

PTE Academic Test Taker Handbook

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Version 9

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About PTE Academic

Pearson Test of English Academic (PTE Academic) is a new, international, computer-based academic English language test. The test accurately measures the listening, reading, speaking, and writing skills of test takers who are non-native speakers of English and need to demonstrate their level of academic English proficiency.

PTE Academic delivers a real-life measure of test takers' language ability to universities, higher education institutions, government departments and organizations requiring academic English. PTE Academic is endorsed by the Graduate Management Admission Council® (GMAC)®.

About the Test Taker Handbook

This Test Taker Handbook will provide you with detailed information on all the following practical aspects of PTE Academic:

- The form and content of the test itself
- Instructions on how to register and book a test
- Guidance on what to expect on the day of your test
- Rules and regulations of the test center
- What additional support materials are available to help you
- Outlines of the Privacy Policy
- Terms and Conditions for test takers who decide to take PTE Academic

Important note

If you are intending to use Pearson Test of English (Academic) for visa application purposes (including the UK, Australia and other countries), please ensure you have checked the relevant Government authority website to confirm which Secure English Language Tests (SELTs) will be accepted for immigration purposes at the time you wish to make your visa application. Pearson makes no warranty or statement around the acceptability of the Pearson Test of English (Academic) for visa application purposes, as Government authorities are entitled to such any recognition status at their discretion. Pearson accepts no liability where test takers are unable use their Pearson Test of English (Academic) Score Report for any visa application for any reason.

I. Test format

PTE Academic is a computer-based test that measures your listening, reading, speaking and writing skills in academic English.

The format of the test is:

Part	Content	Time allowed
Introduction	Introduction	Not timed
Part 1	Speaking and writing	77–93 minutes
Part 2	Reading	32–41 minutes
Optional Scheduled Break		10 minutes
Part 3	Listening	45–57 minutes

Test time—The complete test is delivered in one session of approximately three hours. There is a timer on each screen to show you how much time remains for the current section. If you are in a room with other test takers, you will each have a different version for security reasons. Do not worry if you see or hear other test takers moving more quickly or slowly than you through the test. Focus on your own screen and how much time you have left.

Breaks—You will have the option to take a short break after Part 2 of the test, (Reading). Instructions will appear on the computer screen at the appropriate time. To take the break, follow the directions on the screen. The break is scheduled for 10 minutes, which includes the time it takes for you to sign back into the testing room and return to your desk. If you exceed the allotted 10 minutes, the time will be deducted from the following part of the test. If you do not want a break, the break time will not be added to your test time.

Reviewing answers—You should remember that after answering an item and clicking *Next (N)* you will not be able to return to previous items and change your answer. There is no opportunity at the end of the test to review your answers.

Listening items—Some items test your ability to listen to spoken English. The test makes use of different varieties of English, for example, British, American, and Australian. You will hear audio and video clips only once, and you will be able to adjust the volume on each item. You will not be able to replay the video/audio clips during the test.

Speaking items—Some items test your spoken English proficiency. You will be asked to speak into a microphone and record your answer. You will not be able to re-record your responses. If you do not respond within three seconds of hearing the tone, your response will not be recorded and you will have to move to the next item.

Writing items—Some items test your written English proficiency. You may write your response in any standard form of English using a recognized spelling convention, e.g., British or American. For these items you have a specific amount of time to respond. If you do not answer the item within this time, you will have to move to the next item.

To find out more about the format of the test and available study materials, *please see the Learning Resources section* of this Handbook (Section 5) and visit www.pearsonpte.com.

2. Registration and scheduling

Registration

Test takers must be over the age of 16 to register for and take PTE Academic. If you are aged 16 or 17 when you register, you will be asked to provide a signed *Parental Consent Form*. This acts as proof that your parents give their permission for you to take the test. The form can be obtained by calling the Pearson Customer Service team in your region, or by visiting the 'Book now' section of our website at www.pearsonpte.com/book.

Visit
www.pearsonpte.com

Go to www.pearsonpte.com. Click on 'Book Now' on the top right side of the screen.

Read and then
click 'Book
PTE Academic'

Carefully read all the information on this page before clicking on 'Book PTE Academic' at the bottom of the page. The registration and booking website will open in a new window.

Click on 'My Account'
and then 'create a new
web account'

You will now see the Pearson booking website menu for PTE Academic. To register to take PTE Academic, click on 'My Account'. If you have not yet registered your details, click on the link to create a new web account.

Correctly enter ALL of
your required details

Enter your personal details, including your name, address, email address, date of birth, and where you are from. Make sure you complete all the required fields with correct and up-to-date information.

IMPORTANT information:

- Please enter your name exactly as it appears on the identification you intend to bring with you on your test day. Please refer to the *Identification and Security* section of the Handbook. If the name on your account and the name on the ID you take to the test center do not match, you will not be allowed to take the test, and you will lose your test fee.
- You must use Roman characters when you register.

Please note:

- If you only have one name that is both your given name and family name, please enter it in the 'Family Name' field. Enter a full stop/period in the 'Given Name' field.
- If your name is too long to fit in the available space, please enter as many characters as possible. Then contact Customer Service to inform them that there may be a difference between the name on your account and the name on your ID.

