



THE OXFORD TEST OF ENGLISH
IS CERTIFIED BY THE
UNIVERSITY OF OXFORD

Oxford Test of English

Approved Test Centre Handbook

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Contents

1. Introduction.....	3
2. What is the Oxford Test of English?.....	4
2.1. Marking.....	4
2.2. Becoming an Approved Test Centre	4
2.3. Becoming an Affiliate	4
3. Managing an Approved Test Centre	6
3.1. Advertising and promotion	6
3.2. Test Centre staff.....	6
3.3. Health and safety.....	9
3.4. Test rooms.....	11
3.5. Technical requirements.....	13
4. Booking tests	21
4.1. Who can book a test?.....	21
4.2. Buying test licenses	21
4.3. Test details required to make a booking.....	22
4.4. Additional information about test bookings.....	22
4.5. Accommodating reasonable adjustments	23
4.6. Booking confirmation	23
5. Test Centre preparation before the test	24
5.1. Making changes to a booked test	24
5.2. Test taker instructions before the test day.....	24
5.3. Preparing the test room	25
5.4. Preparing the computers	25
5.5. Seating plan.....	25
5.6. Preparing the Invigilators	26
5.7. Test Session Preparation Checklist – the day before the test	26
6. Test taker behaviour.....	27
6.1. Misconduct	27
6.2. Scheduled breaks	28
6.3. Unscheduled events.....	29
6.4. Arriving late / leaving early.....	29
7. The test day.....	30
7.1. Room preparation	30
7.2. How to manage test takers before the test	30
7.3. Checking test taker IDs	31
7.4. How test takers sign in.....	32
7.5. Sound checks	32
7.6. Starting the test	32
7.7. During the test	33
7.8. Ending the test.....	33
8. Test Results.....	35
8.1. Access to results	35
8.2. Format of results	35
8.3. Third party access to results	35
8.4. Retakes.....	35

9. Results reviews and appeals	37
9.1. Fees for results reviews and appeals.....	37
9.2. Timescales for results reviews and appeals	37
10. Complaints.....	38
10.1. Test taker complaints.....	38
11. Monitoring and inspections	39
12. Oxford Test of English branding guidelines.....	40
12.1. Approved Test Centre branding guidelines	40
12.2. Affiliate branding guidelines	43
Glossary	46

1. Introduction

This handbook is for the administration of the Oxford Test of English, Oxford Test of English for Schools, and Oxford Test of English Advanced. 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.

This handbook outlines the responsibilities and expectations for any person who uses or interacts with the Oxford Test of English. This includes any staff at an Approved Test Centre who:

- manage the Approved Test Centre
- book and organize test sessions
- support the technical requirements of the test
- invigilate test sessions.

This handbook explains the standards for running an Approved 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 all Approved Test Centre facilities, Test Centre staff and Affiliates of the Approved Test Centre (if any) comply with Oxford University Press (OUP)'s Partner Code of Conduct.

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

This handbook forms part of the contract between Approved Test Centres and OUP.

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 three versions of the Oxford Test of English: the Oxford Test of English (suitable for test takers aged 16 or above), the Oxford Test of English Advanced (suitable for test takers who want to prove their English proficiency at a higher level for academic or professional purposes) and the Oxford Test of English for Schools (suitable for test takers aged 12 to 16). All tests are certified by the University of Oxford. While the tests have the same format, the content of the Oxford Test of English for Schools caters for a younger age group and the content in the Oxford Test of English Advanced reflects academic and professional contexts. Test takers aged 16 and above can choose to take the Oxford Test of English, or the Oxford Test of English Advanced, or the Oxford Test of English for Schools. We recommend that test takers in this age category try out the demo tests available on the Oxford Test of English website before making their decision as to which version to select.

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. For more information, please see the [Oxford Test of English Test specifications](#).

2.2. Becoming an Approved Test Centre

As part of the application process, the Test Centre Manager must submit an application and provide photographs of their premises, including all on-site or off-site test rooms. Oxford University Press (OUP) carefully checks all the photographs and the information provided as part of the application.

Test Centres must not advertise any tests before they have received confirmation from OUP that they have been approved.

2.3. Becoming an Affiliate

An Oxford Test of English Affiliate is a third-party institution appointed by an Approved Test Centre to enrol test takers at that Approved Test Centre. If an institution is interested in becoming an Affiliate, they must approach an Approved Test Centre or their local Oxford University Press (OUP) representative for more information. An Approved Test Centre may

also approach institutions to invite them to become Affiliates. Commercial and legal arrangements between an Approved Test Centre and an Affiliate are strictly for those parties to agree.

Approved Test Centres are responsible at all times for the activities of their Affiliates, including (but not limited to) the following:

- Once an institution becomes an Affiliate, the Approved Test Centre must ensure that all Oxford Test of English promotional and marketing materials used by the Affiliate comply with the branding guidelines outlined in [Section 12.2](#).
- The Approved Test Centre must ensure that their Affiliates comply with the requirements of this handbook and the Approved Test Centre Terms and Conditions in relation to the provision of test rooms, staff and any other services or deliverables relating to the Oxford Test of English provided or delivered by their Affiliates. These may include (but are not limited to) technical and computer requirements, health and safety, room preparation, preparations before the test, management of test takers and test taker behaviour.

The Test Centre Manager is the main point of contact for the Affiliates of an Approved Test Centre.

All Affiliates are subject to the prior written approval of OUP. If OUP withdraws its approval of an Affiliate for any reason, the Approved Test Centre must terminate its affiliate relationship with the relevant institution.

3. Managing an Approved Test Centre

This section explains what needs to be done to set up and run an Approved Test Centre.

