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1. Introduction

This handbook forms part of the contract of behaviour between approved Oxford Test of English test centres and Oxford University Press (OUP). It outlines the responsibilities and expectations for any person who uses or interacts with the Oxford Test of English. This includes any staff at a test centre who:

- manage the test centre
- book and organize test sessions
- support the technical requirements of the test
- invigilate test sessions.

This handbook explains the standards for running a test centre which must be followed at all times. It is the test centre manager’s responsibility to make sure that all staff have a copy of this handbook and follow the standards. The test centre manager must also make sure that the test centre complies with OUP’s Partner Code of Conduct.

The information in this handbook also explains what test centres can expect from OUP. Together with information provided online by the test centre, this handbook is used for monitoring and/or inspections which OUP may carry out at its discretion.

2. What is the Oxford Test of English?

The Oxford Test of English is a general language proficiency test, benchmarked to the Common European Framework Reference (CEFR). The test is:

- certified by the University of Oxford
- developed and validated by Oxford University Press (OUP) and independent experts.

The Oxford Test of English is not linked to a curriculum or course. It consists of four modules: Speaking, Listening, Reading and Writing. Modules can be taken individually or in any combination. There are two versions of the Oxford Test of English: the Oxford Test of English (suitable for test takers aged 16 or above) and the Oxford Test of English for Schools (suitable for test takers aged 12 to 16). Both versions of the test have the same format and are certified by the University of Oxford. The only difference in the Oxford Test of English for Schools is that the test content has been written to cater for a younger age group. Test takers aged 16 can choose to take the Oxford test of English or the Oxford Test of English for Schools. We recommend that test takers in this age category try out the sample material supplied in the demo tests available on the Oxford Test of English website before making their decision as to which version to select. As the format and administration of both versions of the test is the same, reference to the Oxford Test of English in this handbook applies to both versions of the test unless specified.

2.1. Marking

The Listening and Reading modules of the test are adaptive. This means that the difficulty of questions changes in response to each test taker’s responses as they work through the module. Both modules are automatically computer marked.

The Speaking and Writing modules of the test are marked by trained assessors and senior assessors, according to specific marking criteria.

2.2. Becoming an approved test centre

To become a test centre, the test centre manager must complete and submit an online application. As part of the application process, Oxford University Press (OUP) carefully checks
the information provided on the application form, such as student levels, the test centre’s website and IT facilities.

Go to www.oxfordtestofenglish.com or speak to your local OUP representative for more information.

Test centres must not advertise any tests before they have received confirmation that their application has been successful.

3. Managing a test centre

This section explains what needs to be done to set up and run a test centre including:

- organizing and setting up a test centre
- health and safety
- test room(s)
- test taker computer requirements
- installing and using the Oxford Test of English Secure Browser.

3.1. Advertising and promotion

It is the test centre’s responsibility to make sure that all promotion and advertising of the Oxford Test of English follows the branding guidelines in Section 12 of this handbook. Oxford University Press (OUP) reserves the right to require any improper advertising or promotions to be removed at the cost of the test centre.

Importantly, any information provided to others by the test centre must not misrepresent OUP. This includes misrepresentation of:

- the relationship between the test centre and OUP
- the Oxford Test of English itself
- the certification of the Oxford Test of English by the University of Oxford.

A test centre is given the approved status by OUP in relation to the Oxford Test of English only. Approval is in no way an endorsement by either OUP or the University of Oxford of the test centre’s activities.

For support and advice on advertising and promotions, contact otesupport@oup.com.

See Section 12.1 for a detailed description of Oxford Test of English branding guidelines.

3.2. Test centre staff

Each test centre must identify key staff members who manage and support the Oxford Test of English. This section describes the roles needed to run test sessions and their responsibilities.

It is the test centre manager’s responsibility to train test centre staff on how to use the Oxford Test of English website. The test centre manager must make sure that all staff members follow the information in this handbook and the terms and conditions agreed to on registration. Test centre staff must observe strict confidentiality regarding the Oxford Test of English content and materials at all times.

There are three roles in every test centre:

- Test centre manager
- IT representative
- Invigilator

Several people may have the same role or one person may have more than one role.
3.2.1. Test centre manager
This person is Oxford University Press (OUP)’s main point of contact for the test centre. The test centre manager has overall responsibility for managing the test centre and all staff.

The test centre manager is responsible for:
- managing the test centre
- booking new test sessions
- editing or cancelling test session bookings
- managing results
- buying licences on the test centre’s behalf
- updating test centre details when required
- managing test centre staff
- organising the trial test.

The test centre manager must also make sure that a copy of OUP’s Privacy Policy and the Oxford Test of English Test Taker Terms and Conditions are available to test takers before the test.

Please note: any changes of test centre manager must be communicated to OUP by emailing otesupport@oup.com.

3.2.2. IT representative
The test centre manager should identify one or more IT representative(s) with suitable technical knowledge to:
- check that the test centre’s hardware meets the required specifications
- install and check the Oxford Test of English Secure Browser
- create Windows user accounts
- change settings in Windows
- complete system checks
- be on hand during test sessions for technical support.

For detailed technical requirements and information about the Oxford Test of English Secure Browser, see Section 3.5.

For information about the IT representative’s responsibilities leading up to a test session see Section 5.4.

3.2.3. Invigilators
It is the test centre manager’s responsibility to make sure that the requirements in this handbook are followed by all invigilators. Every invigilator must have access to this handbook, Oxford University Press (OUP)’s Privacy Policy and the Oxford Test of English Test Taker Terms and Conditions.

