Thank you for choosing EnglishScore!

BEST PRACTICES

- ☐ Choosing a wider test period (1 to 8 March) instead of a fixed test date and time (March 8, 9 AM to 5 PM) contributes to a better test experience.
    - EnglishScore's rotating item banks and screenshot ban mean that you can feel confident that test-takers won't be able to share questions to other test-takers. A low stress environment contributes to better and more accurate score for test-takers.
- ☐ Pick a day for possible resits for test-takers who were not able to complete their test during testing period.
    - While we strive to deliver a smooth experience, preparing for resit days reduce the stress level of test-takers on test day.
    - We recommend that the resit day is 7 days after the official test date.
- ☐ Ensuring that all test-takers go through our readiness check which includes a system requirement check and a mock test.
    - Test-takers who have ensured that their device is compatible with the test and are familiar with the User Interface will have a great test experience, which will ensure that you get a more accurate score.
- ☐ Familiarize yourself with the dashboard and information pack prior to testing.
    - Find out the latest updates from the EnglishScore team, watch our videos and read our information pack.
- ☐ Communicate your test plans as early as possible to EnglishScore team so we can support you better.
    - This ensures that we can provide adequate support for your test period.
- ☐ Consider putting a penalty for test-takers who are found to have cheated on EnglishScore.
    - Deterrence is the best strategy against cheating.

SPECIAL ACCOMMODATIONS

If any of your test-taker requires special accommodations, please submit accommodations request at least 4 weeks in advance of the start of the testing period. All accommodation requests should be accompanied by supporting documentation.

Typical accommodations may include extra time, proctoring adjustments, or assistive technology. All cases are handled on a confidential

A QUICK GUIDE TO PREPARE FOR YOUR NEXT TESTING PERIOD

	STEP 1 AND STEP 2	STEP 3		STEP 4	STEP 5
	7 days before	**5 days before**	**1 day before**	**Test period**	**After test**
Administrator	☐ Get a Connect Code from EnglishScore ☐ Check and log-in to your dashboard ☐ Send your test-takers our Test-Taker Pack ☐ *(Recommended)* try the test yourself!	☐ Make sure your test-takers are doing their **mock test**	☐ Remind your test-takers to not take any test today!	☐ Be on standby. ☐ Familiarise yourself with our Troubleshooting FAQ.	☐ Coordinate with EnglishScore on test-takers who need to resit.
Test-taker	☐ Read the Test-taker information pack	☐ Go through our System Requirements ☐ Take our **mock test**	☐ Rest up! Please do not take any test today, as you may hit EnglishScore's 24-hr test limit ☐ Make sure that you have the right environment, mobile phone, internet connection for tomorrow!	☐ Go through our System Requirements again. ☐ Just do your best!	☐ Wait for your results! ☐ Do not delete the App or your account until you receive your certificate. ☐ If you encounter an issue and need to resit, please talk to your Administrator.

STEP BY STEP DETAILS

***Ran out of time? Here's a* Quick Checklist**

- ☐ I can login to my dashboard
- ☐ I have communicated the test period to my Account Manager
- ☐ I have the connect code for both mock test and the official test period
- ☐ I have sent the test-taker information pack to my test-takers
- ☐ My test-takers have completed their system requirements check and mock test
- ☐ I have read through the troubleshooting guide
- ☐ I know how to contact my Product Support Specialist
- ☐ I know how to certify the test (if applicable)
- ☐ I know how to review the test-takers

STEP 1: SET UP YOUR DASHBOARD AND CONNECT CODE

First of all, please ensure that you let your Account team know that you plan to test. This will help us to communicate any changes or support you better on test day.

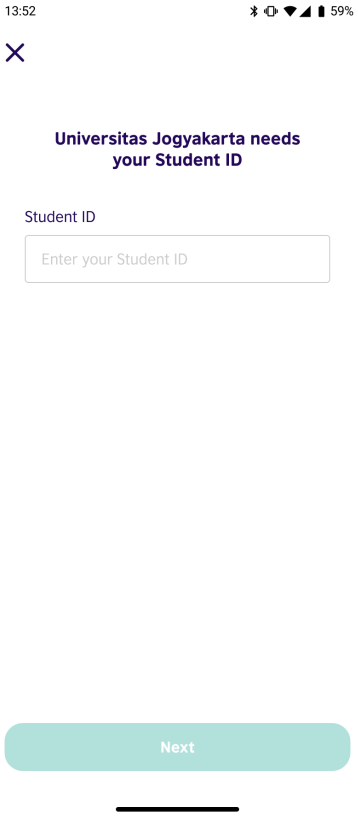
Once done, please make sure that you are set up with your dashboard.

