My Computer".

NB: Photos should always be taken in **landscape** mode, not portrait mode

Appendix D: How to transfer the audio files securely to the TEA Ltd. server:

Stage 1:

Go to <http://www.study-english-online.com/downloads/tango.exe> to download “Tango Dropbox” - run the setup file, clicking through the default options (“Next” and Next”) to install the programme. (you will need to decide if you tick the “everyone” or “only me” boxes)

Stage 2:

An icon called “Shortcut to Tango DropBox” should appear on your desktop. Double-click this icon.

You should now see an icon saying “Tango Dropbox – No account” on your desktop.

Stage 3:

Now retrieve the email which TEA Ltd. has sent you – save the attached file (called “?????.dropbox” to your desktop. Then drag and drop this file into the Tango Dropbox – No account” icon.

You should now see the “Tango Dropbox – No account” icon change to “Tango Dropbox – TEA audio-????”.

You are now ready to transfer the audio files. Simply locate them on your computer and drag and drop them into the “Tango Dropbox – TEA audio” icon.

If you have an active internet connection then after a few seconds you will see the files begin to be transferred.

Stage 4: Once all the files have been successfully transferred you may exit the programme (right click the programme icon – a green arrow – in your toolbar)

Stage 5:

Send an email to the TEA Administrator (melanie@tea-test.com) to inform us that you have transferred the files.

Appendix E: TEA Registration Form (double-sided, on the following pages):

Registration Form



**TEST OF ENGLISH
FOR AVIATION**

The information you enter will be shown on your TEA certificate.

Please complete in BLOCK CAPITALS in pen and write clearly.

The spelling should be exactly the same as on your passport / identity card.

First Name(s): _____

Surname: _____

Sex: **male ()** **female ()**

Date of Birth: (day / month / year) _____

Nationality: _____

Language (mother-tongue): _____

Passport / Identity Card Number: _____

Country (where you live): _____

E-mail address: _____

Profession (select ONE only):

ATCO - en-route	()
ATCO – approach	()
ATCO - aerodrome	()
ATCO - trainee	()
Private pilot (aeroplane)	()
Commercial pilot (aeroplane)	()
Transport pilot (aeroplane)	()
Helicopter pilot	()
Glider pilot	()
Free balloon pilot	()
Pilot - trainee	()
Other (please specify)	()

After reading the information on the reverse side, please sign and date.

Candidate Rules and Regulations

You must:

- At the time of the test, provide proof of your identity (e.g. national identify card or passport). This ID must contain a number, a signature, a date of birth and a photograph. It is the responsibility of the candidate to prove their identity. The identity card or passport used at the time of the test must be the same as the one used on this registration form.
- Ensure mobile phones, pagers and other electronic devices are switched off and placed with personal belongings in the area designated by the test administrator. Any candidate who takes an electronic device into the test room may be disqualified.
- Notify the test administrator immediately if test day conditions in any way impede your performance.
- Agree to have your photograph taken immediately before the test begins.
- Agree to have your test audio-recorded.

You must not:

- Attempt to cheat or disrupt the test in any way.
- Use, or attempt to use, a dictionary, pager, spell-checker, electronic recorder or mobile phone for the duration of the test. Any candidate doing so will be disqualified.
- Talk to or disturb other candidates once a test has started.
- Smoke, eat or drink in the test room.
- Reproduce any part of the test in any format/medium, including attempting to audio-record or video-record any part of the test. Any candidate doing so will have their test results disqualified and be liable to prosecution.
- Remove any materials used during the test. This includes, but is not limited to, test papers, CDs and audio recording devices.

Disqualification warning

If you are caught breaking any of the candidate rules your test result will be invalid, you will not receive a test certificate, and notification of your disqualification will be sent to the national Civil Aviation Authority.

Limitation of Liability

The objective of this test is to assess your current English proficiency according to the ICAO scale. This assessment will be made entirely based on your performance during the test. No guarantees can be made or are implied about your future use of English.

“I hereby agree that the information I have provided is true and accurate and that I agree to abide by the rules and regulations included in this document”

Signature of Applicant: _____ **Date:** _____