

Remote

Candidate Instructions Booklet

For Linguaskill and Linguaskill Business



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1.0 Introduction

These guidelines are intended for candidates who are taking **Linguaskill remotely**. Linguaskill Remote includes features that take the place of an in-person invigilator, using video/image data, audio and event logs to monitor you as you take the test. All screen recordings of Artificial Intelligence (AI) invigilated sessions are stored for 6 months and then deleted.

You must be 18 years old or older to take the Linguaskill test remotely. The test content of Linguaskill is designed for adult English language learners.

You will access the test on the Metrica testing platform, where you will be guided through setup, the test itself, and how to finish your test.

You may enter for one or more of the four language skills: Speaking, Writing, Reading and Listening. The tests are delivered online, powered by Artificial Intelligence (AI) technology. These instructions help candidates prepare for the Linguaskill and the Linguaskill Business test.

1.1 Access Arrangements

We have several ways to help candidates take Linguaskill who require access arrangements, such as modified test material or test conditions, due to a temporary or permanent difficulty or condition. For example, access arrangements might be available if you have a long-term illness, or a specific learning difficulty. Where specific arrangements are required, prior notification is required, which your test centre can assist with.

1.2 Sample Tests

We offer a wide range of free resources to help you prepare for the Linguaskill tests. This includes preparation material for you to practise the types of questions used in the test and material to help improve your English. Please see our website <https://www.cambridgeenglish.org/exams-and-tests/linguaskill/information-for-test-takers/> for further information.

1.3 Email Confirmation

When taking the test remotely you will receive an email from *no-reply@metritests.com*. This provides important information, including your login information and important documentation. We recommend that you take time to read the documents.

1.4 Candidate Terms and Conditions

As a candidate you need to adhere to the Terms and Conditions, <https://assets.cambridgeenglish.org/New-Linguaskill-Terms-and-Conditions.pdf>, which set out the requirements for taking the Linguaskill test. Failure to comply with these instructions may mean your result is disqualified. The Notice to Candidates, which is included in the Terms and Conditions, provides an overview of what you can and cannot do on test day.

1.5 Candidate Support

Please refer to the instructions you receive from your Linguaskill centre for further information regarding when to take the test, how to prepare for the test and how to contact them if you need support.

2.0 Preparing for the Test

2.1 Secure Browser

Before you take the Linguaskill test, you must download the Secure Browser, which prevents other windows and applications from being accessed during the test. You should install the Secure Browser at least 24 hours before your test to ensure a smooth test day experience. Information on how to install the Secure Browser can be found here: <https://pages.talview.com/securebrowser/>

You can find further information on installing the Secure Browser, including settings and technical information, in this support article: <https://support.linguaskill.com/hc/en-gb/articles/20523267453202-The-Secure-Browser-Installation-and-Updates>.

Once the Secure Browser is installed and launched, a Diagnostic Check can be run to check that the Secure Browser is running correctly and to provide a list of any prohibited applications which need to be closed/uninstalled on the day of the test.



Figure 1 - Talview Diagnostic Check

2.1.1 Mac users

Candidates may face permission problems if the Secure Browser is not configured correctly in advance. Below are guides that explain the required macOS and browser settings.

<https://certification.talview.com/support/solutions/articles/11000130202-configuring-mac-os-web-browser-permissions>

<https://certification.talview.com/support/solutions/articles/11000133563-secure-browser-troubleshooting-guide>

2.1.2 Virtual Desktop Message

If you receive an error message detailing that a virtual desktop is running in the background, you need to close the virtual desktop by clicking **Window + Tab** to open Task View, hover over the desktop you want to close, and click the **X** button. Applications on the closed desktop move to the next available one.

If using a trackpad, swipe up with three or four fingers to open Task View (Windows) or Mission Control (Mac), then click the **X** button on the desktop you want to close. On Mac, you can also hover over the space at the top of the screen and click the **X**.

You must ensure that no AI software, or similar AI assistance applications are installed or accessed during the Linguaskill test.

On the day of the test, you will not be able to proceed if you have not opened the Secure Browser. You will need to log into the test via the Secure Browser.

