



password

**The Password Skills Plus Test
Student Handbook**

Purpose

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 it all 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.

The test, one of ELT's suite of tests, is taken online and is invigilated by a proctor from Examiity. You can take your test whenever you want at any time on any day of the year.

The Password Skills Plus test format

The test consists of four parts:

- Reading.
- Writing.
- Speaking.
- Listening.

All four parts are taken in one sitting. The total time for the test is up to three hours and fifteen minutes, which allows for a short pause between test parts, one for each of the four language skills.

Reading: you are presented with five tasks of increasing difficulty. The maximum time allowed for this part is one hour and fifteen minutes.

Writing: you have a choice of two essay titles. Choose one of these on which to write an essay of at least 200 words. The maximum time allowed for this part is thirty minutes.

Listening: you are presented with five sections of increasing difficulty. Each section has one or more tasks. Most of the listening recordings are short lectures or extracts of lectures. The maximum time allowed for this part is one hour.

Speaking: you are presented with five sections, each section has one or more tasks, each task giving you a subject which you will speak about. The responses increase in length as the sections progress. The maximum time allowed for this part is twenty minutes.

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

Arrangements if you have a disability or learning difference

If you have a disability or a learning difference which requires special access arrangements to be made (for example, extra time), you must inform ELT a minimum of two months before your intended test date. ELT will ask you to provide information (including medical certificates and/or reports) about your disability or learning difference so that accommodations can be considered for you to access the Password Skills Plus English language test. There may be a charge for accommodations, and they may not always be possible.

English language ability will be assessed objectively regardless of any disability or learning difference.

Purchasing the test

To purchase a Password Skills Plus English language test go to [this page](#) on ELT's website.

After purchase you will receive two or three emails:

- One from ELT confirming your purchase and information about how to prepare for the test, and a login to access your Password Skills Plus test.
- One from Examyty with information on how to create your online Examyty account.
- If you purchased the test in China and need to use the Edge browser to take the test you will be sent a third email by ELT with the Examyty-Proctoring.crx Edge extension and instructions on how to install it.

Preparing for the test

Before you take your Password Skills Plus test you should consider taking a full practice test. It will help you familiarize yourself with the test format, tasks and navigation, and you will receive scores for each part of the test. To purchase a practice test visit [this page](#) on ELT's website.

Before you take your Password Skills Plus test you need to prepare a few things:

- Read this document completely, it is all important information, and make a careful note of the "Password Skills Plus test regulations" below.
- Your passport, used by Examyty to check your identity. It must be current, that is not have expired. If you cannot provide a valid passport on the day of your test you cannot take the test.

- A PC or laptop to take the test. It must have a screen size of at least fifteen inches, be running Windows 10 or 11 or macOS 10.15 Catalina (or above), have an up to date Chrome (or, in China, Edge) browser installed and a stable and reliable Internet connection of at least 2Mbps (phone hotspots are not recommended, and if used the phone must be outside the test room unless required for the Examity room check). If it does not have built in speakers and microphone you will also need a headset.
- If using the Edge browser in China you need to install the Examity-Proctoring.crx extension sent to you.
- Create your online Examity account (the login will usually be your email address and the password is set by you). It is essential that you correctly enter your full name exactly as in your passport. Failure to do this will mean that you cannot take your test, and you will have to purchase another test.
- Pass the Examity technical practice test on your PC, see the email sent to you by Examity for information on this.
- A quiet room with a door that can be shut, a desk for the test PC and a chair for you. It must be a proper desk and chair, a bed cannot be used.
- You will need either a movable external webcam, mirror or smartphone with camera in the Examity checking process even if you have a built in webcam.

Scheduling your test

When you are ready to take your Password Skills Plus test, you will need to schedule a test time with Examity using the online Examity account you have created. You need to do this at least 24 hours in advance to the time you want to start your test. You can only schedule a test to be taken within the next three months.

If you want to change the date or time of your test this must be done at least 24 hours before the test is scheduled to start.

If you feel unwell you should reschedule your test as test performance can sometimes be affected by illness.

On the day of your test

It is essential that you are ready and logged into your Examity account fifteen minutes before your test start time as you scheduled with Examity.

You must:

- Dress in a simple top such as a basic plain T-shirt or sweatshirt. You must not wear a watch or any jewellery. No hats, caps or head coverings are allowed except those worn for religious reasons such as head scarves, turbans etc.
- Clear the room, including all books, papers, phones (unless using a smart phone during the Examity checking process) and other electronic equipment except that to be used to take your test, printers, second display monitors etc. You are allowed one sheet of plain paper, a pen or pencil, mirror and an un-labelled water bottle.
- Set up your PC and other equipment, and check that everything is working properly including the webcam(s), you can hear the speakers and that the microphone can record and are connected to the Internet with sufficient bandwidth. Close all programs, then start the Chrome (or Edge in China) web browser.
- Have your external webcam, mirror or smartphone with camera ready to use in the Examity checking process.
- Have your passport with you; photocopies are not allowed.
- Have your online Examity account login and password.
- Have the Password Skills Plus test login sent to you after you purchased the test.
- Be alone in the room with the door closed, unless this is an authorised group Password Skills Plus testing session in which case other test takers (only) may be in the room.

