



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 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.

The test, one of ELT's suite of tests, is taken online and is invigilated by a proctor from Examyty. 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.

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

Arrangements if you have a disability, medical condition or learning difference

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, you must contact ELT. For straightforward cases, such as the use of hearing aids, you need to allow a minimum of two weeks before your intended test date. For more complex cases, you will need to allow longer. ELT will ask you to provide information (including medical certificates and/ or reports) about your disability, condition or learning difference showing recommended or prescribed special equipment so that accommodations can be considered for you to access the Password Skills Plus English language test. Please note that accommodations may not always be possible.

If you have a disability, medical condition, or a learning difference that requires special access accommodations to be made (for example extra time), you must contact 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 showing recommended accommodations so that these 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.

To contact ELT about test accommodations please email support@englishlanguagetesting.co.uk before purchasing a test.

Before purchasing the test

Before purchasing a Password Skills Plus test please be aware of a few things.

To ensure test security and your proper conduct during the test, you will be observed throughout the test by a proctor from Examy, and the entire test will be recorded and audited.

For test security reasons, ELT (like many other test providers) do not allow face or ear coverings, including those worn for religious reasons, to be worn while taking the test. You may request Examy to assign you a male or female proctor, however be aware that post-test video reviews are randomly assigned and the reviewer's gender cannot be chosen. If you are not comfortable with the above requirements, please do not purchase a Password Skills Plus test.

You will need to be able to communicate in English with your proctor to understand basic instructions, provide appropriate responses and be able to make basic computer checks (guided by the proctor). If you have any doubts about this, prior to purchasing a test you should check with your English teacher (or by taking an online quiz) that you are at least CEFR level A1.

When purchasing and taking a test you must be honest about your location. From time to time, ELT may specify cities, regions, other areas or countries etc. where Password Skills Plus tests may not be purchased and/ or taken, or require additional charges. These locations will be listed on ELT's website and you must check prior to purchase of a Password Skills Plus test that your location is not included. There are also a number of countries where Examyty will not proctor tests (as directed by the US State Department); please check that your country is not included and if in any doubt check with Examyty before purchase. No results will be issued for tests purchased/ taken in locations where this is not allowed, or the incorrect fee is paid, and no refunds will be made.

By buying the test you agree to be bound by the test regulations, agree to the terms and conditions and give the declarations contained in the student handbook. When fraud and/ or academic misconduct is suspected, Password staff may need, before results can be issued, to:

- Be supplied with further passport and additional identity document information and photographs for verification and analysis.
- Conduct an online interview with you to confirm your English language level and skills. An additional charge may be made for the interview.

Results will not be issued, and no refunds made, if academic misconduct and/ or fraud is discovered, or if passport and/ or documents cannot be verified when requested, or if an interview is not conducted when requested.

If you buy your test directly from ELT, you must take your test within six months of purchase. After six months you will not be able to access the test and no refund will be made. If you buy your test from an institution such as a university or college, or were provided with a coupon by one, they will advise you how long you have to take your test.

Purchasing the test

To purchase a Password Skills Plus English language test, go to [this page](#) on ELT's website. Some institutions such as a universities or colleges may also be able to sell you a test or provide you with a coupon to buy one.

After purchase you will receive several emails:

- One from ELT confirming your purchase, a login code to access your Password Skills Plus test and information and links to documents you must read. These include how to prepare for the test, how to set your computer's language for the test, this document (The Password Skills Plus Test Student Handbook), the full Password Skills Plus test rules that Examyty will apply, and a summary of the main test rules.
- If you purchased the test in some locations you will be asked to supply ELT with some additional identity check information before your Examyty account can be created.
- 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 an 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 familiarise 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 and the test rules that Examyty will apply during your test.
- 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. If you have a Chinese passport, you will also need your Resident Identity Card.
- A laptop or PC to take the test. It must have a screen size of at least fifteen inches, and speakers and a microphone. Headphones, headsets and earbuds are not allowed. It must have a built in webcam, or you must have an external webcam. All external equipment (not built in to the PC)

such as keyboard, mouse, speakers, microphone, webcam etc. must be connected by cables (wires) to the PC, not wireless using Bluetooth or similar.