- ☐ Make sure that you have access to your dashboard (dashboard.englishscore.com) and log-in to your dashboard
- ☐ Add other administrators to your dashboard by clicking on 'Account Settings'

Next, make sure that you have a **connect code** for your testing period by requesting a new one from your Account team at least 7 days before testing. You may be able to use your old Connect Codes, but please check their expiry date by clicking “Connect Code” on the left pane of your dashboard. Test-takers who do not input a connect code will not appear on your dashboard.

Remember:

- A dashboard can contain many connect codes
- Connect code can be limited to a time period (e.g. from Monday January 1 to Wednesday January 3)
- Can be limited to a test type
- You can also ask for a connect code to request the test-taker to input a secondary ID number. For example, you can ask that a connect code that requests the test-taker to submit their Student ID. You will be able to see this value on your dashboard. **<INSERT SCREENSHOT>**



STEP 2: COMMUNICATE TO YOUR TEST-TAKERS

Please share this template with your test-takers. If you are making your own template, please make sure that you include the following:

- ☐ System requirements
- ☐ Mock test requirement, deadline for mock test, and the Connect Code for the Mock Test
- ☐ Test period (start and end date and time) and the Connect Code
- ☐ Maximum test limits for each test-taker

- [ ] Remind them to not take the test 24 hours before the test start time!

STEP 3: READINESS CHECK: SYSTEM REQUIREMENT AND MOCK TESTS

It is imperative that your test-takers are ready to take the test before your testing period. Because of this, we recommend that all test-takers go through our system requirements and mock tests.

System Requirements

1. For the Core Skills test & Writing test - for best experience, we recommend a 2mbps download & upload speed. Please do not take the test if your speed is less than 512kbps.
2. For the Speaking test - We recommend a 8mbps and a minimum of 2 mbps internet speed
3. Minimum operating system: Android 6.2 and iOS 16.0
4. Please take a speed test to verify you meet the minimum internet speed requirements
5. The display settings is set to light mode
6. Zoom is set to 100%
7. Battery is charged to 100% (Access to a phone charger if required)
8. Have enough storage on the phone (100 MB)

Mock Tests

Doing mock test is an advantage that clients and test-takers have with EnglishScore. Because of EnglishScore's algorithms, our Core Skills test have a small repetition rate which means that test-takers who conduct the Mock Test will have a very low chance of seeing the same test question twice.

The benefit of doing mock tests are:

- Eliminate potential device or system problems
- Familiarize test-takers with the test structure
- Reduce anxiety of test-takers on test day

Test-takers who take the test in a low stress environment perform better, and is a more accurate measure of their ability.

To complete mock tests, institutions have two choices:

- Use EnglishScore's Mock Connect Code
    - Results will not be shared to the institution
- (Institutions who bought licenses) can ask test-takers to take the first test (out of 4) as their mock test
    - Results will appear at the institution dashboard

Test-takers should only complete the mock test up to 3 days before the test. We strongly recommend not testing on Day 2 and Day 1 from the test day, as test-takers might hit their limit. Please talk to your Account team to organize a mock test.

STEP 4: TEST DAY SUPPORT

Institutions are expected to resolve most test day questions from the test-takers directly. EnglishScore does not provide direct test-taker support. Please see our FAQ on Troubleshooting and Mini Troubleshooting Guide.

In 95% of the cases, questions that come from test-takers can easily be resolved or answered by the institution. Test-takers who have completed Mock Test have lower probability to need help during testing period.

If you have reviewed the FAQ on Troubleshooting and Mini Troubleshooting Guide and could not resolve the issue, please contact your Product Support Specialist using the Dashboard's Live Chat function. In some cases, we might give you a number to call or contact. **Please do not give the number to the test-taker directly, as we will not be responding to them.**

Product Support Specialist works 9 AM to 5 PM in your local timezone. We do not conduct weekend or evening support.

STEP 5: REVIEWING RESULTS ON DASHBOARD AND CERTIFICATION PROCESS

DASHBOARD RESULTS

Core Skills test-takers should have their results appearing in the dashboard in a maximum of 3 hours after the test is completed. Speaking and Writing test-takers will take longer to complete, as it may take up to 72 hours for EnglishScore to grade their scores.

You can choose two views on the dashboard:

- All Test Sittings *(view all test sittings)*
    - This will display each test taken, regardless of test-takers
- Your Test-Taker *(view organized by test-taker)*
    - 4-skills score will appear in here

We constantly update our dashboard. Please refer to the latest manual or watch our latest video.