3.2.3.1. Invigilator selection
Invigilators must:
- follow the Oxford Test of English Test Centre Terms and Conditions, the information in this handbook and further instructions on the Oxford Test of English website
- be comfortable managing and controlling groups of test takers
- be comfortable monitoring the behaviour of any other person in the test room during a test session, including other invigilators, test centre staff and any authorized observers
- make sure that no photographs are taken by any person in the test room before, during or after a test session
- have a reasonable command of English (B1 level or above)
be at least 18 years old
be honest and trustworthy
be comfortable with IT
be familiar with the format of the test.

All invigilators must be given access to the Oxford Test of English platform. They will need enough time to learn how the platform works before the first test they invigilate.

3.2.3.2. Number of invigilators
The number of invigilators required for a test session can be calculated following the rules and guidance set out in the table below:

- There must be at least two invigilators for each test session.
- For sessions of **one to five** test takers, the second invigilator does not need to remain in the test room for the duration of the test session. However, they must be located nearby on the premises and available if they are needed.
- For sessions of **six** test takers or more, there must be a minimum of two invigilators in the test room. There must be at least one additional invigilator for every 25 test takers.

<table>
<thead>
<tr>
<th>Number of Test Takers</th>
<th>Number of invigilators in the test room</th>
<th>Total number of invigilators on the premises</th>
</tr>
</thead>
<tbody>
<tr>
<td>1–5</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>6–50</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>51–75</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>75–100</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

Please note: each test booking is for a single room. If two rooms will be used for testing at the same time, two separate bookings must be made and the number of invigilators required will increase.

The name of one lead invigilator is required to book a test. The details of all invigilators who will be in the test room must be added to the booking before the test date. If possible, it is recommended that all invigilators are added at the time of booking.

3.2.3.3. Invigilator instructions, checklist and script
The responsibilities of an invigilator are explained in Section 7 of this handbook. There is also an Invigilator Checklist and Script available while signed in to the Oxford Test of English platform which should be used on the test day.

3.2.4. Exclusion rules
- A test centre manager / IT representative / invigilator cannot also be a test taker taking the test at the same test centre.
- A test centre manager / IT representative / invigilator cannot be a close relative (e.g. spouse / parent / son / daughter / brother / sister) of a test taker taking the test at the same test centre. The test taker may take the test at another test centre.
- An invigilator cannot invigilate a test session including any students they teach.
3.3. Health and safety

The test centre manager is responsible for making sure that all facilities and premises are safe for test takers. This includes making sure that all electrical equipment is regularly checked by qualified professionals, that all cabling is secure and does not present a trip hazard and that seating is at the right height and distance from each screen.

3.3.1. Fire alarms, exits and toilets

Test centres should make sure that all test takers are told of fire alarm procedures, nearest exits and toilet facilities.

These minimum requirements are in addition to local laws governing health and safety.

3.4. Test rooms

The test centre is responsible for providing a quiet test room with no distractions for each test session.

Test centres must make sure that other people in the building are aware of when a test is due to take place so that they can behave appropriately.

Test rooms should meet the guidelines below:

- Directions to the test room should be clearly displayed within the test centre.
- The ‘Notice to Test Takers’ and ‘Quiet Please – Test in Progress’ posters should be clearly displayed outside the test room.
- The test room should be a reasonable temperature, neither too hot nor too cold and without any draughts. The ideal room temperature for testing is 21–23 degrees Celsius.
- The test room should be well lit.
- The test room should be in a quiet location and free from distractions such as printers, photocopiers, traffic noise, telephones, etc.
- The test room should be close to appropriate toilets.
- The test room should be clean, comfortable and furnished appropriately.
- There should be no materials (books, posters, etc.) in English displayed in the test room, other than those agreed in this handbook. If it is not possible to remove any materials in English, please cover them so they cannot be seen by test takers.
- There should be a working clock at the front of the test room which all test takers can clearly see from their test computers.
- There should be a separate desk and workstation for the invigilator in the test room. This must be located so that the invigilator can check in test takers on arrival and allow a clear view of all test takers’ workstations throughout the test.
- The test room should allow for test takers with special accessibility needs – e.g. extra space or specific equipment.

In addition, there should be an area outside each test room where test takers can meet before the test starts. Please ensure that test taker belongings are stored securely away from the work stations. This area can be inside the test room if there is sufficient space in the room.

3.4.1. Seating and computer workstations

The seating capacity of each test room must be recorded online. For each test room the test centre manager will need to confirm with Oxford University Press (OUP):

- a unique name to identify the room
- the number of computers available for test-taking based on the room capacity guidelines in section 3.4.1.1.

Every computer that will be used by a test taker must meet the system requirements in Section 3.5.
Each computer must be at least 110cm away from the edge of the next computer in every direction (front, back, left and right). This might mean that not every computer in a room can be used for a test session. This rule is to make sure that test takers do not disturb each other and to remove any possibility of malpractice.

3.4.1.1. Room capacity
In each test session there must be:

- one computer for the invigilator
- one computer for each test taker
- one spare computer for every 10 test takers.

For example, a room with 30 computers all at least 110 cm from each other would allow for 26 test takers, leaving 3 spare computers and 1 computer for the invigilator.

Important: there must be headsets available for every computer in the test room, including the spare computers.

3.5. Technical requirements
The minimum requirements for each computer used by test takers are set out below. Please note that this is an Internet-based test so all computers used for testing must have a reliable and stable Internet connection.

The Oxford Test of English is designed to work on desktop PCs, laptops and netbooks which use a wired connection to the internet.

Apple computers, tablets and other mobile devices are not supported.

Please note: It is advised that the Oxford Test of English Secure Browser is not used on a network of computers as OUP are unable to offer technical support for this setup.