Continue to END of
registration

Enter your information on each page, and click 'Next' to move to the next page. Make sure you continue to the end of the registration process; otherwise, your account details will not be saved.

Confirmation! Check
your email for Username
and Password

After you have entered all of your registration details and completed all the required fields, you will receive an email within one to two business days (Monday to Friday, excluding US and UK public holidays). This contains a confirmation of your Username and Password which will allow you to access your account and schedule your test. If you wish to book a test at short notice, we advise you to call our Customer Service team so you can avoid this potential delay.

Helpful hints

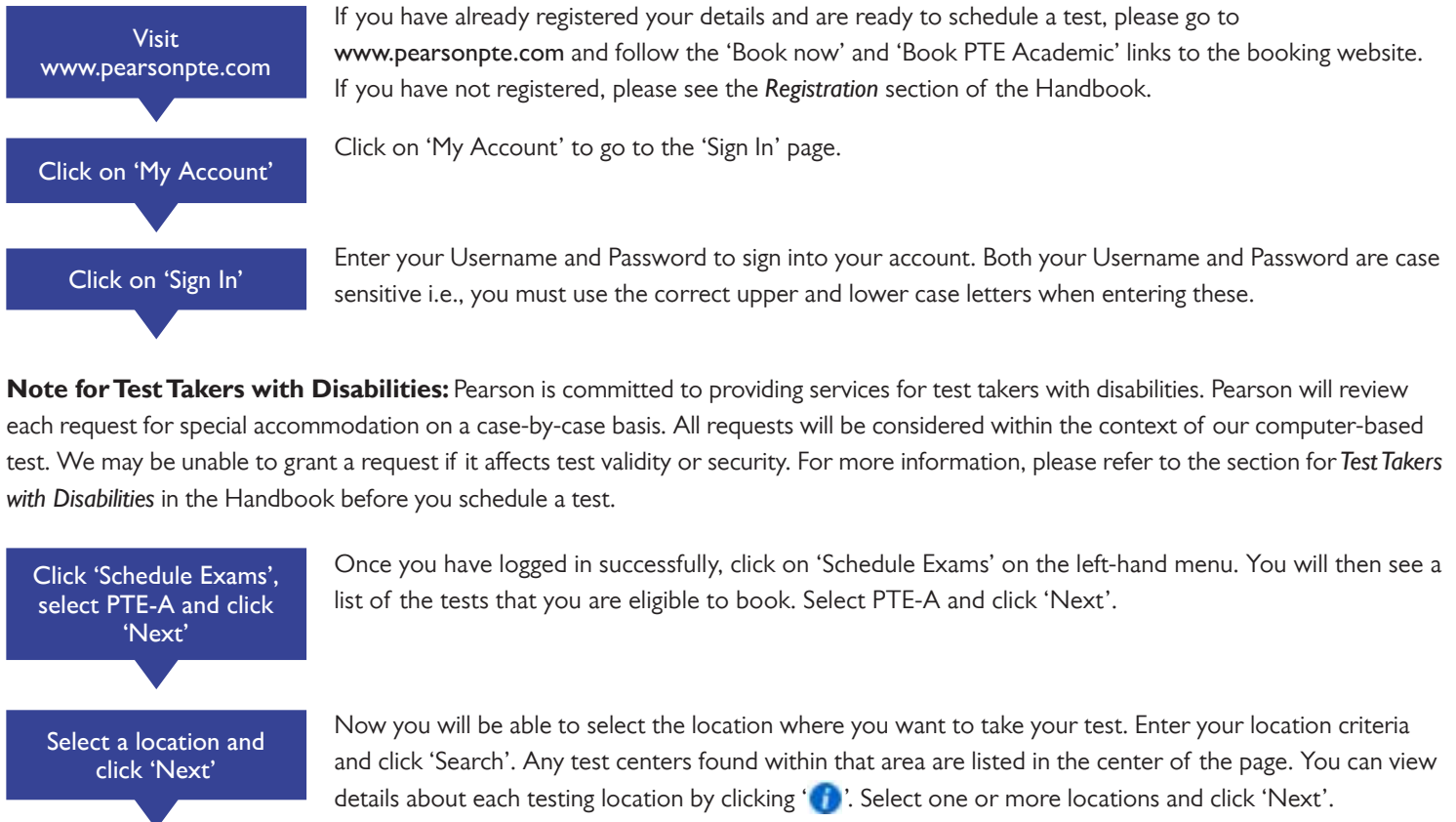
- Use a valid and secure email address where you can regularly check your messages. This is where your Username and Password will be sent, as well as your booking confirmation, notification that your results are available and messages from Pearson.
- Once you have received an email from Pearson, you should add the Pearson email address to your address book. This will prevent any Pearson email messages from going to your junk /spam email folder and possibly being forgotten or deleted.

Scheduling, rescheduling and cancelling

Before you schedule your test, you should read through the entire Handbook to make sure you understand all the rules and regulations related to the test. You will be asked to confirm that you have done this when you make your booking. You may schedule an appointment up to six months in advance.

A list of testing locations is available on the website. To ensure you have the most up-to-date information, please check the website regularly, as more test centers are being added to the network all the time. You can find available dates by signing in to your account and searching for your chosen test center, or by visiting www.pearsonvue.com/pte/sa.