3.0 Technical Check

For all technology and system requirements please refer to the Minimum Technical Requirements, <https://support.linguaskill.com/hc/en-gb/articles/16329209046546-New-Linguaskill-Technical-and-Hardware-Requirements>. If you face any technical issues during the checks, you'll need to contact your centre.

Your computer/laptop must meet the minimum technical requirements, which includes having a stable internet connection of 5 Mbps or above.

You will need:

- laptop/PC
- charger
- webcam 640x480 which may be inbuilt, wired, or wireless. If using a desktop computer, you will need an external webcam to complete the environment check.
- headphones (over-ear and closed back, with the earpieces covering the entire ear) with a microphone attached via a boom. USB or standard stereo connection. Bluetooth is not supported, and you must not use built-in computer microphones.
- mouse, keyboard and speakers are permitted and may be inbuilt, wired or wireless.

You are not permitted:

- to use a second monitor or have a second monitor anywhere in the test room.
- to use a computer/laptop which is attached to any other devices.
- to have a printer attached to the computer/laptop, this must be switched off and not be within reach.
- to have notes attached to or written on the computer/laptop or around the screen.

You must complete the Technical check at least 24 hours before taking the test, see <https://support.linguaskill.com/hc/en-gb/articles/22382270194194-New-Linguaskill-Technical-Check-on-Metrica>. You can also access the Cambridge English Test Portal, known as Metrica, via this URL <https://www.metritests.com/metrica> and click on Technical Check in the bottom right corner.

The check includes testing the operating system, browser, internet speed, headphones and microphone. You may need to refresh the page as you progress through these checks. Your computer must meet the minimum technical requirements, which include having a stable internet connection.

The Technical Check on Metrica does not include a check to confirm that the webcam is assigned correctly. The <https://video-diagnostics.talview.org/?provider=twilio> with Talview provides this additional check. Running the check will confirm if your laptop/PC meets the requirements needed to successfully run the Linguaskill test.

3.1 The Test Room

Requirements for the test room and desk/worktable:

- The room is in a private residence or in a private space of a public building.
- The test **cannot** be taken in a public place shared with other people, e.g. library, café, open-plan office.
- The test may be taken in a room booked in a public building, e.g. a hotel room, a study room in a university library, if you can guarantee you will not be disturbed during the test.
- If the room has glass walls, it must have curtains or blinds which are closed to ensure privacy.
- The room is quiet with no excessive background noise, e.g. traffic noise that may distract you.
- Please ensure the door to your room is closed during the test.

- You must be alone in your test room during the test. If another person is seen, you will not receive a result.
- The room is well lit, and your surroundings are always clearly visible.
- Make sure that there are no posters or any other material with English writing visible.
- The test cannot be taken in a vehicle.
- You should take the test sitting or standing at a desk or table.
- Your computer/laptop is on desk or table; a low table, e.g. coffee table, is not permitted.
- You cannot take the test with a laptop on your lap, sitting on a sofa or lying down etc.
- Make sure that any desk drawers are closed.

3.2 Preparing for the Test

Make sure you:

- Check if you have all the right equipment which meets the technical requirements.
- Run the [Technical Check](#). This must be completed at least 24 hours in advance of taking the test.
- Set up your room for the test.
- Check that there are no posters or any other material with English writing visible.
- Are dressed appropriately for the test, removing any watches if applicable.
- Use the restroom before your test as you will not be able to leave once the test begins. Breaks are only permitted between modules. If you do leave the room during the test this may be considered potential malpractice, and you may not receive your result.
- Have your login details ready. These are provided in the email sent from *no-reply@metritests.com*. Your password will be provided separately by your centre. We recommend writing down your login details.
- You can reference this Instruction Booklet before you start, but it should not be on your desk during the test.
- Close all programs, applications and all browser tabs on your PC/laptop. See 2.1 for running the Diagnostic Check so you are aware of the applications to close. Make sure all background apps and virtual desktops are closed or turned off before the test. You can check your PC/laptop settings and use Task Manager to ensure that all programs are closed. Some apps can continue to run in the background even if you have closed them. This can be picked up by the Secure Browser, and you may be prevented from starting the test.
- Close any artificial intelligence (AI) software. You must ensure that no AI software, or similar AI assistance applications are accessed during the test. Access to AI software or applications during a test will be flagged as malpractice. An application is not permitted if it can be used to gain marks illegitimately in the test, for example to:
 - identify spelling, punctuation, and grammar errors
 - suggest improvements to written text
 - draft text for responses.
- Close or disable any Input Method Editor (IME) software or keyboard-based translation software.
- Do not use any keyboard shortcuts or switch applications during the test. If you accidentally use a

keyboard shortcut, press the CTRL key to return to the test and continue.