- The use of dual monitors, dual screen laptops, and laptops with touch bars is not allowed.
- It must be running Windows 10 or 11, or macOS 10.15 Catalina (or above).
- The laptop or PC must have an up to date Chrome (or, in China, Edge) browser installed. A PDF viewer which is not your main test browser (for example Adobe Acrobat or a second browser) must be installed.
- The laptop or PC must have a stable and reliable wired or WiFi Internet connection of at least 2Mbps; phone mobile hotspots are not allowed. Whilst allowed, you are strongly advised not to use a virtual private network (VPN) for your connection, these often cause delays in the Internet traffic (increased latency) and affect your test experience.
- Virtual machines must not be used.
- 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. You must upload a clear, unobscured, image of your passport as your identity document when creating your profile. Failure to do this will mean that you cannot take your test, and you will have to purchase another test.
- Download the “Password Skills Plus Test Rules” PDF document from the Examity “Exam Support Files” area and read it carefully. You will need to open it again at the start of your test using the PDF viewer mentioned above.
- For test security reasons you cannot take the test wearing a face covering. If you normally cover your face and wish to be assigned a male or female proctor for your test, you must request Examity to arrange this.
- For test security reasons you cannot take the test with your ears covered. If you normally cover your ears and wish to be assigned a male or female proctor for your test, you must request Examity to arrange this.
- Pass the Examity technical practice test on your PC. Please refer to the email sent to you by Examity for information on this.
- Disable or remove all browser extensions except those required to run your test provided by Examity.

- 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 “office style” desk or table and chair; a bed (for example) cannot be used.
- You will need either a movable mirror, phone or external webcam to use in the Examyty pre-test checking process even if your laptop has 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 Examyty using the online Examyty account you have created. You need to do this at least 24 hours in advance of 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 can be done free of charge if more than 24 hours before the test is scheduled to start. If less than 24 hours, this can be done but a small charge will be made by Examyty.

If you feel unwell you should consider rescheduling 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 the test start time 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 scarf, tie/necktie, watch, necklace or any rings, or have any visible jewellery, including religious symbols. No hats, caps or head coverings are allowed (except those worn for religious reasons such as head scarves, turbans etc. and these must not cover any part of your face or ears, and must have been worn in your passport photograph). No face coverings are allowed. If you need to wear glasses (not sunglasses) for medical reasons the proctor will check these.
- Position your desk so that when you are taking the test the room's door will be in the webcam's view and turn on the room's lights so you can be monitored and recorded. Make sure all windows are covered.
- Clear the desk and room, removing all books, papers, phones, other electronic equipment (except that needed to take your test), cable, printers, second display monitors etc. You are allowed one sheet of plain paper, a pen or pencil, and a clear unlabelled bottle or glass of water. You are also allowed, and will need, a device for showing the room during the room pan check; a mirror, phone with a camera or external web camera.
- Set up your PC and other equipment, and check that everything is working properly including the webcam(s). Also check that you can hear the speakers and that the microphone can record, and the PC is stably connected to the Internet with sufficient bandwidth. Close all programs, then start the Chrome (or Edge in China) web browser. Make sure all browser extensions except those provided by Examity are disabled or removed, Bluetooth is turned off, and the language is set to English.
- Have your external webcam, phone or mirror ready to use in the Examity checking process.
- Have your passport with you, and if you have a Chinese passport, you will also need your Resident Identity Card. Photocopies are not allowed.
- Have your online Examity account login and password.
- Make sure you have the Password Skills Plus test login which was sent to you after you purchased the test.

- Be alone in the room with the door closed and windows covered, unless this is an authorised group Password Skills Plus testing session in which case other test takers (only) may be in the room.

Remember that you personally (and no one else) are responsible for adhering to the test regulations and rules. If you are taking the test in a location that is not under your control, you must ensure that the controllers of the location understand the test regulations and rules and will enable you to adhere to them.

Fifteen minutes before the time you scheduled to start your test, login to your Examy 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 please refer to “What if I don’t log in to Examy as scheduled?” below.

When you are connected to an Examy proctor they will check the equipment, the room and your passport, and remind you of the rules for taking the test. You must expect this to take at least 30 minutes.

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?

If you bought your test directly from ELT, your results will be sent to the email address you supplied when you bought your test and will include a printable PDF results certificate. This will normally be within seven working days of completion of the test.

If you bought your test from an institution such as a university or college or were provided by one with a coupon, they will advise you of your test results and may, or may not, send you a printable PDF results certificate. They will advise you when to expect your results.

If your test requires additional security checks or an interview, or for any reason requires investigation, your results will take longer.

The results 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.

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.

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 one part of the test?

You may retake one part (reading, writing, listening or speaking) of your Password Skills Plus test. Only one part of any test can be retaken.

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, the date and time that you took your test, and which part of the test you wish to retake. ELT will send you an email with instructions on how to proceed and the fee to be paid. You must pay the fee and retake the test part within two weeks of being sent your test results.

You may not book another full retake test if you intend to retake one part of a test.

Can I retake the entire 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 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 one month after the second test was taken.

You may:

- Not book a Password Skills Plus test more than three months in the future.
- Not take more than two Password Skills Plus tests in any one month period (practice tests are not included) and three in total.
- Not book another test if you intend to retake one part of a previous test, or have contacted (or will contact) ELT because of technical problems (see “What if I have technical problems while taking the test?” below) during a test until you have received a reply from ELT about that test.
- Only have one test booked at a time.
- Book your next test as soon as you have received your test results (or one part retake result).