3.5.1. Detailed technical requirements

<table>
<thead>
<tr>
<th>CPU</th>
<th>2.33GHz processor (minimum)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system</td>
<td>Windows 8 or newer</td>
</tr>
<tr>
<td>Memory</td>
<td>4 GB RAM (minimum)</td>
</tr>
<tr>
<td>Monitor</td>
<td>Minimum 14-inch colour display</td>
</tr>
<tr>
<td></td>
<td>Screen resolution: 1024 x 768 minimum; 1152 x 864 recommended</td>
</tr>
<tr>
<td>Internet connection</td>
<td>A reliable and stable wired Internet connection with a minimum download speed of 512 Kbit/s and a minimum upload speed of 256 Kbit/s per test taker. The total download speed of the connection must be at least 10 Mbit/s.</td>
</tr>
<tr>
<td></td>
<td>Please note: Wireless (Wi-Fi) connections are not supported.</td>
</tr>
<tr>
<td></td>
<td>The performance of the test may be affected by the quality of your bandwidth.</td>
</tr>
<tr>
<td>Security/ firewall</td>
<td>The test centre’s firewall must allow the Oxford Test of English to function as intended</td>
</tr>
<tr>
<td>Noise-cancelling microphone</td>
<td>Condenser type</td>
</tr>
<tr>
<td></td>
<td>Polar pattern: Omni-directional</td>
</tr>
<tr>
<td></td>
<td>Impedance: low (2.2k recommended)</td>
</tr>
<tr>
<td></td>
<td>Sensitivity: -62 dB (-38dB recommended) ± 3dB</td>
</tr>
<tr>
<td></td>
<td>Frequency: 50~16000 Hz</td>
</tr>
<tr>
<td>Sound card</td>
<td>Each computer must have a sound card installed which has been tested with the headphone and microphone specifications above.</td>
</tr>
</tbody>
</table>

Important: Noise-cancelling microphones are required for the Speaking module. These requirements may be updated at any time.
3.5.2. Oxford Test of English Secure Browser

The Oxford Test of English Secure Browser must be installed on every computer that will be used by a test taker. This makes sure that test takers cannot access websites or any other applications while completing the test.

It is the IT representative’s responsibility to download the Oxford Test of English Secure Browser, install and test the browser on each test computer.

Detailed instructions are available for the IT representative in the Oxford Test of English Secure Browser Instructions and on the Oxford Test of English website.

If your test centre changes or upgrades machinery after your initial training test has been completed, please make sure you notify OUP (via otesupport@oup.com). Changing machinery after the initial training test has been completed could result in the Oxford Test of English Secure Browser not working on your new computers.

3.5.3. Windows user accounts

User accounts must be created in Windows for use on test computers. These user accounts:

- must not have administrator permissions
- must have up-to-date drivers and software to run the test
- must be used only for Oxford Test of English test sessions

These accounts should be set up by the IT representative. They should be used to log in to test machines and load the Oxford Test of English Secure Browser before the start of each test session.

3.5.4. Internet browsers

When accessing the website outside of the Oxford Test of English Secure Browser, an up-to-date version of Google Chrome is required.

3.5.5. Running trial test sessions

Each test centre must run a successful trial Oxford Test of English test session before advertising commercial sessions for test takers. Trial test sessions use a training version of the Oxford Test of English which contains sample material and doesn’t provide results.

Trial test sessions make sure that:

- all test centre staff have completed their training and are able to administer the test
- the Oxford Test of English Secure Browser has been installed correctly
- the test runs as expected on all computers in each test room

A trial test session must be booked for each of your test rooms. Training test licences will be made available by Oxford University Press (OUP) Customer Support for you to run these sessions.

Trial sessions must be run to the full capacity of each test room. You must run the test on all of the computers in the test room during each trial session. It is important that the test is run on each computer because local drivers and configuration differences between computers could stop the Oxford Test of English from running successfully.

All trial test sessions must be run following the guidelines in this handbook. However:

- training tests should be taken by test centre staff. Students or other prospective test takers must not take the training test
- Reading and Listening modules run automatically. You don’t need to answer these questions during a trial session. However, choosing an answer and clicking the ‘next’ button for each question will shorten the time these modules take to complete.
- for the Speaking and Writing modules, OUP will check that answers are captured as expected during each trial session. Staff taking the test must provide short answers for the Speaking Part 3 task and for both Writing tasks on each computer. You don’t
need to provide long or complete answers to these questions; one or two sentences will allow OUP to complete the necessary checks.

- one person can complete more than one test in a session by moving between computers if required.

When you have completed a trial test session for each of your test rooms, please email OUP Customer Support at otesupport@oup.com. Customer Support will check that the trial sessions were successful and confirm when your test centre can advertise and book commercial test sessions.

If you have a system update, you will need to run the trial again on all computers.

### 3.5.6. Using offsite facilities

An ‘offsite’ facility is any building used by a test centre to run the Oxford Test of English which is not the approved test centre address.

If a different building is used which is not the approved location, it is the test centre manager’s responsibility to make sure that:

- Oxford University Press (OUP) is informed and has approved the new location
- the new location is created on the test centre’s account as a test room that clearly identifies its location
- test takers understand that the relationship for the Oxford Test of English remains with the test centre and not the location where they take the test.

Please note: OUP reserves the right to monitor and/or inspect such offsite locations.

### 4. Booking tests

This section includes information on booking tests, including:

- who can book tests
- buying test licences.

#### 4.1. Who can book a test?

Only approved test centres can book tests. The test centre manager can book test sessions for their test centre while signed in to the Oxford Test of English platform. Licences must be available on the test centre’s account to book a session.

#### 4.2. Buying test licenses

To book a test session, the test centre will need to buy the required number of Oxford Test of English licences from Oxford University Press (OUP). Test licences can be bought online by choosing ‘Licences’ while signed in to the Oxford Test of English platform.

