



Test Regulations

1 Introduction

These regulations relate to the administration of the Oxford Test of English. The Oxford Test of English is produced by Oxford University Press (OUP). Further information about the Oxford Test of English can be found at www.oxfordtestofenglish.com.

These regulations relate to tests taken from 2018.

2 Definitions

Oxford University Press is a department of the University of Oxford. The Oxford University Press English Language Teaching division is responsible for the production, delivery, marking and results associated with the Oxford Test of English.

Oxford Test of English **test centres** are institutions authorized to administer the Oxford Test of English.

The **test centre manager** is responsible for the administration and running of Oxford Test of English test sessions within their centre, and is also responsible for the collection of test fees and the issue of results to test takers.

The test **invigilator** is responsible for the administration of the Oxford Test of English in the test room.

The **IT representative** is responsible for ensuring that the technical equipment used in the test room is suitably prepared for test use.

A **test taker** is a person who has registered to take the Oxford Test of English at an approved test centre.

A **test session** is the date and time at which the test is administered.

3 Entry regulations

- 3.1 The Oxford Test of English has been designed for people whose first language is not English. However, there are no restrictions against native speakers of English applying to take the test.
- 3.2 The content of the Oxford Test of English is suitable for people aged 16 years and above. There are no age restrictions placed on test takers, but we recommend that test takers are made aware of the intended age group before booking a test.
- 3.3 The Oxford Test of English can only be taken at an approved Oxford Test of English test centre.
- 3.4 The Oxford Test of English has four modules: Speaking, Listening, Reading, and Writing. A test taker can take a whole test (all four modules), a single module, or any combination of the four modules, subject to the availability of the required session at an approved test centre.
- 3.5 Test takers may retake the whole test or individual modules. The minimum time between taking and retaking the test is four weeks.

4 Test session bookings and conditions

- 4.1 Oxford Test of English test sessions are the responsibility of approved test centres. The test is available on demand, subject to suitable notice, so test centres can arrange test sessions to suit the needs of test takers in their local area.
- 4.2 Where possible, arrangements for test takers with special requirements will be accommodated by test centres. Details about special requirements provided for the Oxford Test of English can be found at www.oxfordtestofenglish.com.
- 4.3 The fees charged for the Oxford Test of English are set by each test centre, so fees may vary between different test centres, depending on local costs.
- 4.4 A test taker may be denied entry to a test session if the test centre suspects malpractice as the reason for entry.
- 4.5 Oxford University Press is not responsible for the cancellation of a test session by a test centre. Where a test session has to be cancelled, the 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.

5 Test preparation

The Oxford Test of English is not aligned to any specific course of instruction. Institutions preparing students for the Oxford Test of English may use any preparation materials they believe to be suitable. It is, however, suggested that test takers are familiar with the format of the Oxford Test of English. A full demonstration version of the test is available at www.oxfordtestofenglish.com for use by test takers. Official B1 and B2 level practice materials are also available to buy from Oxford University Press.

6 Taking the test

6.1 Test details

Once the test centre has accepted the entry fee from a test taker and confirmed the test session with Oxford University Press, the test centre will provide the test taker with the following details:

- date and time
- test venue
- test taker terms and conditions
- information for test takers, including details on the type of ID required, what may and may not be brought into the test room, and rules on test taker behaviour.

6.2 Test taker behaviour

Test takers must obey the instructions of the invigilator at all times. Test takers are not permitted to bring any electronic devices, such as mobile phones, voice recorders, mp3 players, cameras, etc. into the test room. All such items must be handed to the invigilator before entering the test room.

Oxford University Press takes malpractice and misconduct very seriously, whether in the form of cheating, the copying of test material or the disruption of a test session. Test takers found to have cheated, infringed copyright or disrupted a test session will not receive a result for their test and may be refused entry to future test sessions.

The use of offensive, rude or racist language in test answers will not be accepted. A test answer containing such language will not be marked and the result will be withheld.

7 Results

All test results will ordinarily be released within fourteen days of the test session. Results for the Listening and Reading modules are marked by computer and are available immediately after the test session. Speaking and Writing modules are marked by trained assessors and will ordinarily be available within fourteen days of the test session.

Test takers get a module report card for each test module completed. Test takers completing all four test modules will also get an Oxford Test of English certificate. The results contain a standardized score and a Council of Europe Framework of Reference for Languages: Learning, Teaching, Assessment (CEFR) level for each module taken and for the overall test. Further details on interpreting test scores can be found at www.oxfordtestofenglish.com.

7.1 Results verification

Where a test taker needs to have a result officially for a third party, such as an institution or employer, they can request verification of the results from Oxford University Press by emailing Customer Support at otesupport@oup.com. Third parties are advised to only accept officially verified Oxford Test of English results.

8 Results reviews and appeals

If a test taker is unhappy with the result they receive, they may request a results review via the test centre, after payment of the relevant fee. Information on fees for results reviews is available from the local test centre.

For Speaking and Writing modules, a results review consists of a re-mark of the test module. If the re-mark results in an upward CEFR level change for the module or overall result, the re-mark fee is refunded to the test taker (see Section 9). A re-mark will not result in a lower score being awarded than that achieved in the original test.

For Reading and Listening modules, which are computer marked, a results review consists of a results check. The results check reviews the tasks presented to the test taker and the ability estimate generated by the test algorithm. If the review results in an upward CEFR level change, the results check fee is refunded to the test taker. If the results check identifies an error in the tasks presented to the test taker, the test may need to be retaken. In such cases, the test centre will refund the results check fee. The test centre may also refund the test fee or offer the test taker the opportunity to take the test again, as appropriate.

Please note that errors in computer-delivered and -marked tests are extremely rare, so test takers should be advised that such requests are unlikely to result in a change to the original result.

If a test taker has requested a results review for one or more modules of the test and is still unhappy with the result, they may request an appeal via the test centre. Information on fees for an appeal is available from the local test centre. A test taker can only request an appeal if they have previously requested a results review.

All appeals are reviewed by the University of Oxford Department for Continuing Education. If an appeal is upheld, the appeal fee will be refunded. The decision of the University of Oxford Department for Continuing Education is final.

Oxford University Press retains the right to amend or withdraw a test result at any time in the event that an investigation finds that the original result is invalid.

9 Fees and refunds

Oxford University Press may, at its sole discretion, elect to authorize the refund of fees (test, results review and appeal fees). All refunds for the Oxford Test of English are the responsibility of the test centre at which the test was taken. Any refunds authorized by Oxford University Press are paid via the test centre and may be subject to the deduction of an administration fee by the test centre.

10 Copyright

Oxford University Press is the owner of the copyright in all Oxford Test of English test questions and test materials. Test questions and materials may not be performed, displayed or communicated to the public (other than to test takers during a test session) or adapted in any way, under any circumstances.

Oxford University Press does not allow test takers, test centres or institutions to view test takers' answers.

Oxford University Press will not return any responses test takers produce in the test to test takers, test centres or institutions.

11 Data protection

Oxford University Press processes personal information in accordance with its privacy policy at global.oup.com/privacy, and approved test centres are required to comply with applicable data protection and privacy laws.

12 Complaints

If a test taker is unhappy with any aspect of their test administration, they should make a complaint via the test centre at which the test was taken. The test centre will forward to Oxford University Press any complaints from test takers relating to services provided by Oxford University Press. If a test centre is unhappy with the services provided by Oxford University Press, they should register their complaint directly with Oxford University Press.

Full details of the Oxford Test of English complaints policy are available at www.oxfordtestofenglish.co.uk.

13 Contact details

Email: otesupport@oup.com

Website: www.oxfordtestofenglish.com