- Have your photo ID ready that you used to register for the test. This should be a passport, government-issued national identity card or Cambridge English approved photo ID. You should inform your centre of any changes to your identity document before the test date. A candidate ID must be valid, original and unexpired. If your ID is not valid, original or in date you may not receive a result.
- Have read the information provided by your centre and know the date of the test, the start time and how to contact them in case of any issues.
- Are ready in your workspace before the scheduled test start time. If you start late, you may not be able to complete all parts of the test and you may not be eligible for a refund.
- Are aware that if you disconnect from the test on multiple occasions and for extended periods of time, this may be considered potential malpractice, and you may not receive your result.
- Check that your desk is tidy and free from clutter and only has the following items:
 - Computer/laptop, computer stand if required, and charger
 - Keyboard, mouse and mouse mat
 - Headset with the microphone on a boom. If you are not taking the Speaking test you may use external speakers.
 - Webcam.
 - Login details.
 - Photo ID. This must be the valid identity document (passport or national ID card) that you applied for the test with.
 - Pen/pencil, blank paper for writing notes.
 - Bottle of water without label, or water in a clear glass/transparent cup
 - Tissues/handkerchief.
 - Medicine and medical devices, confirmed and approved by your centre.

All electronic devices, mobile phones and all watches must be switched off and kept outside of the room.

You may need to access a mobile phone if you experience any technical difficulties during the test to contact your centre. This must be kept outside the test room and only accessed if needed. Make sure you know how to contact your centre during the test in case you experience any issues.

4.0 Starting the Test

4.1 Log in and registration check

We recommend a further check of your equipment just before starting your test to make sure your internet connection and equipment are stable enough for completing the test. Remember to ensure that your laptop/PC has sufficient charge and you have a charger.

Ensure that the Secure Browser is open and enter the following URL: <https://www.metritests.com/> You will need to note down this URL, as copy and paste cannot be used.

The Metrica login screen displays so you can enter the login details provided in your email sent from *no-reply@metritests.com* or provided directly by your centre.

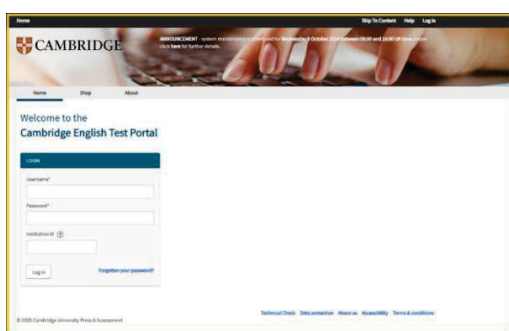


Figure 2 - Metrica Login Page

You will be asked to accept the Terms and Conditions, <https://assets.cambridgeenglish.org/New-Linguaskill-Terms-and-Conditions.pdf>, for taking the test when you login. Failure to comply with the Terms and Conditions may mean your result is disqualified.

The Home page shows the test that you will be undertaking. It will show the name of the session across the top and at the bottom the modules included.

Under **Your Details** you will need to check your registration details. Please inform your centre if anything is incorrect after the test. There are two additional registration questions which you need to complete, requesting your 'First language' and 'Reason for taking the test'. The red asterisk * indicates a mandatory field. When checked and completed, click on the blue **Submit** button at the bottom of the screen.

The Home page shows the test that you will be undertaking. It will show the name of the session across the top and at the bottom the modules included. To start the test, click on the test tile.

4.2 Completing the AI Invigilation pre-test checks

Using the computer's webcam, you will be recorded and images of your screen will be captured. The recording of your activity whilst taking the test will be reviewed for potential malpractice and not following the Terms and Conditions.