OUP takes no responsibility for and does not support any resale transactions from the test centre to the test taker. Resale transactions are the sole responsibility of the test centre and test taker.

Test licences will be added to the test centre’s account when OUP has received payment for the licences. Online credit or debit card payments are instant; tests will be made available to the test centre straight away. Bank transfers and other payment methods usually take around three to five working days to clear, but could take longer depending on the bank. The test centre should not confirm any test sessions with test takers until the session has been booked online. There are separate licences for the Oxford Test of English and the Oxford Test of English for Schools versions, so please ensure that you are purchasing licences for the correct version of the test.
Please note: test license purchasing models may differ according to your country of operation. Please contact OUP Customer Support for more information or if you are unsure how to purchase test licences.

4.3. Test details required to make a booking

To book a test session, the test centre manager will need to know:

- the date and time of the planned test session – this must be at least seven days after the date the booking is made
- the room the test will take place in (see Section 3.4)
- who the invigilators will be (see the rules about invigilators in Section 3.2.3.2)
- the full name and email address of each test taker who will take the test in the session.

The test centre manager will need to enter the above information online to book a test session.

Please note: test takers will receive an email when they are registered into a test centre. The time and location of test sessions and any changes made after the initial test session booking will need to be communicated to the test takers outside of the Oxford Test of English platform.

4.4. Additional information about test bookings

- A test session can include between one and four test modules.
- A test centre can book multiple test sessions a day if required. All test sessions must be run following the rules and guidelines in this handbook.
- A test session can include both Oxford Test of English and Oxford Test of English for Schools test takers. Care must be taken to allocate the correct licences for each test taker.
- Tests cannot be booked or take place during scheduled website maintenance. Details of scheduled maintenance will be made available to test centres in advance on the Oxford Test of English Service Status Page: (www.oxfordtestofenglish.wordpress.com). We recommend that all test centre staff follow this page to receive updates via email.
- Test centres must obtain consent from parents or guardians for the acquisition and transfer of data of under 16 year olds to OUP. Parents or guardians must be provided with the OUP Privacy Policy which sets out how personal data will be treated and how they can contact OUP for data privacy related matters. Test centres must direct parents or guardians to OUP’s website www.oup.com, where the OUP Privacy Policy is available in several languages.

4.5. Accommodating special requirements

Any test taker can make a special requirements request to enable them to take the Oxford Test of English. There are a number of options available to help test takers who have visual difficulties, hearing difficulties, learning difficulties or access needs.

For more information on special requirements, please go to www.oxfordtestofenglish.com and choose ‘Accommodating special requirements’ on the ‘For test centres’ tab.

- All special requirement requests must be made by the test taker using the Special Requirements Request Form on the Oxford Test of English website, with supporting documentation if required.
- Test centres must take all reasonable steps to accommodate any special requirements requested by test takers.

Any Special Requirements Request Forms received by a test centre must be completed by the test centre manager and emailed to Oxford University Press (OUP) at otessupport@oup.com.
A request for visual display options or physical access requirements, including changes to the test room layout or workstation, must be emailed to OUP at least one month before the scheduled test date.

A request for extra time, breaks between modules or a private test session must be emailed to OUP at least three months before the scheduled test date.

It is the test centre manager’s responsibility to make sure that the lead invigilator and other test centre staff are made aware of any special requirements before each test session. All staff present at the test session will need to know what to do to prepare for and/or help test takers with special requirements on the day of the test.

If a test centre is unable to accommodate a request, a reason must be given by the test centre manager on the form that is emailed to OUP.

4.6. Booking confirmation

A test session is considered booked when:

- all of the details in Section 4.3 have been added online
- purchased licences have been allocated to the test session
- a booked session is ready to be started by the lead invigilator on the scheduled date.

Please note: The test can be started at any time on the test day. We recommend that the correct start and end times are entered when the session is booked to avoid confusion.

5. Test centre preparation before the test

Several activities need to be completed before the test day. These include:

- preparing and giving instructions to test takers
- preparing the test centre and test room
- preparing invigilators
- preparing the test computers.

There is a Test Session Preparation Checklist available on the Oxford Test of English website. This checklist should be used by the test centre manager to make sure that the above preparations are completed.

5.1. Making changes to a booked test

Test bookings can be changed by the test centre manager. Changes must be made before the test session starts and communicated to test takers outside of the Oxford Test of English platform.

If the test date is changed, the new date must be at least seven days in the future.

If a test session is cancelled or any test takers do not attend, unused licences will be returned to the test centre once the test session is closed and can be used in future sessions.

5.2. Test taker instructions before the test day

The test centre manager must contact each test taker to inform them:

- that they need to register on the Oxford Test of English platform at least 24 hours in advance using the link in their invitation email. Test takers should be reminded that they will need both their username and their password on the test day. It is not possible for a test taker to register on the test day.
- when the test starts, what time they should arrive and that late arrivals will not be accepted
- where they should meet and that there will be a safe place to store their personal belongings during the test
• to bring valid photographic identification (see Section 7.3) and understands the ID rules
• that they cannot bring any paper, pens, pencils or electronic equipment into the test room, e.g. laptops, mobile phones, cameras, smart watches. Note: this includes blank sheets of paper
• that they can bring a transparent bottle of water, with any labels removed, into the test room if required.
• a copy of Oxford University Press (OUP)’s Privacy Policy and the Oxford Test of English Test Taker Terms and Conditions are available in their registered account.
• that any form of cheating or misconduct will result in them being removed from the test session and their results being withheld.
• where to find information about the test: www.oxfordtestofenglish.com.