3.1. Advertising and promotion

It is the Approved 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. Approved Test Centres are also responsible for ensuring that any Affiliates follow the branding guidelines outlined in [Section 12.2](#).

Oxford University Press (OUP) reserves the right to require any improper advertising or promotions (by either the Approved Test Centre or any of their Affiliates) to be removed at the cost of the Approved Test Centre. Approved Test Centres are responsible for any information provided by their Affiliates to third parties.

Importantly, any information provided to others by the Approved Test Centre or their Affiliates must not misrepresent OUP. This includes misrepresentation of:

- the relationship between the Approved 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 Approved Test Centre's activities.

An Affiliate is given Affiliate status in relation to the Oxford Test of English only. Affiliate status is in no way an endorsement by either OUP or the University of Oxford of an Affiliate or its activities.

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

See [Section 12](#) for a detailed description of Oxford Test of English branding guidelines for Approved Test Centres and their Affiliates.

3.2. Test Centre staff

Each Approved 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 platform. The Test Centre Manager must make sure that all staff members follow the information in this handbook, [Test regulations](#), [Malpractice Policy](#) and the terms and conditions agreed to on registration.

IMPORTANT: All staff of Approved Test Centres must observe strict confidentiality regarding the Oxford Test of English content and materials at all times.

There are three roles in every Approved Test Centre:

- Test Centre Manager
- IT Representative
- Invigilator.

Several people may have the same role, or one person may have more than one role.

Before a person undertakes any role(s) they must undergo and pass on online training module provided by Oxford University Press (OUP).

If an Affiliate is providing Test Centre staff, the Approved Test Centre is responsible for ensuring that these persons are trained to perform the requirements of staff members set out in this document and in the online training module(s).

3.2.1. Test Centre Manager

The Test Centre Manager is Oxford University Press (OUP)'s main point of contact for the Approved Test Centre. The Test Centre Manager has overall responsibility for managing the Approved Test Centre and all staff.

The Test Centre Manager is responsible for:

- managing the Approved Test Centre
- booking new test sessions
- editing or cancelling test session bookings
- managing results
- buying licences on the Approved Test Centre's behalf
- updating the Approved Test Centre details when required
- managing Test Centre staff
- ensuring that the requirements in this handbook are followed by all Approved Test Centre staff and Affiliate staff (if any)
- organizing the training test
- ensuring that parental or guardian consent is received and documented for any test takers under the age of 16
- keeping a record of any complaints received and actions taken
- managing all activities for their Affiliates.

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 the 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 Approved Test Centre's hardware meets the required specifications

- install and check the Oxford Test of English Safe Exam 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 Safe Exam 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, including any Invigilators provided by their Affiliates. Every Invigilator must have access to this handbook, [Test Regulations, Oxford University Press \(OUP\)'s Privacy Policy](#), the [Oxford Test of English Test Taker Terms and Conditions](#) and the [Malpractice Policy](#).

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 (for example, Oxford University Press (OUP) Approved Test Centre Inspectors).
- 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.

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. The second Invigilator needs to be contactable without the first Invigilator leaving the room.

- For sessions of **six** test takers or more, there must be a minimum of two Invigilators in the test room. For rooms with more than 50 students, there must be at least one additional Invigilator for each additional 25 test takers.

Number of test takers	Number of Invigilators in the test room	Total number of Invigilators on the premises
1–5	1	2
6–50	2	2
51–75	3	3
75–100	4	4

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 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 Approved Test Centre or in any of their Affiliate's test rooms.
- 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 Approved Test Centre or Affiliate. The test taker may take the test at another Approved 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 (including off-site test rooms) 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 Centre staff 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.

3.3.2. COVID-19 (Coronavirus)

There is a [COVID-19 guidance for Approved Test Centres](#) available on the website to help ensure the safety and wellbeing of staff and test takers.

3.3.3. Material of Concern

OUP is committed to ensuring the safety of children and adults at risk of harm. However, as the awarding body for the Oxford Test of English, OUP does not have direct contact with test takers.

When OUP identifies a potential safeguarding or welfare concern in a test taker's response, the Test Centre Manager will be contacted as soon as possible.

The Test Centre Manager is expected to:

- Acknowledge receipt of the request.
- Prioritise the matter and respond within reasonable time.
- Limit disclosure of any sensitive information to authorized staff only.
- Handle all information in accordance with data protection and safeguarding practices.

The Test Centre Manager is also expected to reach out to the test taker in an appropriate manner, and reply to OUP with the following information:

- Confirmation that the test taker has been contacted.
- Factual, objective information about the test taker's behaviour or circumstances on the day of the test.
- Confirmation whether the concern has been addressed and if support has been offered or arranged (no need to provide details of arrangements made).

If the concern cannot be resolved or raises further safeguarding risks, the Test Centre Manager should escalate within the Test Centre's safeguarding structure and inform OUP for record keeping.

Following this process ensures that:

- Test Centre Managers are informed of safeguarding concerns and can take appropriate actions.
- Test takers receive appropriate support following a welfare concern.
- OUP meets its safeguarding obligations under UK law.
- Test Centres contribute to a safe and responsive assessment environment.

3.4. Test rooms

The Approved Test Centre is responsible for providing a quiet test room with no distractions for each test session.

Approved 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 Approved Test Centre or the Affiliate premises.
- 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. 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, as per the approved seating plan. 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 access arrangements for test takers – 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 takers' belongings are stored securely, away from the workstations. 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 on the platform. 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](#)
- that every computer that will be used by a test taker meets the system requirements in [Section 3.5](#)
- that the edge of each computer's screen is at least 110 cm away from the edge of the next computer's screen 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 opportunity for 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 ten test takers.