Scheduling



Select Date and Time and click 'Next'

Next, you can search for available test dates and times. Available dates and times will vary depending on the location(s) you choose. Click a date on the calendar to see the times that are available on that date. Select a date and time that suits you, click 'Select Appointment' and then click 'Next'.

Note: Scheduling within 48 hours of an appointment will result in additional fees. Please see the *Payment and Fees* section of the Handbook for further details. If you cannot find a suitable appointment, please contact Customer Service for assistance.

Enter your background information and click 'Next'

After selecting the date and time for your test, you will be asked to answer further questions. The questions include agreeing that you have read our Privacy Policy, this Handbook, and agreement to share your scores with the relevant authorities. Answer the questions and click 'Next'.

Confirm details and make any changes

You will now see your test confirmation page, which displays your selected test date, time, and test fees. You can make changes to your test date and time here if required. After reviewing the details, click 'Next'.

Make payment

The full test fee must be paid at the time of booking. For further details on payment and fees, please go to the *Payment and Fees* section of the Handbook. Enter your billing and credit card details and click 'Next'. *If you have a voucher number or promotion code, do not forget to enter it.*

Confirm order

The final confirmation page lists your test and fee details. Review the information and click 'Confirm Order'. It is recommended that you print or save this page for your records.

Confirmation email

Once you have completed the scheduling of your test and payment has been received, you will receive an email confirmation. This email will also contain details on where the test center is located, directions of how to get there, and a few points to remember on test day. The confirmation email will be sent to the address you entered when you registered.

Note: If you do not receive your confirmation email, please check your junk or spam email folders. You can review all details of your booked appointment by logging in to your account.

Rescheduling or cancelling an existing booking

Cancelling or rescheduling your appointment may result in additional fees. Please see the *Payment and Fees* section of the Handbook for further details.

Note: If you wish to reschedule your appointment at a different test center location, you may only do so within the same country because of differences in tax laws. If you wish to reschedule to a test center outside your original country, please cancel your existing appointment and book a new one.

Visit www.pearsonpte.com click on 'My Account' and then 'Sign In'

Go to www.pearsonpte.com and click the 'Book now' and 'Book PTE Academic' links to visit the registration and booking website. Click 'My Account', enter your Username and Password and click 'Sign In'. The Current Activity page displays information about your future and past bookings.

Cancel

To cancel your scheduled test, simply click on 'Cancel' next to the test appointment you want to cancel. You will receive an email confirming that your appointment has been cancelled.

Reschedule

Rescheduling your test means that you keep your scheduled test, but can change the date, time, or location of the test. To reschedule, click 'Reschedule' next to the test you want to reschedule. You will then follow the same steps to select your new appointment as you did when you first booked. You will receive an email confirming the details of your new test appointment.

Test takers with disabilities

All test takers requesting accommodations are required to schedule their appointment via the Pearson Customer Service call center (contact details and hours of operation can be found in the *Contact us* section of this Handbook). This enables us to ensure that the correct assistance is provided.

Test center accommodations

Test takers may request certain minor alterations at the test center where they intend to take the test. Available accommodations may include: access for wheelchairs, adjustable chairs or desks, and screen magnifiers. These accommodations do not require approval prior to booking, but test takers must schedule through the Pearson Customer Service call center to ensure that the request can be met. The Customer Service team will schedule your appointment over the telephone and send you a confirmation email.

In addition to these accommodations, the use of comfort aids is allowed without prior approval from Pearson. Examples of comfort aids that do not require approval include eyeglasses, hearing aids, a pillow for supporting a broken limb, neck braces or collars. If you are unsure whether you require approval for your comfort aid, please contact Pearson Customer Service.

Alterations to the test

In certain circumstances, Pearson may be able to offer accommodations to the way in which the test is presented. For all test takers requesting an accommodation that does not fall within the *Test center accommodations* section above, you must receive approval from Pearson before booking your test.

To apply for such accommodations, download the *Accommodations Request Form* from the 'Book now' section of our website, or you can contact Pearson Customer Service. Submit this form to Pearson via email to the address stated on the form, along with relevant supporting medical or other documentation for your request to be considered.

Pearson will inform you of the decision within four to six weeks of your request being received, therefore suitable notice is required to request accommodation before sitting your test.

Pearson reserves the right to deny any request for an accommodation that would affect test validity or security.

Payment and fees

The full fee must be paid when you book your test. If payment is not made in the currency specified for the country where you intend to test, your registration or request for service will not be processed and your payment will be rejected and / or returned. Accepted forms of payment are: credit card (Visa®, MasterCard®, American Express®, or JCB®) or debit card (Visa® or MasterCard® only).

Any questions on payments or refunds should be directed to Pearson Customer Service in your region.

You may also have a voucher or promotion code that can be used to discount the cost of PTE Academic. Vouchers and promotion codes may be issued by your school or institution, or via Pearson offices worldwide. You should make sure that you enter the relevant code when prompted in order to receive your discount.