5.3. Preparing the test room
Before each test session, you must make sure that the test room:
• is in a location where no building work or other distractions are expected on test day
• is free of posters and displays in English (or that any such posters / displays are completely covered over)
• has the ‘Quiet Please – Test in Progress’ and the ‘Notice to Test Takers’ posters clearly displayed outside the room
• has seating arranged appropriately
• has the scheduled test start and end times written on a board or poster which can be clearly seen by all test takers
• meets the guidelines confirmed in section 3.4.
Please also make sure that there are signs in the test centre clearly directing test takers to the test room.

5.4. Preparing the computers
The IT representative should make sure that all computers in the test room:
• are in good working order
• have the latest version of the Oxford Test of English Secure Browser installed (see Section 3.5.2)
• have a working noise-cancelling headset (headphones and noise-cancelling microphone)
• have a working and reliable wired connection to the Internet
• are logged into using only Windows user accounts set up specifically for the Oxford Test of English (see Section 3.5.3)
• are not running applications other than the Oxford Test of English Secure Browser. This includes anti-virus scans or other applications that run in the background.

5.5. Seating plan
A plan of the test room should be created by the test centre to be used on the test day. When all computers have been checked and are ready to be used for the session, test takers’ names should be placed in front of each computer. The seating plan must then be completed by the lead invigilator before test takers enter the test room.
Seating plans must be kept and stored after each test session so that they can be provided to Oxford University Press (OUP) upon request.
5.6. Preparing the invigilators

Make sure that all invigilators who will be invigilating a test session are aware of:

- who the lead invigilator is
- the test start time
- the location of the test room
- what is required of them on the test day and how to use the Oxford Test of English platform (see Section 7)
- the Invigilator Checklist and Script they need to complete for each session
- how to manage test takers’ behaviour (see Section 6)
- the required behaviours of an invigilator (see Section 3.2.3)
- the documents needed to run the test, e.g. a copy of this handbook and the Invigilator Checklist and Script.

The lead invigilator must also have a list of the test takers’ names before each test session. Please note: It is not possible to download this list from the test session itself. Instead, it is recommended that a list of test takers is also kept offline and printed for the invigilator before the test day.

5.7. Test Session Preparation Checklist – the day before the test

The day before the test, the test centre manager must make sure that all staff, rooms and equipment are fully prepared for the test session. The Test Session Preparation Checklist should be completed to confirm this.

6. Test taker behaviour

All test takers must agree to the Oxford Test of English Test Taker Terms and Conditions and Oxford University Press (OUP)’s Privacy Policy when registering their account before they can take the test.

This section provides information on:

- expectations of test taker behaviour
- test takers arriving late or leaving the test room

6.1. Misconduct

Any misconduct by a test taker will be taken very seriously and will lead to their test results being withheld. The following behaviours are viewed as misconduct.

6.1.1. False representation

A test taker who is suspected of impersonating another person must not be allowed to take the test. If a test taker is suspected of impersonation after a test session has started, their results will be withheld while the incident is investigated.

All incidents of suspected impersonation must be described in detail by the invigilator in the invigilator notes in the test report. We recommend that the test centre takes a photograph of anyone suspected of impersonation and asks a witness to write and sign a statement describing the situation. This statement should ideally be written by another member of the test centre’s staff.

6.1.2. Malpractice

Test takers must not take part in any form of malpractice, including but not limited to:

- attempting to improve their score on the test by cheating or fraud
• attempting to steal test content before, during or after a test session
• communicating with each other in any way during a test session
• copying from other test takers
• the use of any electronic device, such as a mobile phone, for any reason during a test session
• copying or photographing test content
• the use of any written material such as dictionaries or notes
• having any other programs or websites running on their computer while taking the test
• sharing content from the test with others in any way
• helping other test takers in any way to gain or provide an unfair advantage before, during or after the test.

Please note: This is not a complete list of malpractice behaviours. It is the invigilator's responsibility to make sure that no behaviour that could be considered malpractice is tolerated.

6.1.3. Disruptive behaviour

• Test takers are expected to act with respect to test centre staff and other test takers at all times.
• No noise or talking is allowed during the test, other than during the Speaking module.
• Test takers should stay seated unless given permission to move by the invigilator.
• All mobile devices must be switched off and handed to the invigilator before entering the test room.
• No food or drink is allowed in the test room during the test, except drinking water in a transparent bottle with any labels removed.
• At all times, test takers should accept and follow any reasonable requests made by the invigilator.

6.1.4. Dealing with misconduct

If misconduct is suspected during a test, the invigilator should take action immediately.

If the misconduct is not disturbing other test takers, the invigilator should:

• give a discreet but clear sign to the test taker that they have been seen
• allow the test taker to complete the rest of the test.

If the misconduct is disturbing other test takers, the invigilator should:

• ask the test taker to leave immediately
• exit the Oxford Test of English Secure Browser and shut down the test taker's computer.

In all cases, the invigilator must:

• include a detailed description of the incident in the invigilator notes in the test report
• email otesupport@oup.com with details of the incident immediately after the test session.

6.2. Breaks and unscheduled events

If a test taker wishes to take a comfort break or leave the room during the test, their module will continue automatically. If a test taker wishes to leave the room between modules, the next module should be started as normal by the invigilator so that other test takers are not kept waiting. Test takers should be told of this before they start the test and reminded that they will miss questions and lose marks if they leave the room at any time during the session. This is because individual tasks are timed.
Only one test taker at a time should be allowed to leave the test room. Test takers leaving the room should be accompanied by an invigilator and their ID must be checked again by the lead invigilator when they return.

If there is an exceptional event (e.g. test taker sudden illness, fire alarm) the test will continue to the end of the current module automatically. The test will then pause.

A test can be paused for up to 24 hours from the start time. However, an exceptional event could cause internet connection problems or health and safety concerns which stop the test session from continuing. It is up to the lead invigilator whether to continue or abandon the session.