You will need to remain within the camera frame during the entire test. The AI invigilation service will monitor for any suspicious behaviour or use of additional devices or unauthorised items. You should not cover your mouth with either an object or your hand.

Important: If you refresh your browser page or close the test at any time during the pre-test checks or your Linguaskill test, you will be required to go through all pre-test checks again.

Using your computer's webcam, the AI invigilation service will take your Test Day Photo and capture an image of your ID, either by taking a photo of your ID or by uploading a copy of your ID.

To perform the checks, follow the on-screen instructions to complete the steps below.

Step 1 Terms of Use

You will be asked to confirm that you accept Talview's, our invigilation partner, Terms of Use. If you do not agree and do not click to confirm that you agree to the Terms of Use and provide consent to capture your data, then you will not be able to proceed with the test.

Step 2 Instructions

This step provides instructions for the pre-test checks. You can change the language settings for the pre-test checks using the drop-down menu in the top right-hand corner. The Cambridge English Test Portal, Metrica and the Linguaskill Test are always in English.

The Instructions are available in the following languages:

- | | | | |
|-----------|-----------|--------------|-------------|
| ξ English | ξ French | ξ Portuguese | ξ Japanese. |
| ξ Spanish | ξ Italian | ξ Romanian | ξ German |



Figure 3 - Pre Test Check Change Language

Step 3 Allow Screen Share

This check will access your microphone and web camera. You will be asked to click 'Allow' access to popups to proceed to the screen share step. You will be asked to confirm that you allow the sharing of your screen. Select **Entire Screen** and click on **Proceed ahead**.

Step 4 Face Capture/Test Day Photo

You will be asked to take a photo of your face. This is to assist with verifying your identity. The following are the main points to remember when taking the Test Day Photo:

Remember to:

- ξ Include your head, shoulders and upper body
- ξ Face forwards and look straight at the camera
- ξ Make sure nothing covers your face, for example hair over your eyes.

You must not:

- ξ Smile, laugh or frown
- ξ Wear headphones, dark glasses or have other objects or people clearly visible in the photo
- ξ Wear a hat, or cover your head (unless it's for religious or medical reasons)
- ξ Tilt your head sideways or look down.

Useful tips are provided on the screen. You can select the camera type from the dropdown menu if the camera is not detected automatically.

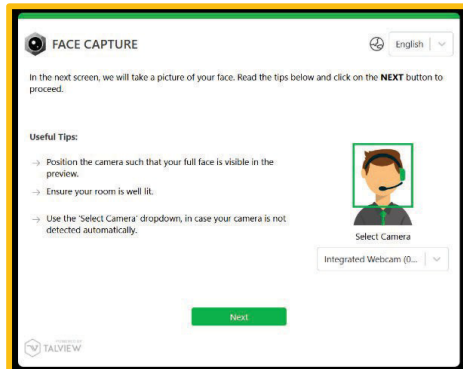


Figure 4 - Pre Test Checks Face Capture

Step 5 Photo ID Capture

You must allow the pre-test checks to capture a photo of your photo ID or alternatively upload your photo ID.

When capturing the photo ID, please make sure:

- The room is well lit.
- Your ID is held close to the camera so that the ID card is captured clearly and details are visible.
- Your fingers are not covering any of the information on the ID.
- That it is only your ID that is being captured and it is a clear photo.

Tip: Moving your ID a few inches back from the camera will help the web camera to focus. When capturing your photo ID, if the Capture button turns red, you can still press continue.

Attempts to hide or cover information will be considered malpractice. Your photo ID should match the ID that you registered for the test with. Valid forms of ID include your passport, identity card and biometric residence permit (if a photo is included). Your ID must contain your full name and a photo. You can also choose to upload a copy of your ID as a png/jpg/jpeg file.

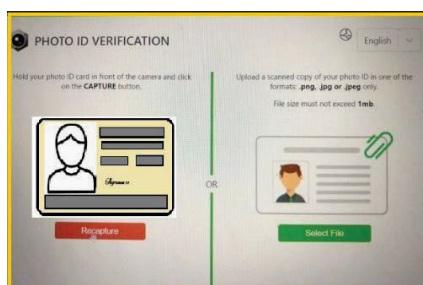


Figure 5 - Pre Test Checks Photo ID Verification

Step 6 360-degree Environment Check

The final step is to complete the 360-degree environment check so that your test location can be reviewed and verified as meeting requirements. You must rotate your webcam (or laptop if you have an integrated webcam) 360 degrees to show your entire workspace. This must include your desk/table, floor and ceiling. Any attempt to hide parts of your workspace may be considered malpractice.