For example, a room with 30 computers all at least 110 cm from each other's screens would allow for 26 test takers, leaving three spare computers and one computer for the Invigilator.

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

3.4.1.2. Desk dividers

We will consider a reduced distance between computer screens if test takers are separated by opaque dividers.

The dividers must be of a suitable size and positioning to:

- block test takers' views of each other and of each other's screens.
- reduce some of the sound between test takers during the Speaking module.
- ensure the overall test taker experience is not negatively impacted by the reduced distance between test takers.

Photo evidence of the setup with the dividers already in place will need to be provided when onboarding the room.

If we identify sound-related issues during the training test session, or later during live test sessions, we may decide it is necessary to reinstate the 110 cm spacing between computer screens.

Any decisions will be taken on a case-by-case basis.

3.4.2. Using off-site facilities

An 'off-site' facility is any building used by an Approved Test Centre to run the Oxford Test of English which is not the Approved Test Centre address. This could be a test room located at another location managed by the Approved Test Centre, or at an Affiliate's premises.

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 Approved 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 Approved Test Centre, and not the location where they take the test.

PLEASE NOTE: OUP reserves the right to monitor and/or inspect such off-site locations

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 Safe Exam Browser is not used on a network of computers, as Oxford University Press (OUP) are unable to offer technical support for this setup. Instead, the Oxford Test of English Safe Exam Browser should be installed on each individual computer.

3.5.1. Detailed technical requirements

IMPORTANT: These requirements may be updated at any time.

CPU	Quad-core	
OPERATING SYSTEM	The most recent and previous version of Windows. This is currently Windows 11 or Windows 10. The latest version is recommended. Please note: Windows 8.1 and versions before this are no longer supported by Microsoft.	
MEMORY	4 GB RAM (minimum)	
MONITOR	Minimum 14-inch colour display Screen resolution: 1280 x 768 minimum (1280 x 1024 recommended)	
INTERNET CONNECTION	A reliable wired Internet connection of 10 Mbps minimum capacity at all times. When more than 10 test takers take the test at the same time, you will need: • 1 Mbps download speed per test taker • 0.5 Mbps upload speed per test taker For example, if 100 test takers take the test at the same time you will need a download speed of 100Mbps and an upload speed of 50 Mbps. The performance of the test may be affected by the quality of your bandwidth.	
SECURITY / FIREWALL	The firewall must allow the Oxford Test of English to function as intended.	
MICROPHONE AND HEADPHONES*	<u>Microphones</u> • Noise-cancelling microphone: Condenser type • Polar pattern: Omni-directional • Impedance: low (2.2k recommended) • Sensitivity: -62dB (-38dB recommended) $\pm$3dB • Frequency: 50~16000 Hz • USB output • In-line microphones are not supported	<u>Headphones</u> • Noise-cancelling headphones • Speaker: 27 mm dynamic type • Impedance: 32 ohms • Sensitivity: 101dB $\pm$ 4dB (98dB$\pm$3dB recommended) • Frequency: 100'1500Hz (15Hz~25kHz recommended) • Max input power: 100 mW • USB output
SOUND CARD	Each computer must have a sound card installed which has been tested with the headphone and microphone specifications above.	

*Noise-cancelling microphones are required for the Speaking module.

PLEASE NOTE: computers that do not meet minimum specs and fail the training test will be asked to be upgraded.

If unwilling / unable to upgrade, the Test Centre can still be Approved, on the condition that the training test has been passed and with the understanding that free licenses cannot be offered in the case of any technical issues that impact test takers.

3.5.1.1. Wireless connections

On a case-by-case basis we will consider requests to set up Test Centres or rooms without cables. This could either be:

- devices connected wirelessly to the Test Centre's Wi-Fi.
- devices connected wirelessly to a portable 5g router.

For this to be permitted, a request must be made to the Assessment Delivery team by the OUP representative responsible for supporting the Test Centre.

If accepted:

- The Test Centre must run a training test session on all devices at the same time. Customer Support will add the required number of training test licences.
- If issues occur with the training test session, OUP may:
 - accept the Test Centre to run wireless sessions at a reduced capacity, or:
 - reject the request for wireless connection and instead insist on a cabled connection for all devices for live sessions.

If the wireless setup is approved but later we see connection-related issues occurring during live testing, OUP may require the Test Centre to switch to using cabled connections.

3.5.2. 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
- must not have access to any other applications (e.g. instant messaging etc.).

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 Safe Exam Browser before the start of each test session.

3.5.3. Oxford Test of English Safe Exam Browser

The Oxford Test of English Safe Exam 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 application while taking the test.

It is the IT Representative's responsibility to download the Oxford Test of English Safe Exam Browser, install and test the browser on each test computer.

Detailed instructions are available for the IT Representative in the [IT Representative](#) section of the [Oxford Test of English Help and Support](#) page.

If the Approved Test Centre, off-site test room or an Affiliate test room upgrades machinery after the initial training test has been completed, the Test Centre Manager must notify Oxford University Press (OUP) by emailing otesupport@oup.com. Changing machinery after the initial

training test has been completed could result in the Oxford Test of English Safe Exam Browser not working.

3.5.4. Internet browsers

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

3.5.5. Running training test sessions

Each Test Centre must run a successful Training Oxford Test of English test session before advertising commercial sessions for test takers. Training test sessions use a *training* version of the Oxford Test of English which contains sample material and does not provide results.

Training 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 Safe Exam Browser has been installed correctly
- the test runs as expected on all computers in each test room.

A training test session must be booked for each test room. Training test licences will be made available by Oxford University Press (OUP's) Customer Support in order to run these sessions.