The following table gives information about the fees for PTE Academic:

Item	Fees
Test appointment booking	Please see our website for details of the registration fee in your country or region
Test appointment booking less than 48 hours in advance	Additional charge of 25% of test fee
Rescheduling (more than seven days before test date)	25% of test fee paid
Rescheduling (seven days or less before test date)	New test appointment booking fee
Cancellation (more than seven days before test date)	Refund of 50% of test fee paid
Cancellation (seven days or less before test date)	No refund
Note: If your credit card is declined, your appointment will not be processed. You will be responsible for scheduling your test appointment again using a valid form of payment. Refund: If you paid by credit/debit card, any refund will be credited back to the original credit/debit card or bank account.	

If you decide not to take PTE Academic after confirming your booking, you can request a full refund by contacting Pearson Customer Service by telephone. You must do this within seven days of confirming your booking. If you have booked a test that is due to take place within the seven-day period immediately following confirmation of your booking, you will not be able to request a full refund.

3. On test day

What to expect on the day of your test

Arrive at the test center
30 minutes early

You must arrive at the test center 30 minutes before your scheduled test time. This provides enough time to sign in and follow all the necessary procedures. If you arrive late, you may still be allowed to test; however, test takers arriving more than 15 minutes after their scheduled test time will not be permitted to take the test, and will lose their test fee.

Sign in at reception

As soon as you arrive at the test center, you will need to sign in at the main reception desk. Here a Test Administrator will confirm your details, check your identification, collect necessary biometrics and explain the test center rules and regulations.

ID check

At reception, you are required to present one valid, non-expired form of identification. It must include: your name shown in Roman characters, your signature, a recent and recognizable picture of yourself and your date of birth. For further information on ID requirements, please see the *Identification and Security* section of this Handbook.

Biometrics

Because of the nature of the tests delivered at Pearson test centers, test taker photographs and biometrics will be collected. Biometrics may include, but are not limited to: electronic signature capture and palm vein scanning.

Read and agree to Test
Taker Rules Agreement

Before entering the testing room, you will be asked to read the PTE Academic Test Taker Rules Agreement. This will outline the procedures and rules you need to follow while at the test center and taking your test. Failure to follow the rules and regulations, or unacceptable behavior, may result in: you not being allowed into the testing room, being removed from the test center, results being cancelled or you not being allowed to take PTE Academic again. A copy of the Test Taker Rules Agreement can be found in *Appendix A* of this Handbook.

Store your personal
belongings

The test center will provide you with secure storage facilities for you to store all your belongings while you take the test. You are not permitted to bring any personal belongings into the testing room. Personal belongings include, but are not limited to: cell/mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats, bags, coats, books or notes. It is best if you leave these items at home.

Erasable noteboard
booklet and pen

The Test Administrator will provide you with an erasable noteboard booklet and pen so that you can take notes during the test. You will not be able to use your own note paper or pens. When you enter the test room, you must not make any notes until your test has started. If you run out of writing space during your test, simply raise your hand and the Test Administrator will provide you with a blank erasable noteboard booklet.

Entering the testing
room

When it is time to begin your test, the Test Administrator will assign you a computer. The testing room will contain several computers separated by dividing panels. The Test Administrator will sign you into the computer and the test will start. You will be audio and video monitored at all times during the test including, but not limited to, monitoring by Closed Circuit Television (CCTV) where local laws allow it.

Non-Disclosure Agreement Reminder

After logging in, you will be presented with a Non-Disclosure Agreement reminder. This is a reminder of the Non-Disclosure Agreement you have already signed. You do not have to do anything on this screen before clicking on 'Next'.

Equipment check

Before you begin the timed part of the test, screens will guide you through an equipment check to make sure that your headphones and microphone are working correctly and that you have the correct type of keyboard. PTE Academic tests are taken using a QWERTY keyboard (the letters Q,W,E,R,T and Y appear in that order on the top line of the keyboard from left to right).

Taking your test

Pearson recommends that you keep your headset on throughout the test. There may be other test takers in the same room, and they will be speaking at the same time as you. The headset will help keep any background noise to a minimum. While taking your test, if you require any assistance or have any questions not related to test content, raise your hand and the Test Administrator will come to you.

Breaks

You will be offered the opportunity to take a break during the test, after you have completed Part 2, (Reading). You should follow the instructions on screen, and ensure that you return with sufficient time to be back at your computer within ten minutes or you will lose time from Part 3 of the test, (Listening).

Completing the test

Once the test is complete, the Test Administrator will ensure that your test has ended properly. You should then leave the testing room and return to the main reception desk. Here the Test Administrator will give you an End of Test Confirmation printout. This is not a score report or certificate but it does confirm that you have completed PTE Academic. It will also give you further information on how and when you will receive your score report.

After the test

Before leaving the test center, make sure you have your confirmation printout from reception. Also, remember to collect all of your personal belongings from the storage facilities provided.

In the highly unlikely event that there is a technical or other issue on your test day that prevents or significantly delays your test, you will receive a reference number from the test center staff. All queries relating to the incident should quote that reference number.

If you feel that your performance has been negatively affected in any way by the test center environment or other circumstances, please tell the Test Administrator before you leave the test center. If there is no record of your issue, it can be extremely difficult to resolve at a later date.

A list of the copyright information relating to the content of the test is available for you to review at the test centre upon request.