Fifteen minutes before the time you scheduled to start your test, login to your Examity account.

If you login more than thirty minutes late for your scheduled Password Skills Plus test start time you will be unable to take the test and no refund will be made. If you still wish to take a Password Skills Plus test you will have to purchase another.

When you are connected to an Examity proctor they will check the equipment, the room and your passport, and remind you of the rules for taking the test.



If you used a phone in the Examity checking process this must then be turned off and placed well away from you.

On the Password Skills Plus test login page you will enter the test login. The test password will be entered automatically when you click on the “insert password” button. After you enter your personal details into the first page of the test and these have been checked by the proctor, you start the first part of the test.

When will I receive my results?

Your results will be sent to the email address you supplied when you bought your test within five working days of completion of the test and will include a printable PDF results certificate. The certificate will have your name as provided by you and will give your results for each of the four skills areas (reading, writing, listening and speaking) and an overall test score.

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 the certificate you send.

How long are my results valid for?

Your test results prove that when you took the test you demonstrated language skills at certain levels. Obviously language skills frequently change over time, often diminishing if they are not used, or improving with continued study and practice.

Because of this, individual institutions can choose the period for which they will accept test results, though in common with other language tests two years is the usual period. Please speak to the institution that you wish to apply to if you have any doubts.

Your test results will stay in ELT’s test results validation service for at least two years.

Can I retake the test?

You may take the Password Skills Plus test up to three times (a first test and two retakes). To cater for circumstances such as local technical problems meaning a test cannot be completed or test performance possibly being affected by ill health in a first test, a second (retake) test can be booked and taken immediately after taking the first test. To take a third you must wait until 28 days have elapsed since the second test was taken.

You may:

- Not book a Password Skills Plus test not more than three months in the future.
- Not take more than two tests in any 28 day period.
- Only have one test booked at a time.
- Book your next test as soon as your test has been taken.

To book a retake test please email support@englishlanguagetesting.co.uk from the email address that you used when you bought your first test giving your full name, your date of birth, the test login(s) previously sent to you and the date(s) of previous tests taken.

What if I don't log in to Examity as scheduled?

If you logged in to Examity too late to take your Password Skills Plus test, or did not log in at all, no refund will be made. If you still wish to take a Password Skills Plus test you will have to purchase another, though there will be a discounted fee for this. Please note that you are eligible for (at most) one test at a discounted fee even if there are reasons which might otherwise give rise to multiple discounted tests.

Please email support@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 for the test and the date and time that you scheduled your test for. ELT will send you an email with instructions on how to pay the discounted fee of £40.00.

What if I have technical problems while taking the test?

If you have technical problems with your equipment and network (PC, headphones and microphone, webcam, local Internet connection etc.) that mean you are unable to take the test, or have technical problems during the test which mean it cannot be completed, no refund will be made. If you still wish to take a Password Skills Plus test you will have to purchase another, though there may be a discounted fee for this and you may only have to retake the parts of the test that you did not complete. Please note that the Internet is not guaranteed to be perfectly reliable and ELT cannot be responsible for Internet problems outside of ELT's and Examity's servers and local networks. Also note that you are eligible for (at most) one test at a discounted fee even if there are reasons which might otherwise give rise to multiple discounted tests.

Please email support@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 for the test, the date

and time that you took (or tried to take) your test and full details of the technical problems you had. ELT will send you an email with instructions on how to proceed and if you are eligible for a discounted fee (which will be at least £40.00).

If there are problems with ELT's or Examyty's servers or systems that mean you are unable to take the test, or they have problems during the test which mean it cannot be completed, please email support@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 for the test used for your test, the date and time you took (or tried to take) your test and full details of the problems you had and why you believe that ELT and/ or Examyty are at fault. ELT will investigate and if satisfied that they and/ or Examyty are at fault will offer you another opportunity to take the test free of charge or make a full refund.

What if I'm ill when I take my test?

Please refer to "Can I retake the test?" above. You may take the Password Skills Plus test up to three times (a first test and two retakes). To cater for circumstances such as test performance possibly being affected by ill health in a first test, a second (retake) test can be booked and taken immediately after taking the first test. To take a third you must wait until 28 days have elapsed since the second test was taken.