Training test sessions must be run to the full capacity of each test room. 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 training 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. No answers need to be provided during a training test 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 training test session. Staff taking the test must:
 - speak for the full amount of time during the Speaking Part 3 task (60 seconds) on each computer
 - type some text in the answer box in both Writing tasks on each computer. It is not necessary 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.

3.5.6. Running training test sessions on three computers

Training test sessions can be run on only (a minimum of) three computers **if the specific conditions outlined below are met. The training test process and requirements outlined in the section above ('3.5.5. Running training test sessions') still apply to this alternative.**

CONDITIONS to running the training test on three computers:

- All computers in the room must be the same and have the same technical specifications.
- Computers' technical specifications must be checked and confirmed as the same for all machines in the test room by an OUP representative.
- The three computers used to run the training test must be next to each other.
- If one or more of the three computers do not pass the training test session, the training test must be run again on all machines intended to run the Oxford Test of English.

When a training test session has been completed successfully, Customer Support will confirm when the Test Centre or additional Test Room(s) have been approved and can advertise and book commercial Test Sessions.

If an issue occurs during a Live session and the NFO(s) provided for the affected computer(s) show that not all computers in the room are the same, OUP reserves the right to revert the room's approval status and request a training test to be run on all computers before it can be approved again.

IMPORTANT: It is the responsibility of the Test Centre Manager to ensure the test room computers can run the Oxford Test of English without any issues.

The training test is there to ensure computers can run the OTE without additional local client set up issues and other problems that could be experienced during a real test. For instance, missing drivers and other system settings unique to each computer can cause problems with running the Safe Exam Browser and with audio and recording during the test.

The Test Centre Manager must be 100% confident that this is the case and should use the training test as they see fit to give them this confidence. They should run the training test on at least 3 computers in each the test room.

IMPORTANT: Failure to complete the checks and any customer issues during a Live Test may jeopardise the Test Centre's approved status.

Any system updates will require that a training test session is run again.

3.5.7. Mobile Test Centre onboarding

If agreed by OUP, a Test Centre can be approved as a Mobile Test Centre. This means the Test Centre can take its mobile-approved devices (e.g. laptops) and equipment to run commercial test sessions in any **pre-approved** location/room.

For OUP to accept a Mobile Test Centre, the following criteria are met:

3.5.7.1. Onboarding devices

Every device that is onboarded for mobile use must go through an OTE training test session first; the laptops will be approved for use once they have passed the training test.

IMPORTANT: As per the standard workflow, if the Test Centre replaces any approved mobile devices in the future, a new training test *must* be taken and passed to approve those new devices.

The training test must be run on *all* devices without exception, so that every device is approved individually.

If a device fails a training test, a new training test session will need to be organised to retake it. If a device fails the training test **3** times, it will not be approved.

3.5.7.2. Training test sessions

When onboarding devices for mobile use, the training test session must be set up and run under the usual training test session conditions, which means it must take place in either:

- a previously approved room (e.g. an on-site room in the Test Centre itself), or:
- as part of onboarding a new room.

When onboarding devices for mobile use, just like a standard training test Session, the approved capacity of the room cannot be exceeded. Depending on the number of devices to be approved and the capacity of the room, multiple training test sessions may be required. For example, if there are 20 devices to be mobile-approved, but the room capacity is 10, then two training test sessions will need to take place. These two sessions can take place one directly after the other, or in multiple approved rooms at the same time. Within reason, we will try to accommodate whatever is most efficient and convenient.

3.5.7.3. Approving new rooms for mobile testing

Mobile-approved devices are only permitted to be used in **approved** locations/rooms.

Any new location/room where the Test Centre intends to use their mobile devices must still be onboarded following the standard process. However, if the devices and equipment have already been approved, we will *not* require the Test Centre to run a training test session in the new location/room.

3.5.7.4. NFO files

Each laptop must meet or be above the minimum technical requirements to run the Oxford Test of English. If an NFO file is under spec for any laptop, this will not be approved for use.

For quality assurance and auditing purposes, we need to have evidence that every device meets our minimum system specifications. Therefore, NFO files must be provided for each individual laptop. One NFO file representing all laptops will *not* be accepted.

3.5.7.5. Wired Connection

All mobile devices must use a wired connection to the internet when running tests, as per our standard Test Centre policy. Allowing tests to be run with a wireless connection is being investigated as a possibility for the future.

We strongly recommend using high quality ethernet cables (category 6) and where required a switch box to ensure that cables reach devices without causing any trip hazards. It remains the responsibility of the Test Centre Manager to ensure health and safety standards are met.

3.5.7.6. Inspections

Where new rooms are approved to receive mobile devices, we reserve the right to inspect those new rooms straight away for quality and assurance purposes. This is not guaranteed but something to be aware of.

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 Approved Test Centre, or their Affiliates, while signed into the Oxford Test of English platform. Licences must be available on the Approved Test Centre's account to book a session.

4.2. Buying test licenses

To book a test session, the Approved Test Centre will need to buy the required number of Oxford Test of English licences from Oxford University Press (OUP) or its distributors.

OUP is not responsible for the cancellation of a test session by an Approved Test Centre. Where a test session has to be cancelled, the Approved Test Centre will make all reasonable efforts to rearrange the test for another date, or they will provide a refund of the test entry fee if this is not possible.

4.2.1. Purchase from OUP

Test licences can be bought online by choosing 'Licences' whilst signed into the Oxford Test of English platform.

Test licences will be added to the Approved Test Centre's account when Oxford University Press (OUP) has received payment for the licences. Online credit or debit card payments are instant; tests will be made available to the Approved 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 Approved 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, and Approved Test Centres are responsible for purchasing licences for the correct version of the test.