Identification and security

When you go to the test center for your test, you must produce acceptable and valid identification (ID) before you enter the testing room. ID requirements will be strictly enforced, and if you cannot meet the requirements listed below you will be refused entry to the testing room and lose your test fee. You must keep your ID with you at all times in the test center, as you will be asked to produce it whenever you enter or leave the testing room. Even if you have taken a test with Pearson before, you must meet these requirements.

Taking the test outside your country of citizenship

If you are taking the test outside your country of citizenship, you must present your passport as ID.

Taking the test within your country of citizenship*

If you are taking the test in your country of citizenship, you should ideally present your passport. If you do not have a passport, you can present a valid non-expired form of government issued National ID, provided that it meets the following requirements:

- Your name in Roman characters
- Date of birth
- Signature
- Photograph

If you cannot provide a single piece of ID which contains all 4 of these elements, then a second piece containing the missing element(s) must also be provided.

*PLEASE REFER TO THE FOLLOWING EXCEPTIONS AND RESTRICTIONS:

Exceptions and Restrictions

Taking the test in Bangladesh, India, Japan, Nigeria, Pakistan, Singapore or South Korea

If you are taking the test in Bangladesh, India, Japan, Nigeria, Pakistan, Singapore or South Korea you must present your passport as ID, regardless of your country of citizenship. There are no exceptions to this policy.

Taking the test in the UK

If you are taking the test in the UK you may present your passport, a valid UK Biometric Residence card, or a government-issued EU national identification card (EU nationals only) as ID.

Chinese Citizens Testing in Mainland China, Hong Kong SAR or Macau SAR

If you are a Citizen of Mainland China taking the test in Mainland China, you may present your passport or your Resident Identity Card (only Second Generation Resident Identity Cards are acceptable).

If you are a Chinese citizen living outside Mainland China, you must present your passport when testing in Hong Kong SAR or Macau SAR.

Permanent residents of Hong Kong SAR, Macau SAR, or Taiwan testing in Mainland China

If you are a permanent resident of Hong Kong SAR, Macau SAR, or Taiwan, testing in Mainland China, you must present your Chinese entry permit, or Mainland Travel Permit, e.g., Hui Xiang Zheng, Tai Bao Zheng.

Citizens of European Union or Schengen Zone Countries

If you are a citizen of any European Union (EU) or Schengen zone country* and are taking the test in any other EU or Schengen zone country, you may present either your passport or your government issued national identity card.

If you are taking the test outside of the EU or Schengen zone then you must present your passport as primary ID.

** Schengen zone countries are: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland (please check information about Schengen zone countries before taking the test).*

Please note:

Copies will not be accepted—original ID must be provided.

No other ID will be accepted at the test center. If you do not produce the required ID, you will not be allowed into the test room and you will lose your test fee. Types of ID that are *not* acceptable include:

- any expired ID
- international student ID
- employer's ID
- credit or debit cards
- driver's license

Test takers who are citizens of Cuba, Iran, North Korea, or Sudan against which trade and other sanctions have been imposed by the US Government, must present additional documentation to confirm that their primary residence is in a country not subject to such sanctions.

If you have any questions, or think that you may not be able to meet these ID requirements, it is your responsibility to contact Pearson Customer Service before scheduling your test. Pearson will advise you on what ID you should use and inform the test center where necessary.

All Pearson test centers are subject to audio and video monitoring, where permitted by local laws.

Test Center rules

It is important that all test takers understand the test center rules and regulations. Test takers must agree to these rules when they sign in at the test center upon arrival for an appointment.

A copy of the PTE Academic Test Taker Rules Agreement can be found in *Appendix A* of this Handbook, and you should review that in detail before proceeding with your appointment booking.

Unacceptable behavior

We understand that taking a test can be a stressful and difficult time. However, to make sure that every test taker has a positive testing experience, Pearson will not tolerate the following behavior anywhere in the test center:

- You must not eat, drink, or use tobacco anywhere in the test center.
- You must not request, offer, or accept assistance of any kind from other test takers or test center staff.
- You must not access study guides, notes, or any other learning materials at any time during the test, including during breaks.
- You must not take the test for someone else, or allow anyone else to take the test on your behalf.
- You must not interfere with the computer in any way.
- You must not remove copies of test questions and answers from the test center, and you may not for any reason, share the test questions or answers with others. This rule forms the Non Disclosure Agreement that you agree to when you take the test.

4. Scores


Understanding scores

Scores for PTE Academic are reported as a profile of your level of ability in listening, reading, speaking and writing, and in six Enabling Skills. When you sign into your user account and click 'View Score Report' (see below for details on how to access this), a new window will open that contains your score report. Please note that if you have taken the test on more than one occasion, all reports will be available to you for up to two years from the test date, and you should check carefully that you are looking at the correct set of results.