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

If you logged in to Examyty 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 schedule your test again with Examyty, and there is a fee charged by Examyty for this. Please contact them, which you can do by emailing them at support@examyty.com.

What if I have technical problems while taking the test?

If you have technical problems with your equipment and network (PC, speakers, 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. The Internet is not guaranteed to be perfectly reliable and ELT cannot be responsible for Internet problems outside of ELT's and Examyty's servers and local networks.

If you wish to take or complete your Password Skills Plus test you will have to pay an additional fee, usually discounted from the normal price of the test. You should only have to take the parts of the test that you did not complete. You are eligible for (at most) one discounted fee even if there are reasons that might otherwise give rise to multiple discounts or 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, 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 how to pay the additional fee. You must pay the fee and complete the test within two weeks of the original test being started.

Tests that are not taken or completed because of technical problems (whether subsequently taken and completed or not) are counted as part of the three times (a first test and two retakes) that you may take a Password Skills test.

If there are problems with ELT's or Examity'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, 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 Examity are at fault. ELT will investigate and if satisfied that they and/ or Examity 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?

You should consider rescheduling your test, please refer to "Scheduling your test" above.

If you take your test whilst ill, 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 one month after the second test was taken.

Complaints and appeals

If you have any comments and/ or complaints about your Password Skills Plus test, Examity 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, the date you took your test and your comments and/ or complaints.

If you wish to appeal the result of your test and have a re-mark of the writing and/ or speaking parts of the test (reading and listening cannot be re-marked) 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 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.

Who accepts Password Skills Plus test results?

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.

Please note

ELT:

- Have instructed Examyty that if you fail the pre-test checks they must not allow your test to start. You will need to rebook your test with Examyty, and Examyty 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 Examyty 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.

Password Skills Plus test regulations

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 Examy proctor and during the Password Skills Plus test, you must:

- Carefully listen to the test rules read out to you by your proctor, and carefully read the test rules displayed for you to review, and abide by them (the rules are available on ELT's website).
- Obey all 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.
- Ensure that no persons can see into, or have placed electronic devices in, the test room at any time.
- Only speak when allowed, that is to complete tasks in the speaking part of the test and to the proctor. Reading out loud is not permitted.
- Stay seated and focus on the test screen during the test (not looking away from the screen and down or around the room).
- Complete the test yourself, unaided with your own original work, and not receive any help or assistance in any way from any other person(s), assistive software (such as spell checkers or ChatGPT) or information source such as books, notes, phones, the Internet etc., not use essay templates, nor use or plagiarise the work of others.
- Log back into Examy and click 'return to exam' if you are disconnected from the Examy 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 Examy Support at support@examy.com and they will assist you with the next steps.

Whilst connected to an Examy proctor and during the Password Skills Plus test, you must not:

- Bring into, or access anything in, the test room that might assist in performing the test tasks.
- Use books, notes, phones, dictionaries (paper or electronic), the Internet, any sort of virtual machine, assistive or remote access software or other any information source(s) or other aid, nor receive any person's assistance in performing the test tasks.

- 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, or allow any other person to use, any unauthorised electronic or data capture equipment; this includes but is not limited to pens, paper, computers, tablets, phones, memory sticks, cameras, video recorders, headphones, earbuds, headsets 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 use or copy the work of any other person or test taker.
- Eat or smoke in the test room.
- Behave in a threatening or intimidating way towards a proctor.

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 Examiity staff or others.
- Threatening or intimidating in any way ELT or Examiity staff or others.
- Taking or attempting to take repeated tests outside of the permitted retake arrangements.
- Taking or attempting to purchase and/ or take a test in a location listed by ELT where Password Skills Plus test may not be purchased/ taken.
- Taking or attempting to 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.

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.
- 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 carry out additional passport or other identity document or other security checks, or conduct an interview, or investigate anything related to your test or the administration of your test, you are required to assist ELT and/ or Examyty in any way requested which may require supplying additional passport and/ or other identity document information and photographs for verification and analysis, and/ or taking part in an online interview (using Teams, Zoom or similar) with ELT which may be recorded, and/ or retaking one or more test modules.
- 5) If you are suspected of engaging, or proven to have engaged, in any form of academic misconduct, cheating, fraud, claiming or attempting to claim a refund when this is not due, or anything that might damage the reputation and/ or integrity of the Password Skills Plus test or ELT you may be disqualified, may not receive a test result and may be prohibited from taking any Password test in 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 becomes the property of ELT and that you have no rights over it.
- 8) You personally (and no one else) are responsible for adhering to the test regulations and rules.
- 9) You understand that if you are connected in some way to other tests or test takers that have been disqualified, or to batches or locations of tests that have been subject to systemic cheating, you also may be disqualified because of the connection.

Declarations

By buying, 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 supplied to Examity and 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 proven or suspected academic misconduct, cheating, fraud or any other irregularity in the test process.