PLEASE NOTE: test licence purchasing models may differ according to the country of operation. Please contact OUP's Customer Support for more information.

4.2.2. Purchase from Distributor

All commercial and payment arrangements in relation to the purchase of test licences from third-party distributors, including but not limited to the purchase, price and the method of payment, are strictly a matter between the Approved Test Centre and the third-party distributor. Test licences will be added to the Approved Test Centre's account when Oxford University Press (OUP) has received payment for the licences from the distributor.

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.

If a test taker previously took the test in a different Approved Test Centre, the Test Centre Manager must contact customer support so that the test taker can be assigned to their Approved Test Centre.

IMPORTANT: when adding / creating a test taker, a Test Centre Manager must enter their full name exactly as it appears on their ID, including middle names. The test taker will not be able to amend this field during their registration. If there are any missing names or misspellings, the test taker should contact the Test Centre Manager **before** the test session, so they can contact Customer Support to amend it.

PLEASE NOTE: test takers will receive an email when they are registered into an Approved 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.
- An Approved 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 Approved Test Centres in advance via notification on the Assessment Master platform and/or by email.
- Approved Test Centres must obtain consent from parents or guardians for the acquisition and transfer of data of under 16-year-olds to Oxford University Press (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. Approved 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 reasonable adjustments

Any test taker can submit reasonable adjustments requests 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 reasonable adjustments, please go to www.oxfordtestofenglish.com, go to the 'For Test Centres' tab and choose 'Reasonable Adjustments'.

- All reasonable adjustments requests must be made by the test taker using the [Reasonable Adjustments Request Form](#) on the Oxford Test of English website, with supporting documentation if required, as stated in the [Reasonable Adjustments Policy](#).
- Approved Test Centres must take all reasonable steps to accommodate any reasonable adjustments requested by test takers.

Any [Reasonable Adjustments Request Form](#) received by an Approved Test Centre must be completed by the Test Centre Manager and emailed to Oxford University Press (OUP) at otesupport@oup.com.

- A request for extra time, breaks between modules or a private test session must be emailed to OUP at least six weeks 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 reasonable adjustments 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 reasonable adjustments on the day of the test.
- If an Approved 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 Approved Test Centre and test room
- preparing Invigilators
- preparing the test computers.

There is a [Test Session Preparation Checklist](#) available to 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 Approved 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.
- that they need to check their full name has been entered exactly as it appears on their ID. If this is not the case, they need to contact the Test Centre Manager so that they can contact Customer Support to request changes **before** the test day.
- what time 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 they registered with and ensure they understand the ID requirements (see [Section 7.3](#)).
- that they cannot bring any paper (including blank sheets of paper), pens, pencils or any equipment into the test room, e.g. laptops, mobile phones, cameras, smart watches, computer mice, headsets, wallets.
- 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.
- where to find the test regulations and malpractice policy: [Oxford Test of English Malpractice Policy](#) and [Oxford Test of English Test Regulations](#)

5.3. Preparing the test room

Before each test session, the Test Centre staff 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 test room
- has seating arranged appropriately as per the test room layout plan
- 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 Approved 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 Safe Exam Browser installed (see [Section 3.5.3](#))
- have a working 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 3.5.2](#))
- are not running applications other than the Oxford Test of English Safe Exam Browser. This includes anti-virus scans or other applications that run in the background.

5.5. Seating plan

The approved test room layout plan should be used on the test day to assign test takers to a seating plan. Test takers should be randomly allocated to their seats. When all computers

have been checked and are ready to be used for the session, test takers' full names should be randomly 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](#))
- how to check the test taker's ID (see [Section 7.3.2](#))
- 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' full names before each test session.

PLEASE NOTE: it is not possible to download this list from the platform. 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 session 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 use an invalid ID
- offering a bribe (or any other advantage or improper payment) to Approved Test Centre staff
- 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 phones, 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. Please refer to the [Malpractice Policy](#) available on the website.

6.1.3. Disruptive behaviour

- Test takers are expected to act with respect towards 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 act immediately.

If the misconduct is not disturbing other test takers and if test security is **not** jeopardized 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 or if test security is jeopardized the Invigilator should:

- ask the test taker to leave immediately.
- exit the Oxford Test of English Safe Exam 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. Scheduled breaks

It is possible to schedule a break during a test session. This should be done between modules (for example between the Speaking and the Listening module).

The Invigilator must re-check the ID of the test takers against their screen when they re-enter the room and ensure that they are sitting at the correct desk.

6.3. Unscheduled events

If a test taker requires to leave the room during a module, the module will continue automatically, so it is recommended that they are required to wait until the end of the module. 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 during a module.

The next module should be started as normal by the Invigilator for the other test takers so that they are not kept waiting, as each test taker module can be started individually.

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. Their ID must be checked again by the lead Invigilator when they return by checking their ID against their registration details via the 'View my details' screen.

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.

6.4. 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. All Invigilators should also 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 Approved 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:

- ensure that they have created a specific Windows user account (see [Section 5.3](#)) for each computer
- log in to each computer using the Windows user accounts created for the Oxford Test of English
- check the relevant Windows settings
- check the latest version of the Safe Exam Browser has been installed
- ensure that the headsets are plugged in before launching Safe Exam Browser
- complete an audio check in the Oxford Test of English Safe Exam Browser on each computer
- ensure that no software or browsers are running on the computer.

The IT Representative should follow the steps from the [IT Representative section](#) of the Oxford Test of English [Help and Support](#) website.