PTE Academic
Test Taker Score Report

Example Test Taker

Test Taker ID: PTE123456789
Date of Birth: 06 January 1980
Country of Citizenship: United Kingdom
Country of Residence: United Kingdom
Gender: Male
Email Address: ptcsupport@pearson.com
Registration ID: 123456789



Test Date: 13 September 2011
Test Centre Country: United States
Test Centre ID: 00001
First-Time Test Taker: Yes

Report Issue Date: 16 September 2011
Scores Valid Until: 13 September 2013

Overall Score: 56

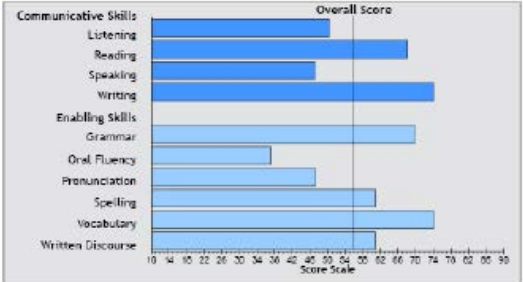
The Overall Score for the PTE Academic is based on the test taker's performance on all items in the test. The scores for Communicative Skills and Enabling Skills are based on the test taker's performance on only those items that pertain to these skills specifically. As many items contribute to more than one Communicative or Enabling Skill, the Overall Score cannot be computed directly from the Communicative Skill scores or from the Enabling Skill scores. The graph below indicates this test taker's Communicative Skills and Enabling Skills relative to his or her Overall Score.

When comparing the Overall Score and the scores for Communicative Skills and Enabling Skills, please be aware that there is some imprecision in all measurement, depending on a variety of factors. For more information on interpreting PTE Academic scores, please refer to Interpreting the PTE Academic Score Report which is available at www.pearsonpte.com/pteacademic/scores.

Skills Profile

Communicative Skills	Score
Listening	51
Reading	69
Speaking	47
Writing	74

Enabling Skills	Score
Grammar	70
Oral Fluency	37
Pronunciation	47
Spelling	61
Vocabulary	74
Written Discourse	61



NOTE TO INSTITUTIONS: This score report is not valid unless authenticated on the PTE Academic Score Report Website: www.pearsonvue.com/ptescores.

ALWAYS LEARNING PEARSON

Sample score report

The score report has a number of different sections:

- The first section contains your personal details and photograph.
- In the middle of the report, your Overall Score is shown.
- The final section of the score report shows more detail on how you performed on the test.

The individual scores for listening, reading, speaking, and writing are shown, along with the scores for the six Enabling Skills. You may find this detailed profiling useful for understanding your strengths and weaknesses. It can show you the areas where you performed less well and indicate where you could focus your future study.

Note: Your test taker score report is for your personal use only, and will not be accepted by recognizing institutions. Institutions will only accept scores that have been allocated to them by test takers via the website (please refer to instructions in the *Accessing and Allocating Scores* section of this Handbook). You should not email or post copies of your score report to an institution.

More information on interpreting your PTE Academic scores can be found at www.pearsonpte.com/test-takers/results.

Retake policy

If you are disappointed with the score you have achieved, you can take the test again. You may retake PTE Academic as many times as you want, although you must wait until you have received your scores from one test before booking another. Institutions will not see your scores unless you allow them to by sending your scores to them via the website. This means that institutions will not be able to see if your scores are better or worse than previous attempts. You can send them to an unlimited number of institutions, but you may only select seven recipients at any one time (per score order).

Test scores are valid for up to two years from the date of the test. After that, you will no longer be able to view those scores on the website.

Requesting a rescore

If you are unhappy with your PTE Academic score, you may request a rescore. Before doing this, test takers should take the following into consideration:

- PTE Academic is automatically rescored; therefore, it is unlikely that your overall scores will change.
- Only spoken responses and open-ended written responses are rescored.
- In the unlikely event that your score changes, it may go up or down.
- If your score changes, it will replace your previous score.

You may only request a rescore of your most recent PTE Academic test. You can not request a rescore if you have already either scheduled another test or sent your score to an institution.

To order a rescore, you must contact Pearson Customer Service within 14 calendar days of your score report being made available to you. The fee for rescoring is available from the Customer Service team. In the unlikely event that either your Overall, Communicative Skills or Enabling Skills scores change, the rescore fee will be fully refunded.

Comments on test content

Pearson welcomes comments from test takers about the content of the test. If you have any comments about an item on the test, please speak to the Test Administrator after the end of your test for them to record your feedback. The test center will pass on your comments to a Pearson test content expert. Alternatively, you can email PLTSupport@pearson.com with your comments. Please note that Pearson is unable to respond to every test taker.

If you feel that there is a serious issue with any of the test items and that it may have affected your score, then please call Customer Service within 14 calendar days of your score being made available. You should complete the appropriate Item Challenge form, available from Customer Service, with as much detail as possible. Your comments will be passed on to Pearson test content experts, who will assess whether your score was affected. You will be contacted once the investigation is complete. Please note that if you do not provide enough detail, Pearson will be unable to investigate.

Accessing and allocating scores

Pearson aims to provide results within five business days after the test date, unless there are exceptional circumstances. You will be notified by email when results are ready to be viewed online. Notification will be sent to the same email address given at registration. Please note that we do not send out printed copies of score reports.

To view scores

Visit
www.pearsonvue.com/pte

Go to www.pearsonvue.com/pte, the booking website.

Click 'Sign In'

Enter your Username and Password to sign in to your account. Also note that both your Username and Password are case sensitive, i.e., you must use the correct upper and lower case letters when entering these.

