





This document is to inform you of what you must know and what to expect when you take your Password Skills Plus English language test.

You must read the whole document carefully and follow all the instructions in it. If there is anything that you don't fully understand or if you have questions then please contact English Language Testing Ltd (ELT, the exam board responsible for the test) at support@englishlanguagetesting.co.uk well in advance of the date when you want to take your test.



Please refer to [this page](#) for more information on the various test parts.

If you have a disability, medical condition, or a learning difference that requires you to use or wear special equipment (for example hearing aids) to take the test, or to need extra time to take the test, you must contact ELT before purchasing a test.

ELT will ask you to provide information (including medical certificates and/ or reports) about your disability, condition or learning difference that show recommended or prescribed special equipment and/ or extra time allowances so that accommodation(s) can be considered for you to access the Password Skills Plus test.

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Pass the Examy technical practice test on your PC. Please refer to the email sent to you by Examy for information on this.

Disable or remove all browser extensions except those required to run your test provided by Examy.

If you have any predictive text, spelling and grammar checking, or translation function(s) on your PC these must be disabled.

Set the language of your keyboard and display to English (refer to the instructions sent to you).

A quiet room with only one door that can be shut. All windows and other openings must be completely covered (for example by curtains or blinds) on the inside so that they cannot be seen through. The room must have adequate lighting so that you and the entire room can be monitored and you can be recorded during your test.

A desk or table for the test PC and a chair for you. It must be a proper



If you bought your test directly from ELT, when you are asked to provide evidence of your English language level, for example when applying for admission to a university, you can send your results to them. Note that the institution will verify your test results through ELT's secure test results validation service, not with your results certificate.

If you bought your test from an institution such as a university or college, or one provided you with a coupon, they will verify your test results through ELT's secure test results validation service.



test giving your full name, your date of birth, the test login sent to you, the date you took your test and the test part(s) you wish to have re-marked. ELT will send you an email with instructions on how to pay the re-mark fee, which is £20.00 for writing and £25.00 for speaking.

If you have been disqualified (or were not allowed to start your test) for any reason and wish to appeal this decision, please email compliance@englishlanguagetesting.co.uk from the email address that you used when you bought your test giving your full name, your date of birth, the test login sent to you, the date you took your test and the reason that you are appealing. ELT will send you an email with instructions on how to pay the appeal and review fee, which is £50.00.

You must pay the fee within two weeks of being notified of your disqualification.

Your test and video recordings etc. will be checked by another test reviewer; and Password academic staff may need to conduct an online interview with you. If your appeal is successful the fee will be refunded and your results made available. If your appeal is unsuccessful, you will be informed; ELT will not discuss the matter further with you nor respond to any emails sent.

For an up to date list of the universities and other institutions that accept the Password Skills Plus test, please refer to [this page](#) on ELT's website.

ELT:

Have instructed Examity that if you fail the pre-test checks they must not allow your test to start. You will need to rebook your test with Examity, and Examity will charge a fee for this. These checks include your identity document(s), PC and equipment set up and test room environment etc. as given in the Password Skills Plus test rules and "Preparing for the test" above.

May disqualify you and cancel your test results if at any time any irregularity in the test or test administration is identified (which may include failing pre-test checks that are only discovered after the test has been taken), or any failure to abide by the Password Skills Plus test regulations and terms and conditions. If you are disqualified and your test results are cancelled you will not receive a refund.



Will not refund you if you decide that you do not want to, or cannot, take your test, or choose not take part in any additional security or identity checks required or an interview, and/ or any investigation of any suspected irregularity in the test or test administration. A refund will only be made if ELT and/ or Examity are at fault. Before purchasing a test please make certain that you want to take the test and have everything necessary to do so.

Issues test results certificates as a printable PDF, not a hard copy on paper. The certificate is for your information only, institutions verify test results through ELT's secure test results validation service.

You must abide by the test regulations below. If you fail to do this, you may be disqualified in which case you will not receive your test results.

Whilst connected to an Examity proctor and during the Password Skills Plus test



Taking or attempting to take repeated tests outside of the permitted retake arrangements.

Fraudulently altering and/ or misrepresenting documents and emails etc. sent to you by ELT, including but not limited to your test results and results certificate.

Purchasing, or attempting to purchase, or taking, or attempting to take, a test in a location listed by ELT where Password Skills Plus test may not be purchased and/ or taken.

Purchasing and/ or taking, or attempting to purchase and/ or take, a Password test when you have been informed that you may not take a Password test.

Claiming, or attempting to claim, a refund for a Password Skills Plus test or another of ELT's tests, services or products when this is not due.

Being connected in some way to other tests or test takers that have been disqualified, or to batches or locations of tests taken that have been connected to systemic cheating.

By taking a Password Skills Plus test you acknowledge and agree that:

- 1) All intellectual property in the Password Skills Plus test including all test content and task responses is owned by ELT.
- 2) The personal data entered as a part of your Password Skills Plus test and tests results will be managed in accordance with ELT's privacy policy which can be viewed on [this page](#) and [i\(g0 G\(ysfp7\)51 418.63 39TQ](#)



the future either for a limited period of time or forever. Evidence and details of any suspected or proven misconduct etc. may be shared in accordance with our privacy policy.

- 6) If there are technical difficulties or test administration issues whilst taking your Password Skills Plus test you may have to retake one or more test modules.
- 7) The work submitted in your Password Skills Plus test will be retained in your