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 make sure they are free from any papers or notes
- remind test takers that they will not be able to take unscheduled breaks

- remind test takers they are not allowed to take anything in the room other than their ID and, if desired, a clear water bottle with no label
- 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 Approved 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 Approved 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 (OUP) will not check individual ID documents but reserves the right to audit the procedures put in place by an Approved Test Centre at any time.

*Test Centre Managers can request the Test Taker Identification Form to Customer Support. This form is to be used for Oxford Test of English test takers under the age of 16 who do not have a valid government issued photo identification (i.e. passport, driving licence, national ID card). It must be used before registering a test taker on the Oxford Test of English platform and can be used as proof of identity on the test day. This form must be kept for a minimum of two years by the Test Centre and made available to Oxford University Press upon request.

7.3.2. Invigilator ID checks

The Invigilator must check that all the test takers have an ID with them before entering the test room.

Once the test takers are sitting at their desks 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

- instruct the test taker to select 'Start' next to 'View my details' to display their full registration details
- visit each test taker and make sure that:
 - their desks are clear except for the permitted items: a form of ID and a clear water bottle with no label.
 - the test taker's ID meets the requirements in [Section 7.3.1](#)
 - the test taker's appearance matches the photograph on their ID
 - the full name, the type and ID number and the date of birth on the screen appears exactly as on the test taker's ID document.

IMPORTANT: If either the test taker's date of birth or full name displayed on the system do not match with the ID document, they **must not be allowed to take the test**.

In the case of a minor discrepancy such as a missing name or misspelling, where the Invigilator can certify the test taker's identity, the test taker can be allowed to take the test. However, the information **must** be provided in the test session report and communicated to Customer Support at the end of the session. Otherwise, this will be investigated as suspected malpractice. The Invigilator must ensure that each test taker's ID stays on the desk throughout the test.

The test taker ID must be re-checked should a test taker leave and re-enter the room.

7.4. How test takers sign in

Within the Oxford Test of English Safe Exam 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.

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, 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 Oxford University Press (OUP) authorized observers (for example OUP Inspectors) 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 session report.

Test takers' IDs should be re-checked during the test session. All test taker IDs should also be re-checked 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 Approved 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 session 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, Approved Test Centre user or other person in the test room
- incomplete or erroneous test taker details
- name of any additional Invigilators if these have not been added to the system beforehand.

- presence of an Oxford University Press (OUP) Inspector

Once the test session report has been submitted, the Invigilator must end the test session by clicking on 'Complete session'.

This Invigilator notes section in the test session report is required as part of OUP's monitoring process. The test session 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 session report are not submitted, test results may be withheld from test takers and the Approved 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.

Test Centre staff must wait until the test takers have left the room before exiting the Oxford Test of English Safe Exam Browser. Test Centre staff must **never** give the password to exit the Safe Exam Browser directly to the test takers, and it must **never** be used in front of them as this will be considered malpractice.

If another session is scheduled, there is no need to exit the Safe Exam Browser. However, test takers must be signed out.

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

8. Test Results

8.1. Access to results

Test takers will be able to access their results on the same day for Reading and Listening. Speaking and Writing results will be available within 5 days. Please note that under some limited circumstances, this can be subject to change.

The 5-day period starts at midnight (UK time) after the test session ends.

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

Results will be made available to the test taker directly and visible to the Test Centre Manager while signed into 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.

8.3. Third party access to results

Test takers can have their results verified for third parties (e.g. employers or universities).

Certificates that include the link go.oup.com/oxfordtestofenglish/verify can be verified using the OTE Results Verification Service: <https://resultsverification.oup.com/>

Certificates that include the link verify.oxfordtestofenglish.com, will need to be verified by contacting Customer Services.

Further details on how to verify results can be found on the Oxford Test of English website, here: [Verification of results - Oxford Test of English](#)

8.4. Retakes

Test takers can retake **individual modules** (Listening, Reading, Speaking, or Writing) or the **whole test**.

Each module can be taken **up to 2 times in any 8-week period**, and **up to 4 times in any 12-month period**. The original test modules are also counted.

These limits apply **across all tests in the Oxford Test of English suite**, including:

- *Oxford Test of English*
- *Oxford Test of English for Schools*
- *Oxford Test of English Advanced*

This means a test taker **cannot take modules from different Oxford Test of English tests to avoid the retake limits**.

Example 1: Retaking the whole test

A test taker takes the ***Oxford Test of English for Schools* twice** and the ***Oxford Test of English* twice** within the same **12-month period**. That is four attempts for every module. They cannot take any further tests from the Oxford Test of English suite (including the Oxford Test of English Advanced) until **12 months have passed from their first test date**.

If they retake the whole test, each module counts as one module attempt.

Example 2: Retaking one module

A test taker takes the full ***Oxford Test of English*** on **1 March**, but does not achieve their desired score for **Speaking**.

- They may retake the **Speaking** module **one more time within an 8-week period**. **In this example, this will be before 25 April** (8 weeks from the original test date).
- They may also retake the **Listening, Reading, and Writing** modules during the same 8-week period time if they wish.

For retakes, the Approved Test Centre can book a test session for the modules that a test taker wishes to retake.

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

Please refer to the Oxford Test of English Test Regulations for more details.

9. Results reviews and appeals

If there are any concerns about the results a test taker receives, they can contact their associated Approved Test Centre to either:

- ask for results review of one or more modules – 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 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 Approved 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 the 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 Approved 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 Oxford University Press (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 Approved 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 Approved Test Centre, not Oxford University Press (OUP). It is the responsibility of the Approved Test Centre to decide whether to forward the complaint details to OUP.

Test Centre Managers should keep a record of any complaints received. OUP may request an Approved Test Centre to send a report on complaints received and any actions taken.