Click 'View Score Report' to see the results of any test listed

Once you have logged in successfully, the Current Activity page displays a list of the tests you have taken in the past. Click 'View Score Report' next to the test for which you want to view scores.

To send your scores to an institution

Click Send Scores

After you have viewed your score report, you may want to send it to one or more institutions. To do this, click 'Current Activity' on the left of the screen followed by 'Send Scores' next to the test for which you want to send scores. If you have taken PTE Academic a number of times, please ensure that you select the correct test scores.

Search for and select your score recipients, then click 'Next'

You will then be able to search the database of institutions and programs that recognize PTE Academic scores and select those to which you would like to send your scores. You may select up to seven recipients per order. When you are happy with your selection, click on 'Next'.

Update your Profile if necessary

After choosing the institutions to which you want to send your scores, you will see a summary of your selections. You will also be able to view your contact details stored on your profile. If any of the contact details are wrong, you should click on 'Update your profile' and enter your new details. When you have finished, click on 'Next'.

Confirm details

The final confirmation page will review all the details that you selected for your score order. This is your final chance to make any changes to your order. Click 'Confirm Order' to confirm that your order is correct and send your scores.

Review Confirmation and Receipt

You will receive an email confirmation that your scores have been sent. You may wish to print this notification for your records.

5. Learning resources

Test preparation

The resources listed are available at www.pearsonpte.com/resources. Please check the website as resources and information are regularly updated.

Online practice tests

There are a number of packages that can instantly be accessed to support you around your PTE Academic preparation. Sample questions and full scored practice tests are available to provide great preparation and can be accessed easily online. Visit www.pearsonpte.com/resources.

The Official Guide to PTE Academic

The *Official Guide to PTE Academic* (book, audio CD and CD-ROM) provides you with comprehensive information about the test features, format and scoring. It includes detailed analysis of tasks and sample answers, as well as test-taking strategies and more than 200 questions to practice. Visit www.pearsonpte.com/resources.

Practice Test Plus

Practice Test Plus offers everything you need to prepare for the test: authentic practice, comprehensive guidance and strategies for dealing with every task in the test. It includes four complete practice tests and overviews of the test. The text also includes an MP3 disc with recordings for the speaking and listening sections.

Preparation courses

Find courses to prepare for the test in a number of different countries.

Scoring information

Interpreting the PTE Academic Score Report helps you learn about scoring within the test and get an understanding of what your scores mean.

6. Miscellaneous

Contact us

General inquiries about PTE Academic

- In the first instance, please refer to the FAQs section on the website www.pearsonpte.com.
- If you cannot find the information you require, please use the *Contact Us* form on the website.

Registration and scheduling inquiries

- For all queries relating to creating and amending test booking appointments, please use the *Contact Us* form available at www.pearsonpte.com, and your query will be sent to the nearest Customer Service Team.
- Alternatively, you can contact your local Customer Service Team by phone:
 - For Europe, the Middle East and Africa: Telephone: +44 (0) 161 855 7431 (8 a.m. to 6 p.m. UK Time; 9 a.m. to 7 p.m. CET)
 - For the Americas: Telephone (toll free, US and Canada): +1-800-901-0229 (7 a.m. to 7 p.m. Central Time)
Telephone (toll number): +1-952-681-3872 (7 a.m. to 7 p.m. Central Time)
 - For Asia Pacific: Telephone (toll number) +852 3077 4927 (8:30 a.m. to 6 p.m. AEST; 4 a.m. to 6 p.m. Malaysian Standard Time)
 - For India: Telephone (toll free): 000 800 440 2020 (4 a.m. to 6 p.m. Malaysian Standard Time)

Test takers requiring special accommodations

- For test center accommodations not requiring approval (as noted earlier in this Handbook), please contact your local Pearson Customer Service team on the telephone numbers given above and select the option for 'Accommodations'.
- For test accommodations that require approval, please use the *Contact Us* form at www.pearsonpte.com to request the *Special Accommodations Request* form. Further instructions on completing the form will also be made available.

Test preparation and practice material

- In the first instance, please refer to the FAQs section on our website www.pearsonpte.com.
- If you cannot find the information you require, please get in touch using the *Contact Us* form on the website.

Privacy Policy and Legal Notice

When you register for PTE Academic, schedule a test, or arrive at a test center, Pearson collects personal data from you. All your personal data will be collected, transmitted, and stored in a safe and secure way, and will only be used for our specifically-stated purposes. Our full Privacy Policy can be viewed on our website www.pearsonpte.com, and any questions should be sent to Pearson via the *Contact Us* form on the website.