If an unscheduled event interrupts a test session, test takers may need to take one or more test modules in a separate session later.

The invigilator must provide full details of any unscheduled events in the invigilator notes in the test report. Oxford University Press (OUP) checks these details and might wish to discuss the incident with those involved afterwards.

6.3. Arriving late/leaving early

Once the test has started, test takers arriving late cannot join the test. They should not be allowed to enter the test room. If a test taker arrives late, they will need to arrange to take the test at another time.

Test takers can leave the test room once they have finished all assigned test modules, provided that this is agreed with the lead invigilator and other test takers are not disturbed.

7. The test day

This section confirms how to run test sessions. Invigilators will need to read and understand the information in this section before they run any test sessions. We also ask all invigilators to use the Invigilator Checklist and Script on the test day.

It is important to manage all test takers professionally. For example:

- Make sure that all test takers know where and when to meet on the test day.
- Make sure that someone is available to meet test takers before the test.
- When there are two or more test sessions booked for the same day, make sure that test takers who have taken their tests do not meet with test takers on their way to a test session.

It is essential that test conditions are consistent at all test centres. This is to make sure that test takers all have a similar test experience.

7.1. Room preparation

Both the IT representative and lead invigilator must be present in the test room at least one hour before the test is due to start.

The IT representative should:

- log in to each computer using the Windows user accounts created for the Oxford Test of English
- check the relevant Windows settings
- complete an audio check in the Oxford Test of English Secure Browser on each computer.

The invigilator should use the Invigilator Checklist and Script to confirm that the room is set up correctly ready for the test start time.

7.2. How to manage test takers before the test

Before the test, the invigilator should:
• meet test takers in a confirmed location
• direct test takers to store their personal belongings in the designated secure area
• remind test takers to have their IDs ready and free from any papers or notes
• remind test takers that they will not be able to take unscheduled breaks
• lead the test takers into the test room.

When storing personal items, mobile phones and similar devices should be switched off (not just on vibrate / silent setting) and handed to the invigilator by test takers before they enter the test room.

7.3. Checking test taker IDs

It is the test centre’s responsibility to make sure that a test taker is who they claim to be. If there is any suggestion that someone else is sitting the test on a test taker’s behalf, this will be viewed very seriously and could result in the test centre losing its approved test centre status.

7.3.1. Identification requirements

Test takers are required to bring one of the following forms of photographic ID with them to take the Oxford Test of English:

• National identity card
• Passport
• Driving licence
• Test Taker Identification Form.

Photocopies of official documents will only be accepted if they have been notarized by a lawyer and stamped to confirm.

Test takers need to choose the type of ID they are using and enter their ID number when they register on the Oxford Test of English website. This information must be checked against the test taker’s ID document on the test day.

Oxford University Press will not check individual ID documents but reserves the right to audit the procedures put in place by a test centre at any time.

7.3.2. Invigilator ID checks

The invigilator must:

• tell test takers to put their ID documents on the desk in front of them
• wait until each test taker is seated and has signed in
• visit each test taker and make sure that:
  o the test taker’s ID meets the requirements in Section 7.3.1
  o the test taker’s appearance matches the photograph on their ID
  o the name and ID number on the document match the name and ID number in the ‘My details’ options in the top right corner of the test taker’s computer.

Each test taker’s ID should stay on the desk throughout the test.

If the test taker’s date of birth and/or name registered in the system does not agree with the ID document they must not be allowed to take the test.

7.4. How the test takers sign in

Within the Oxford Test of English Secure Browser, each computer should display the Oxford Test of English sign in page. Test takers sign in with the username and password they set when they registered their accounts.
If a test taker does not remember their password, they should raise their hand and wait for an invigilator to help them. The lead invigilator can authorize a one-time sign in for the test taker. This will allow the test taker to take the test. Instructions for how to use this function are included in the online Help and Support.

### 7.5. Sound checks

All test takers will be asked to complete sound checks before the test starts.

- If the test contains the Listening and / or Speaking modules, these checks must be completed before the test can begin.
- If the test does not contain these modules the test takers can be instructed to click through the checks.

Invigilators / IT representatives may be required to support test takers either by adjusting their equipment or moving them to a spare computer if necessary.

### 7.6. Starting the test

The invigilator starts the Oxford Test of English from their computer. When signed in, the invigilator is able to see all test sessions booked for that day. When the invigilator has chosen a test session, further details for that test session will appear.

The invigilator must check each test taker’s identification before starting the test.

#### 7.6.1. Order of test modules

The modules of the Oxford Test of English will always run in the following order:

- Speaking
- Listening
- Reading
- Writing

Please note: After all test takers have completed each module, the invigilator will need to start the next module manually from their computer.

### 7.7. During the test

The invigilator should monitor test takers, other invigilators and any observers during the test session to make sure that there is no disruption and the test runs professionally.

The invigilator must not allow any cheating or misbehaviour of any kind or allow any photographs to be taken in the test room. Any person suspected of misbehaviour should be removed from the test room immediately. Details of any suspected misbehaviour must be included in the invigilator notes in the test report.

Test takers’ IDs should be rechecked during the test session. All test taker IDs should also be rechecked if there is any disruption to the test, such as a fire alarm or a test taker being removed from the test room for any reason.

Test takers can leave the test room once they have finished all assigned test modules, provided that this is agreed with the lead invigilator and other test takers are not disturbed. If there are any issues which cannot be solved by the invigilator, IT representative or test centre manager, the test centre can contact Customer Support at otesupport@oup.com.