If a complaint is received about the way a test session was run (e.g. noise in the test room or a problem with invigilation) the Approved Test Centre is responsible for resolving this within eight days of the complaint being raised. OUP may require an Approved Test Centre or an Affiliate to send reports on complaints they have received, and any actions taken. 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 Approved 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 Approved Test Centres and test takers' behaviour by checking data on our systems and looking for evidence of possible misconduct.

As part of its quality control procedures, OUP conducts initial pre-approval visits to the premises of all Test Centres during the approval process, including all on-site and off-site test rooms. 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 Approved Test Centre and off-site test room. Inspections may be unannounced or with prior notice. As a result of an inspection, OUP may:

- request immediate changes be made to procedures at an Approved Test Centre
- temporarily suspend an Approved Test Centre's ability to book tests while further investigations take place
- permanently remove a test room either on-site or off-site
- permanently remove a Test Centre's approved status
- permanently remove an Affiliate's approved status.

In the event that an Approved 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

There are versions of the Oxford Test of English logo designed for different purposes.

Oxford Test of English logo on its own:  OXFORD
TEST OF ENGLISH

Approved Test Centre logo:



Please include the Oxford Test of English Approved Test Centre logo on your marketing materials and website. The logo is available in a variety of formats, including with transparent backgrounds. You must always follow our branding guideline for Approved Test Centres to make sure you use the logo correctly.

Affiliate logo:



This section provides guidance on:

- how Approved Test Centres may use the Approved Test Centre logo and other Oxford Test of English marketing materials provided by Oxford University Press (OUP) (see [Section 12.1](#)).
- how Affiliates may use the Affiliate logo and other Oxford Test of English marketing materials provided by OUP (see [Section 12.2](#)).

Approved Test Centres and Affiliates are forbidden to use the Oxford Test of English logo on its own (unless in marketing materials provided by OUP) or any logos, branding or trademarks relating to OUP, Oxford or the University of Oxford.

Approved Test Centres are responsible for providing their Affiliates with marketing materials created by OUP to promote their Affiliate status. This includes the Affiliate logo. Approved Test Centres are responsible for ensuring their Affiliates comply with the Affiliate branding guidelines ([Section 12.2](#)).

12.1. Approved Test Centre branding guidelines

The Approved Test Centre logo is available in the *Marketing Support for Approved Test Centres* catalogue available to Test Centres when they are approved.

The Approved Test Centre logo can be used by the Approved Test Centre in the following printed and online communications:

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

12.1.1. Legibility of Approved Test Centre logo

Designed to work both on screen and in print, the Approved Test Centre logo can be used at a size that best suits your needs. The smallest legible sizes 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.

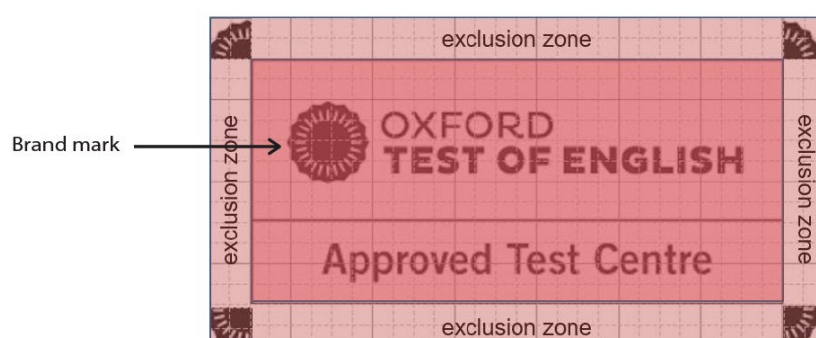
The Approved Test Centre logo has been designed to be applied at a minimum height of 30 mm. On a website, the minimum size of the logo is 126 pixels deep. There is no maximum usage size of the logo.

To make the logo stand out, do not put any text or images in the clear space. Leave space equivalent to half of the logo's brand mark height all the way around the logo.

Minimum size for print (A4 page)



Minimum size for web



It is important that the appearance of the logo is consistent. The logo should not be misinterpreted, modified or added to. It must also never be redrawn, adjusted or changed in any way. The artwork should only be used as provided.

If it comes to Oxford University Press (OUP)'s attention that the logo is being misused, Approved Test Centres will be contacted to fix the problem immediately.

12.1.2. Conditions of use of the Approved Test Centre logo

Approved Test Centres can:

- use the Approved Test Centre logo to complement the Test Centre's branding in signage and promotion
- use the Approved Test Centre logo maintaining a minimum exclusion zone equivalent to 1/2 of the height of the logo's brand mark, as shown above.

Approved Test Centres **must not**:

- adapt or change the Approved Test Centre logo in any way including those stated below:
 - distort the logo
 - take the logo out of its frame
 - place text on the logo
 - add tone to the inner part of the logo
 - outline the logo
 - use the logo as a marker or bullet point
 - change the colour or transparency of the logo
 - use any other version of the Approved Test Centre logo aside from those provided in the digital assets folder provided to Test Centres when they are approved
- use the Approved Test Centre logo on any teaching or test materials, certificates or other materials
- use the Approved Test Centre logo in any way that could be perceived to be part of the Test Centre name or branding
- use the Approved Test Centre logo in any way which might prejudice the distinctiveness or validity of Oxford University Press (OUP) or the University of Oxford, or damage the goodwill or reputation of OUP or the University of Oxford
- display the Approved Test Centre logo so that it is larger than the font of the Approved Test Centre name
- display the Approved Test Centre logo less than a 1/4 width of the logo away from the Approved Test Centre name.