CERTIFICATION PROCESS

Institutions who have bought licenses are able to initiate the certification process from the dashboard.

Our system allows institutions to view results of test-taker by their Best Attempt or Latest Attempt. You can also filter the date, the connect code, and even search for individual test-taker from the search bar.

To certify the sitting, click the button ‘Certify’ on the dashboard. This will send the test sitting to our team of proctors, who will then review the test sitting details and grant certificates if we do not detect violation during the test sitting. Upon completion of proctoring process, test-takers will be requested to complete the certification process through the App - so it is important that they do not delete their App or their Account.

INVALIDATION

Test sittings that are sent to the certification process will be reviewed by our team of human proctors. This includes checking for violations on photo, reviewing flags generated by the system, reviewing audio snippets, and analyzing for abnormal behavior of the test-taking activity.

EnglishScore reserves the right to invalidate test-takers’ scores. In most cases, institutions may inquire about invalidation causes. EnglishScore reserves the right to not disclose this information to protect the integrity of our security measures. In these instances, EnglishScore will offer a

free resit to the affected institution / test-taker.

Appendix

TROUBLESHOOTING GUIDE

UNDERSTANDING ENGLISHSCORE'S TEST STRUCTURE

EnglishScore's adaptive test means that:

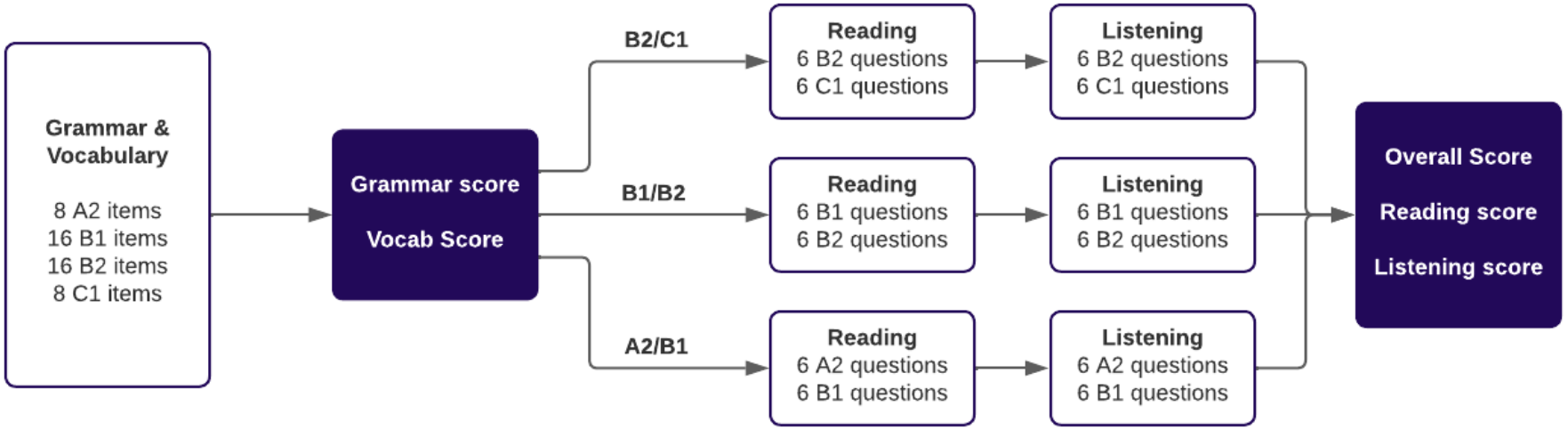
- The test can be accurately scored in a short period of time
- Adaptive tests change based on how you answer, so everyone feels the same at the end.

EnglishScore's adaptive technology starts at the Core Skills test. This means that test-takers cannot start Speaking and Writing tests without receiving a score from the Core Skills test.