### 7.8. Ending the test

When a test session is finished, the lead invigilator must complete the invigilator notes in the test report. In the notes, invigilators must record details of:

- any technical problems during the session
- disruptions to the test, such as fire alarms
- test takers who arrived late or did not attend the session
abandoned tests

suspected malpractice or misbehaviour from any test taker, test centre user or other person in the test room.

This invigilator notes section in the test report is required as part of Oxford University Press (OUP)’s monitoring process. The report may be used in data analysis of test results or in case of complaints or appeals from a test taker. If the invigilator notes in the test report are not completed, test results may be withheld from test takers and the test centre. Once the invigilator notes have been submitted, the test session must be closed. Please note that any unused licences will only be returned after the test session has been fully closed. Before leaving the test room, each computer should be checked to make sure that test takers have signed out and that the Oxford Test of English Secure Browser has been closed.

If there were any technical problems during the session, it is important that log files from the Oxford Test of English Secure Browser are passed to Oxford University Press so that the issues can be investigated. Instructions for how to save the log files can be found in the Help and Support for IT representatives, available on the Oxford Test of English website.

7.9. Terms and Conditions

The invigilator must read out the section from the Oxford Test of English Test Taker Terms and Conditions, as outlined in the Invigilator Script, at the beginning of the test session. These Terms and Conditions are included in Invigilator Checklist and Script for use on the test day.

8. Test Results

8.1. Access to results

Test takers will be sent their results for the Speaking and Writing modules within 14 days of the test date. The 14 day period starts at midnight (UK time) after the test session ends.

Results for the Listening and Reading modules will be available to test takers immediately after the test session.

To access their results, test takers should sign in to their Oxford Test of English account using the username and password they took the test with.

Results will be made available to the test taker directly and visible to the test centre manager while signed in to the Oxford Test of English platform. A test taker can share their results with a third party if they want to by sending an email request to Oxford University Press (OUP). See Section 8.3 for more information.

OUP reserves the right to indefinitely withhold results for an individual test taker or an entire test session if misconduct is suspected.

8.2. Format of results

For each module, test takers receive a Module Report Card. This report card includes a standardized score and the Common European Framework of Reference (CEFR) level the test taker achieved for that module.

When a test taker has taken all four Oxford Test of English modules, they will also receive a Certificate of Proficiency with an overall standardized score and CEFR level for the test. This overall level is calculated as an average of all four standardized module scores.

Please note that it is not possible for test takers to combine modules from the Oxford Test of English and the Oxford Test of English for Schools in their results.
8.3. Third party access to results
Test takers can have their results verified for third parties (e.g. employers or universities) by contacting otesupport@oup.com. Further details on how to verify results can be found on the Oxford Test of English website.

8.4. Retakes
Test takers can retake any modules of the Oxford Test of English or take modules multiple times if required. For retakes, the test centre can book a test session for the modules that a test taker wishes to retake. There must be at least four weeks between a test taker’s last test date and the date of their retake.

A test session for retakes should run in exactly the same way as any other test session.

9. Results reviews and appeals
If a test taker has any questions about their results, they should speak to their test centre. If there are any concerns about the results a test taker receives, they can either:

- ask for a results review of one or more modules if required – this will be done by Oxford University Press (OUP)
- appeal the outcome of a results review if required – this will be investigated by OUP and the University of Oxford.

Listening and Reading modules are computer-marked. This means that they cannot be re-marked. However, OUP can complete a results check for these modules to ensure the accuracy of the result(s). Please note that the check only verifies that the test tasks were delivered correctly and the final ability estimate was accurate so results changes are unlikely.

For Speaking and Writing modules a re-mark can be requested. All re-marks are completed by senior assessors.

Please note: An appeal can only be made after a results review has been completed. The purpose of an appeal is to confirm that results reviews were appropriately conducted and does not include additional re-marks.

The final decision for a results review rests with OUP. The final decision for appeals rests with the University of Oxford.

All results reviews and appeals must be made to OUP by the test centre on a test taker’s behalf. The relevant form should be sent to otesupport@oup.com. OUP will then be in touch to arrange payment of the relevant fees.

9.1. Fees for results reviews and appeals
A fee is charged for each results review or appeal. This is paid by the test centre and it is assumed that the costs will be passed on to the test taker.

The fee is refunded if the results review or appeal is successful. Success is defined as an improvement to the test taker’s score which gives them a higher CEFR level result, either for an individual module or the overall test.

9.2. Timescales for results reviews and appeals
Requests for a results review must be raised to OUP a maximum of 60 days after the date that the results were released to the test taker. OUP will confirm the outcome of a results review within 30 days of payment being received.

Requests for an appeal must be made within one month of the outcome of a results review. OUP will confirm the outcome of an appeal within 60 days of payment being received.
10. Complaints

This section explains how test centres should deal with complaints from test takers.

10.1. Test taker complaints

Any complaint from a test taker should be made directly to the test centre, not Oxford University Press (OUP). It is the responsibility of the test centre to decide whether to forward the complaint details to OUP.

If a complaint is about the way a test session was run (e.g., noise in the test room or a problem with invigilation) the test centre is responsible for resolving this within eight days of the complaint being raised. OUP may require a test centre to send reports on complaints they have received. These reports may ask for:

- who raised the complaint and when
- the nature of the complaint
- the steps taken to resolve the complaint with clear timelines
- the final decision made.

Any requested complaints reports should be sent by the test centre to OUP via email. Reports must be sent within ten working days of the request.

The following types of complaint must be escalated to OUP straight away:

- Complaints about the Oxford Test of English platform.
- Complaints about the content of the Oxford Test of English.
- Complaints about malpractice or any other activity which could affect the integrity of the test.

These complaints should be passed directly to OUP at otesupport@oup.com.

11. Monitoring and inspections

Oxford University Press (OUP) aims to achieve and maintain the highest standards across its products and services. To support these aims, a team monitors test centre and test taker behaviour by checking data on our systems and looking for evidence of possible misconduct.