12.1.3. Use of the Approved 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 14 days of OUP's request. OUP will be entitled to use the institution's logo on the Oxford Test of English website to identify the institution as an Approved Test Centre and for marketing and promotional purposes.

12.1.4. Use of the Approved Test Centre plaque

Upon approval, the Approved Test Centre will receive free of charge a plaque stating the Approved Test Centre status for use on the façade of the Approved 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 (OUP) and must be returned if the Approved Test Centre status is revoked from the institution.

12.1.5. Other Oxford Test of English marketing materials

Approved Test Centres must not create their own Oxford Test of English marketing materials or amend Oxford Test of English marketing materials provided to them, unless they receive permission from Oxford University Press (OUP). To request permission, please contact the Oxford Test of English marketing team via this [form](#), and select 'Other' when making your request.

12.2. Affiliate branding guidelines

This section sets out how Affiliates may use the Affiliate logo and other Oxford Test of English marketing collateral provided by Oxford University Press (OUP).

Affiliates are forbidden to use the Oxford Test of English logo on its own (unless in marketing material provided by OUP) or logos, branding or trademarks related to OUP, Oxford or the University of Oxford.

The Affiliate logo is available in the *Support for Affiliates* catalogue. The Affiliate logo can be used by the Affiliate in the following printed and online communications:

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

12.2.1. Legibility of the Affiliate logo

Designed to work both on screen and in print, the Affiliate logo can be used at a size that best suits your needs. 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.

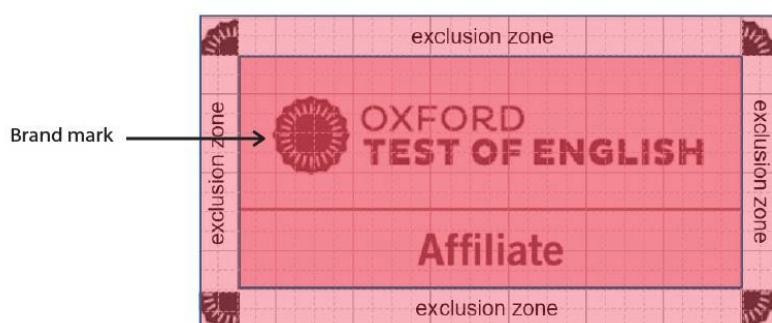
The Affiliate logo has been designed to reproduce at a minimum height of 30 mm. On a website, the minimum size of the logo is 126 pixels deep. There is no maximum usage size of the logo.

To make the logo stand out, do not put any text or images in the clear space. Leave space equivalent to half the logo's brand mark height all the way around the logo.

Minimum size for print (A4 page)



Minimum size for web



It is important that the appearance of the logo is consistent. The logo should not be misinterpreted, modified or added to. It must also never be re-drawn, adjusted or changed in any way. You should only use the artwork as provided.

If it comes to Oxford University Press (OUP)'s attention that the logo is being misused, Approved Test Centres will be required to remedy the problem immediately.

12.2.2. Conditions of use of the Affiliate logo

Affiliates must always use the following text next to the logo: Proud to enter learners for the Oxford Test of English, with xxx.

Example:



Proud to enter learners for the Oxford Test of English, with xxx

The Approved Test Centre name must be inserted in place of 'xxx', which is example text only.

Affiliates can:

- use the Affiliate logo to complement the Affiliate's branding in signage and promotion

- use the Affiliate logo, maintaining a minimum exclusion zone equivalent to 1/2 of the height of the logo's brand mark, as shown above.

Affiliates **must not**:

- Adapt or change the Affiliate logo in any way including those stated below:
 - distort the logo
 - take the logo out of its frame
 - place text on the logo
 - add tone to the inner part of the logo
 - outline the logo
 - use the logo as a marker or bullet point
 - change the colour or transparency of the logo.
- Use any other version of the Affiliate logo aside from the version provided to the Affiliate by the Approved Test Centre.
- Use the Affiliate logo without the accompanying wording as stated above.
- Use the Approved Test Centre or Affiliate logo on any teaching or test materials, certificates or other materials.
- Use the Affiliate logo in any way that could be perceived to be part of the Affiliate name or branding.
- Use the Affiliate logo in any way which might prejudice the distinctiveness or validity of Oxford University Press (OUP) or the University of Oxford, or damage the goodwill or reputation of OUP or the University of Oxford.
- Display the Affiliate logo so that it is larger than the font of the Affiliate name.
- Display the Affiliate logo less than a 1/4 width of the logo away from the Affiliate name.

12.2.3. Use of the Affiliate certificate

Affiliates will receive a digital certificate that may be used to promote their Affiliate status. The certificate must not be modified by the Affiliate in any way, but it may be printed and displayed within their institution. The certificate must be removed if the Affiliate status is revoked from the institution.

12.2.4. Other Oxford Test of English marketing materials

Affiliates must not create their own Oxford Test of English marketing materials or amend Oxford Test of English marketing materials provided to them.

Glossary

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

Affiliate: an institution engaged by an Approved Test Centre to enrol students for the Oxford Test of English at that Approved Test Centre and receive branding and marketing collateral to promote its Affiliate status externally.

Approved Test Centre: an institution engaged by Oxford University Press to provide the Oxford Test of English and sell test licences to test takers.

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

Certificate of Proficiency: the overall Oxford Test of English result 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.

Headset: includes headphones and noise-cancelling microphone.

Invigilator: the person who administers the test sessions and submits a test session 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.

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).

Off-site test room: any test room that is not located at the main Approved Test Centre address, this includes Affiliate test rooms.

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

Test Centre Manager: the person responsible for registering and managing an Approved Test Centre.

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

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

The Safe Exam 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.