

Video Call Speaking Hub (Home Based)

Examiner Pack

Contents

Section	Articles	Page
1. British Council and you	Our purpose	3
	Our values	3
	Code of practice	4
	PSN Requirements	4
	Confidentiality	4
	Dress code	4-5
<hr/>		
2. Place of work, recruitment,	Place of work	5
	Service agreement	5
	Minimum requirement	5
	Vetting checks	5
<hr/>		
3. Payment	Payment	6
<hr/>		
4. Time commitment and duties	Time commitment and duties	6
	Duties	6
5. Disciplinary, grievance and appeals	Disciplinary policy	6-7
	Disciplinary procedures and steps	7

1. British Council and you

Our Purpose

We build engagement and trust for the UK through the exchange of knowledge and ideas between people worldwide.

Our Values

Valuing people

- We treat people with courtesy and respect
- We listen to what people have to say and respond helpfully
- We give people the opportunity to use and develop their talents
- We value diversity

Integrity

- We are honest
- We are consistent both in what we do and say
- We take responsibility for our actions and decisions

Mutuality

- We wish to learn from and share with other people
- We put effective relationships at the heart of our work
- We work towards common goals

Creativity

- We encourage people to develop new ideas in an environment of trust
- We are resourceful and innovative in our approach
- We actively seek and present the best in creativity

Professionalism

- We are true to our values and keep our promises
- We listen to and value the ideas and opinions of others
- We accept individual and collective responsibility for delivering work to a high standard.

How do we live these values?

All of us must abide by these five values in all aspects of our work. Through discussions between colleagues a shared understanding of how they are interpreted in each country to fit with the local culture should be developed.

Code of Practice

All examiners must abide by VCS Code of Practice which sets the standards by which VCS speaking examiners are expected to do their work and helps to maintain our good reputation. All examiners must

read the Code of Practice, which will be made available during induction.

PSN Requirements

All examiners must abide by the IELTS Professional Support Network Examiner Handbook which sets the standards for the way examiners work and is key to maintaining high standards of test delivery. All IELTS examiners must read the Examiner Handbook and read and sign the Invitation to Examine, the Code of Practice, and the IELTS Confidentiality Agreement. These documents will be made available to you during onboarding and induction.

Confidentiality

All information relating to an individual's employment is confidential and may only be shared with others on a strict need-to-know basis. This includes job applications, performance management record, information on pay and correspondence on disciplinary and grievance cases. Disciplinary action may be taken against any manager or member of staff who breaches confidentiality.

Dress code

All examiners have a responsibility to meet the expectations of our customers and to present a positive image of the British Council. Your dress must be appropriate as described below:

	Acceptable	Not Acceptable
Female	<ul style="list-style-type: none">• Smart-casual shirt or blouse• Smart-casual trousers/pants skirt or dress	<ul style="list-style-type: none">• Strap tops• Low-cut garments• Extremely tight-fitting dresses• Mini skirts• T-shirts, informal baggy jumpers/sweaters
Male	<ul style="list-style-type: none">• "Tie-worthy" shirt – i.e. a smart-casual shirt with which a tie can be worn• Polo-shirts in subdued colours i.e. must have a collar• Smart-casual trousers/pants, including chinos	<ul style="list-style-type: none">• Informal baggy jumpers/sweaters• T-shirts or vests

2. Place of work, recruitment

Place of work

Examiners will be working from home. Backgrounds must be clear from clutter and free from branded or personal imagery that could distract the Test taker during the Video-Call Speaking test. During tests no other persons should be in the room with the Examiner and no distractions such as pets or children should be present.

Service Agreement

The British Council work in partnership with Comensura, who manage all our non-permanent workforce (NPW) requirements. Comensura provides the payroll to NPWs through Carbon 60 and if you join the team as a Speaking Examiner, you will be engaged and paid through Carbon 60. Further details will be shared during onboarding.

The appointment of examiners on a short-term service arrangement shall be affected by the agreement issued by Comensura and signed by both Comensura and the examiner. The agreement specifies the examiner's position and payment information. The agreement is for a fixed term period.

Minimum Requirements

You will need:

- Active IELTS Examiner status for Speaking (you must be active on the day you start testing)
- Suitable IELTS Speaking Examining experience
- Suitable IELTS Speaking certification and monitoring history
- The required qualifications and professional attributes for the role
- Suitable technical ability and/or knowledge of computer systems
- A device that can connect to the internet (iPad, tablet, laptop etc).

Vetting Checks

In line with our safer recruitment practice and policy we must demonstrate that a reasonable level of due diligence has been applied when pre-screening candidates and therefore examiners will undergo vetting checks carried out by Comensura. If you have recently gone through Comensura vetting check then you will not be required to do this again.

3. Payment

Payment

Speaking examining work will be paid at a rate of £10 per interview.

4. Time commitment

Time commitment

On normal day an examiner is expected to complete between 16-20 interviews. Examiners are also expected to take a 40-minute break in the middle of a full shift and a 20-minute break at some point during shifts of up to three hours

It is expected that Examiners will commit to at least 20 Speaking interviews per week.

Duties

As a speaking examiner you will be conducting IELTS Speaking interviews from home, with test takers in other parts of the world. You will be expected to maintain standards of procedures, rating and the way of handling examination materials as outlined in the IELTS PSN Policy and British Council policies.

VCS training will be provided by the British Council Global Marking team, and remote technical support will be provided throughout the marking day.

5. Disciplinary

Disciplinary policy

Standards of work performance, conduct and attendance have an important impact on success of the project. If there is a problem, both PSN and the British Council have clear procedures aimed at achieving improvement. These provide for an examiner to:

- be informed by an Examiner Trainer/ESM or VCS hub manager if there is a problem
- discuss the problem with the VCS hub manager and present their own views
- where appropriate, be informed of what improvements are needed
- be given appropriate guidance or support to enable the improvement to be made
- have the right of appeal against a decision taken by managers.

PSN and the British Council's disciplinary policy and procedures provide a mechanism for disciplinary matters to be dealt with promptly, fairly and consistently and the PSN manual and the British Council's Code of Conduct set out the standards required of you.

Disciplinary procedures and steps

The PSN disciplinary procedures and guidance are available in the IELTS PSN Examiner Handbook held by the Global Hub and available under secure conditions. Examiners have the right to request access to this handbook at any time.