Complaints and appeals

If you have any comments or complaints about your Password Skills Plus test or ELT, please email support@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 used for your test and your comments or complaint.

If you wish to appeal the result of your test and have a remark of the writing and/ or speaking parts of the test (reading and listening cannot be remarked) please email support@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 for the test used for your test, the date you took your test and the test part(s) you wish to have remarked. ELT will send you an email with instructions on how to pay the remark fee which is £20.00 for writing and £25.00 for speaking.

Who accepts Password Skills Plus test results?

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

Please note

ELT:

- Will not issue hard copy (paper) certificates.
- May cancel your test results if at any time any irregularity in the test or test administration is identified, or because of undue repetitive test taking.
- Will not refund you if you decide that you do not want to take your test, a refund will only be made if ELT and/ or Examiity are at fault. Before purchasing a test please make certain that you want to take the test.

Password Skills Plus test regulations

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

During the Password Skills Plus test, you must:

- Listen carefully to the test rules read out to you by your proctor and abide by them.
- Obey all reasonable instructions and directives given by your proctor.
- Be alone in the test room; no other adults, children or pets are allowed, unless this is an authorised group Password Skills Plus testing session in which case other test takers (only) may be in the room.
- Only speak when allowed, that is to complete tasks in the speaking part of the test and to the proctor.
- Stay seated and focus on the test screen during the test (not looking away from the screen and around the room).
- Complete the test yourself unaided, and not receive any help or assistance in any way.
- Log back into Examiity and click 'return to exam' if you are disconnected from the Examiity session or proctor for any reason. You must NOT continue with the Password test whilst you are

disconnected from the proctor; do not enter any information or click 'next'. If you are unable to reconnect, contact Examity Support at <mailto:support@examity.com> and they will assist you with the next steps.

You must not:

- Bring into, or access anything in, the test room that might assist in performing the test tasks.
- Use books, notes, mobile phones, dictionaries (paper or electronic), the Internet, any sort of assistive software or other any information source(s) or other aid, nor receive any person's assistance in performing the test tasks.
- Not ask a proctor or any other person (by talking or in any other way) for any explanation of the test questions and/ or how to answer them.
- Use any electronic or data capture equipment; this includes but is not limited to pens, paper, computers, tablets, mobile phones, memory sticks, cameras, video recorders, earbuds, headsets (except as allowed if the test PC does not have built in speakers and microphone) etc.
- Stand up, move around or leave the room without the permission of a proctor.
- Accept help from, or give help to, any other person or test taker, or copy the work of another test taker.
- Eat or smoke in the test room.

Grounds for disqualification

Grounds for disqualification from completing a Password Skills Plus test and/ or being awarded test results include but are not limited to:

- Failure to abide by the Password Skills Plus test regulations above, and the terms and conditions for taking a Password test below and on ELT's website.
- Failure to present suitable identity documents, presenting fraudulent identification documents, or entering fraudulent or incomplete or incorrect information into a Password Skills Plus test.
- Offering bribes in money or any other form to ELT or Examity staff or others.
- Threatening or intimidating in any way ELT or Examity staff or others.
- Taking or attempting to take repeated tests outside of the permitted retake arrangements.
- Taking or attempting to take a Password test when you have been informed that you may not take a Password test.

Terms and Conditions for taking a Password Skills Plus test

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 (English Language Testing Ltd.).
- 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 in the test.
- 3) There may be other terms and conditions required by ELT and/ or Examyty and you must comply with these.
- 4) If ELT and/ or Examyty decide that it is necessary to review anything related to your test or the administration of your test you are required to assist the review in any reasonable way requested which may require re-taking one or more test modules.
- 5) If you are suspected of engaging, or proven to have engaged, in any form of cheating or anything that might damage the reputation and/ or integrity of the Password Skills Plus test or ELT you may not receive a test result and you may be prohibited from taking any Password test in the future. Evidence and details of any suspected or proven misconduct 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 re-take one or more test modules.
- 7) The work submitted in your Password Skills Plus test becomes the property of ELT and that you have no rights over it.



Declarations

By scheduling and/ or taking your Password Skills test you declare that:

- 1) I have read the terms and conditions above (1-7) and will abide by the ELT's Password Skills Plus test regulations, will abide by these, and agree with the other terms and conditions.
- 2) I have read the terms and conditions for taking a Password test on ELT's website and will abide by these.
- 3) The personal information entered as a part of my Password Skills Plus test will be complete, true and accurate.
- 4) I understand that ELT has a responsibility to ensure the highest confidence in the integrity of Password tests and results thus ELT reserves the right to withhold test results temporarily or permanently, or to cancel test results which have been issued, if they consider those results to be unreliable for reasons of suspected cheating or any other irregularity in the test process.