This Test Taker Handbook contains details of the current Pearson policies that apply to PTE Academic. When you schedule an appointment to take PTE Academic, you will be asked to confirm that you have read and understood this document. By scheduling to take PTE Academic, you give your consent to the following statement:

I hereby agree to the terms and conditions set forth in the PTE Academic Test Taker Handbook in effect at the time I take PTE Academic, including without limitation those related to testing; score cancellations; exclusive remedies for testing or scoring errors; examinee misconduct and test irregularity policies; confidentiality of the test; and the PLT Privacy Policy. As provided in the up-to-date Privacy Policy on www.pearsonpte.com, I expressly consent to the collection, processing, use, and transmission to the United States of my personally identifiable information (including my test records and the digital photograph, signature, fingerprint and/or palm vein pattern, and audio/video recording collected at the test center), exclusively for the purposes and in accordance with the principles set forth in the Privacy Policy; I also expressly consent to the disclosure of such data to PLT (the 'data controller' under certain international laws), its service providers, any score recipient I select (which may be located in a country that does not provide for a level of data protection that is equivalent to the one in my home country), and others as necessary in connection with any investigation of unlawful activity or as required by law. I am fully aware that I have certain rights to access, modify, or rectify personal data as set forth in the Privacy Policy. I certify that I am the person who will take the test at the test center and whose name and address appear on my Pearson profile.

Appendix A

PTE Academic Test Taker Rules Agreement

Candidate Statement: By providing a digital signature, I give Pearson my explicit consent to retain and transmit my personal data and test responses within Pearson (which may be outside of the country in which I am testing) and I confirm that I have read and understood the Privacy Policy available at www.pearsonpte.com and give my consent to my personal data being treated in accordance with it. I understand the information provided below and agree to follow the Rules. If I do not follow the Rules, or I am suspected of cheating or tampering with the computer, this will be reported to Pearson, which may result in other legal action being taken including but not limited to invalidation of my test results.

- No personal items are allowed in the testing room. You must store all personal items in a locker. This includes, but is not limited to the following: cell/mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats, bags, coats, books and notes. Cell/mobile phones, pagers or other electronic devices must be turned off before storing them in a locker. The test center is not responsible for lost, stolen or misplaced personal items.
- Please ensure that you keep your identification with you at all times whilst you are in the test center. Each time you enter or leave the testing room, your identification will be checked electronically.
- Before you enter the testing room, the Test Administrator will provide you with an Erasable Noteboard Booklet and a pen. You may not remove these items from the testing room at any time during the test, and you must return them to the Test Administrator at the end of the test.
- You may not write on the Erasable noteboard booklet until after the test has started. If you fill your noteboard during the test, raise your hand and the Test Administrator will bring you a new one.
- The Test Administrator will log you in to your assigned workstation, verify that you are taking the intended test and start the test. Please remain in your assigned seat. Eating, drinking, chewing gum, smoking and making noise that creates a disturbance for other candidates are prohibited during the test.
- The PTE Academic Non-Disclosure Agreement (NDA) will be presented to you when your test session commences at your allocated workstation. You will be asked to respond to it when you start the test. If you do not agree to the terms of the NDA, your test session will be ended and you will lose your test fee.
- To ensure a high level of security throughout your testing experience, you will be monitored at all times. This will include video and audio recordings.
- You will be able to take one ten-minute scheduled break after the second part of the test. Instructions will appear on the computer screen at the appropriate time. To take the break, follow the directions on the screen. If you exceed the allotted break time, the excess time will be deducted from the following part of the test. By declining the break, time will not be added to your test time.
- Unscheduled breaks are permitted but discouraged. To request an unscheduled break, raise your hand to get the Test Administrator's attention. The Test Administrator will set your testing workstation to the break mode. In this case, the test clock will not stop while you are away; this time is deducted from your overall test time.
- You must leave the testing room for all breaks. The Test Administrator will resume the test for you when you return.

- While you are taking a break, you are permitted to access personal items that you stored during the exam only if necessary—for example, if you need to take medication at a specific time. You are not allowed access to other items, including cell/mobile phones, exam notes and study guides.
- If you experience hardware or software problems or distractions that affect your ability to take the test, notify the Test Administrator immediately by raising your hand. If you have other questions or concerns, raise your hand and the Test Administrator will assist you as long as other candidates are not disturbed. The Test Administrator cannot answer questions related to test content, and you must not ask questions related to content of the test.
- After you finish the test, you must raise your hand to get the attention of the Test Administrator. The Test Administrator will come to your workstation and ensure your test has ended properly. You will be provided with a confirmation that you completed the test. You will receive it after returning the Erasable noteboard booklet and other materials to the test center staff. Do not leave these items at your testing workstation. Your identification will be checked electronically when you leave the testing room.
- You may not remove copies of test items and answers from the testing center, and may not share the items or answers seen in your test with others. This rule forms the Non Disclosure Agreement which you agree to when you take the test.
- If you do not follow the above rules, if you tamper with the computer or if you are suspected of cheating, appropriate action will be taken. This may include invalidation of your test results.
- Some items test your ability to listen to spoken English. You will hear international English speakers, with a variety of accents. You will not be able to replay the video/audio clips during the test.
- Some items test your ability to speak English. You will be asked to speak into a microphone and will be recorded. You will not have any opportunity to re-record your responses.
- Some items test your ability to write in English. You may write your response in any valid form of English (example: British, American, etc.). For these questions you have an allotted amount of time to respond. If you do not answer the question within this time you will be required to move to the next question.
- After answering a question you will not be able to return to previous questions and change your answer.
- Your privacy—Your test information will be transmitted to PLT. The test center you attended only retains information about your test appointment. For additional information please consult our Privacy Policy Statement available at www.pearsonpte.com.