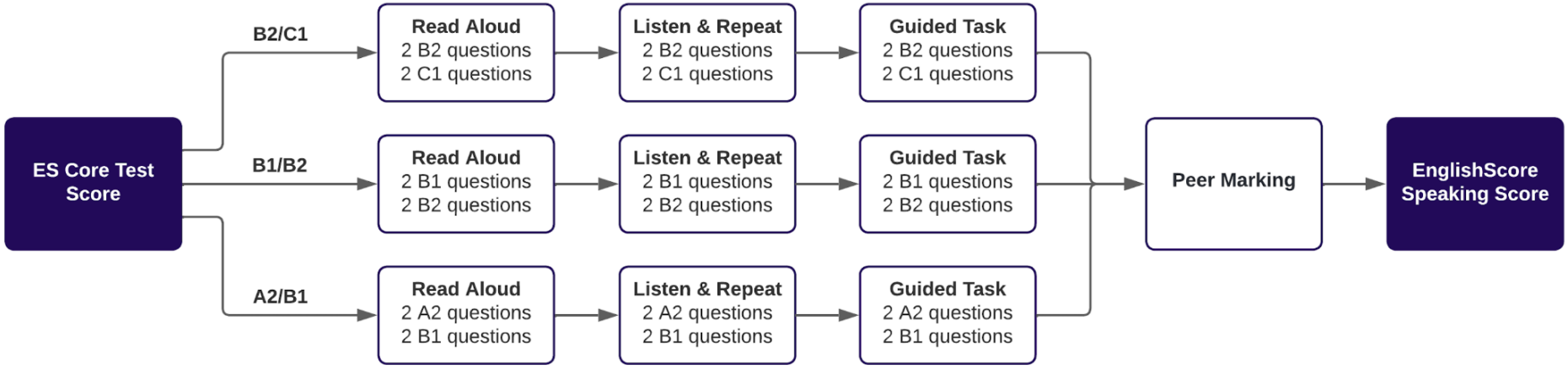
At the Core Skills test:

- Everyone starts with a set of Grammar and Vocabulary questions.
- Scores from the Grammar and Vocabulary section determines the question types in Reading and Listening.

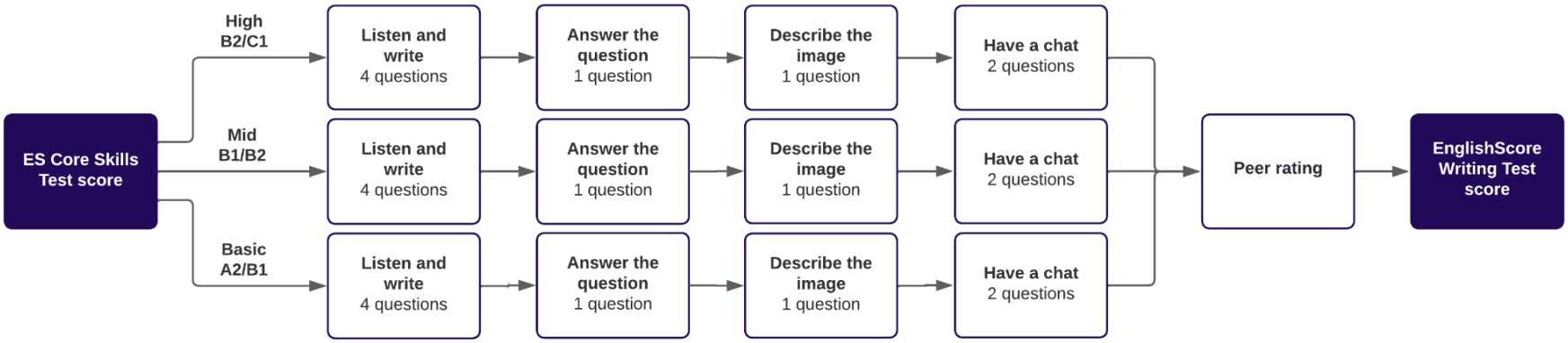
Completion of the Core Skills tests unlocks both Speaking and Writing tests at the same time.



EnglishScore uses the results of the Core Skills test to determine the type of questions that test-takers have in the Speaking section.



Similarly, EnglishScore uses the results of the Core Skills test to determine the type of questions at the Writing section.



UNDERSTANDING ENGLISHSCORE'S SECURITY FEATURES

- **Alone in a room**
  - Test-takers must be alone in a room at all times.
  - Test-takers should not take the test in a public area.

- **Rotating Item Bank**
  - EnglishScore uses our algorithms to minimize item exposure to a test-taker.

- **Test start limit**
  - Test-takers can only start the test a maximum of twice in 24 hours, and 10 times in 28 days.

- **AI Proctoring and Human Review**
  - Test-takers who inputted connect code will automatically have exam conditions on. This means that the front facing camera will be on during the test at all times. The camera will:

        - Monitor if a second person is in frame, or if the test-taker is no longer seen.
        - Capture random photos of the test-takers, which will be displayed to the institution's dashboard.
    - Human reviews are only conducted when a test sitting is sent to the certification process.

- **Audio Detection**
    - EnglishScore monitors audio during the Core Skills test. Snippets of audio recording may be sent to the proctoring team for review.