As part of its quality control procedures, OUP conducts initial inspections of its test centres during the approval process. Further inspections are scheduled at least once every two years, to take place during test sessions.

OUP reserves the right to make inspection visits to any test centre. Inspections may be unannounced or with prior notice. As a result of an inspection, OUP may:

- request changes be made to procedures at a test centre immediately
- temporarily suspend a test centre’s ability to book tests while further investigations take place
- permanently remove a test centre’s approved status.

In the event that a test centre is temporarily suspended or their approved status is removed, it will not be possible to run further tests at the test centre. However, OUP will process results enquiries or appeals where payment has already been received.

12. Oxford Test of English branding guidelines

This section provides guidance on how the Oxford Test of English Approved Test Centre logo may be used by approved test centres.

Please note: test centres are forbidden to use logos or branding relating to Oxford University Press (OUP) or the University of Oxford.
12.1. Use of the Oxford Test of English Approved Test Centre logo

The Oxford Test of English Approved Test Centre logo can be used by the test centre in the following printed and online communications:

- emails
- website
- printed marketing materials
- posters
- social media channels.

12.2. Legibility

Designed to work both on screen and in print, the Oxford Test of English logotype can be viewed at large sizes and small. The smallest legible size for the logo for print and screen are shown below. Minimum sizes for processes such as embroidery or engraving will vary and require careful testing.

The Oxford Test of English logo has been designed to reproduce at a minimum height of 30mm. On a website the minimum size of the logo is 126 pixels deep. There is no maximum reproduction size of the logo.

To make the logotype stand out, do not put any text or images in the clear space. Leave space equivalent to a quarter of the logo height all the way around the logo.
It is important that the appearance of the logo is consistent. The logo should not be misinterpreted, modified or added to.

- The logo must never be redrawn, adjusted or changed in any way. It should only be reproduced from the artwork provided.
- Do not distort the logo.
- Do not take the logo out of its frame.
- Do not place text on the logo.
- Do not add tone to the inner part of the logo.
- Do not outline the logo.
- Do not use the logo as a marker or bullet point.
- Do not change the colour or transparency of the logo.

If it comes to OUP’s attention that the logo is being misused, test centres will be contacted to fix the problem immediately.

**12.3. Conditions of use**

Test centres must use the following text in their online and offline publicity when describing the Oxford Test of English:

- Oxford Test of English is a general proficiency test from Oxford University Press.

OR
• Oxford Test of English. Developed by Oxford University Press. Certified by the University of Oxford.

Test centres can:
• use the Oxford Test of English Approved Test Centre logo to complement the test centre’s branding in signage and promotion
• use the Oxford Test of English Approved Test Centre logo maintaining a minimum exclusion zone equivalent to 1/4 of the height of the logo as shown above.

Test centre’s must not:
• adapt or change the Oxford Test of English Approved Test Centre logo in any way including those stated above
• use the Oxford University Press, Oxford or University of Oxford trademarks
• use the Oxford Test of English Approved Test Centre logo on any teaching or test materials, certificates or other materials
• use the Oxford Test of English Approved Test Centre logo in any way that could be perceived to be part of the test centre name or branding
• use the Oxford Test of English Approved Test Centre logo in any way which might prejudice the distinctiveness or validity of Oxford University Press or the University of Oxford or damage the goodwill or reputation of OUP or the University of Oxford
• display the Oxford Test of English Approved Test Centre logo so that it is larger than the font of the test centre name
• display the Oxford Test of English Approved Test Centre logo less than a 1/4 width away from the test centre name.

12.4. Use of the test centre’s own logo by OUP
As part of the process of becoming an approved test centre, the test centre manager agrees to provide Oxford University Press (OUP) with the institution’s logo in a form and format requested by OUP within fourteen days of OUP’s request. OUP will be entitled to use the institution’s logo on the OUP Oxford Test of English website to identify the institution as an approved test centre and for marketing and promotional purposes.

12.5. Use of the Approved Test Centre plaque
Upon approval, the test centre will receive free of charge a plaque stating the approved test centre status for use on the façade of the test centre building. The plaque must be used in the format and shape provided and may not be altered in any way. The plaque remains the property of Oxford University Press and must be returned if the approved test centre status is revoked from the institution.
**Glossary**

This section explains some of the key terms used in this document.

**Assessor/senior assessor:** the person who assesses those parts of the test which are not marked electronically.

**Headset:** includes noise-cancelling headphones and noise-cancelling microphone.

**Module Report Card:** the results of individual Oxford Test of English modules for each test taker. Not to be confused with a Certificate of Proficiency (see below).

**Certificate of Proficiency:** the overall Oxford Test of English results for a test taker who has completed all four modules of the test. The Certificate of Proficiency confirms a test taker’s overall CEFR level.

**Scripts:** the prescribed words the invigilator needs to use at each test session.

**Invigilator:** the person who administers the test sessions and submits an end of test report on the session after all tests are complete.

**IT representative:** the person responsible for maintaining the hardware to an agreed specification and installing any software required for running the tests.

**Test licence:** every test taker requires a test licence to take a test.

**Test centre manager:** the person responsible for registering and managing a test centre.

**The platform:** the online system that is used for the administration of the Oxford Test of English.

**The Secure Browser:** the software that is used to deliver the Oxford Test of English.

**Test taker:** the person registered to take the test.

**The test:** Oxford Test of English comprised of four modules: Speaking, Listening, Reading and Writing.

**The website:** the website that is used to provide information about the Oxford Test of English, www.oxfordtestofenglish.com.

**Workstation/machine:** the desk area and computer terminal where a test taker sits to take the test.