Please **ignore** the message that says: “*Do not use any earphone accessories*”. For the Linguaskill Speaking and Listening tests, you are required to wear an external headphone and microphone headset to ensure good sound quality.

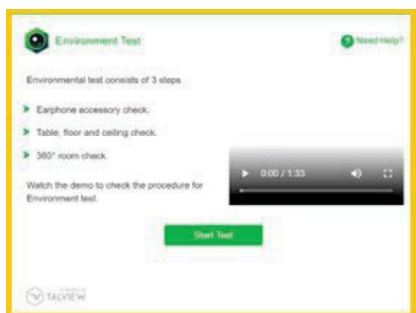


Figure 6 - Pre Test Checks Environment Check

The Timeline screen will open and show the modules you have been entered for. They can be taken in any order. Click on one of the modules to start the test.

4.3 Linguaskill Test Instructions

You will be provided with instructions and information on screen as you take the Linguaskill test. Read the text and instructions carefully before starting to answer any questions. Make sure you follow all the instructions throughout the test. Failure to do so may result in you being subject to investigation and you may not receive your result.

Remember that you must not:

- Have with you at your desk any items which are not allowed.
- Attempt to move away from the test window, or use any other electronic devices, or access unauthorised material/websites.
- Use offensive language.
- Smoke, vape, eat, or drink (except water) in your test room.
- Talk or whisper aloud, except during the Speaking module.
- Cover your mouth with either an object or your hand.
- Look around the room. The reviewer could interpret any such behaviour as suspicious.
- Engage in any form of malpractice which may damage the integrity of the Linguaskill test.

Inform your centre if there is an issue with starting the test or if the test is not shown correctly.

When you are ready, click Start in the bottom right-hand corner to begin the test.

4.4 Troubleshooting Guidance

During the test you must **not** attempt to close or move away from the test window on your computer or use any other electronic devices or unauthorised material.

If you are having issues with starting the AI Invigilation service or there are issues with hearing the audio or the recording of you speaking, please restart the test. If hearing the audio continues to be an issue, try a spare headset, if you have one available.

The message confirming the sharing of your screen can be hidden by clicking on **Hide**. If you click on **Stop sharing** the invigilation service will not be recording your screen and you will not receive your test result.

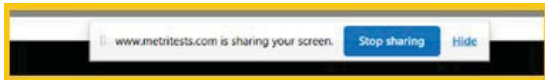


Figure 7 - Stop Sharing

The video icon will display on your screen when you start the test. Clicking on the video icon will allow you to see that you are fully visible in the test screen. Adjust the position of the webcam if it is not showing your head and shoulders. Remember where there is no recording of you, or you are only partially visible, this will be flagged as suspicious behaviour, and you may not receive your result.



Figure 8 - Video Icon

If the test stops or crashes when taking a test, refresh or reload the screen by clicking the refresh icon ↺ or by pressing "F5". This should return the test to the beginning of the question.

If this does not help, click "**CTRL**" + "**F5**" to carry out a hard refresh, which clears the cache and any stored pages. The test should resume from the question you were completing.

If you are still unable to continue with the test, shut down the Secure Browser and Metrica. Re-open the Secure Browser and log back into Metrica. Your previous answers should be stored, and you will return to the beginning of the question you were on.

Where the test has closed, the AI invigilation service pre-test checks will need to be completed again before proceeding.

For any issues before, during or after the test please contact your centre directly.

5.0 Ending the Test

When the test ends, you will be presented with two screens confirming that the test is now complete and requesting feedback.

The first request is for feedback on the Talview pre-test check, and the second message includes a link to a candidate survey. Your feedback is extremely valuable, and we would be very grateful if you could take a few minutes to answer the questions in the survey. Once you have done this you can close the test.

Please close the test using the blue 'Close' button before you close the browser.

Do not click on the X in the corner of the browser without having first closed the test.

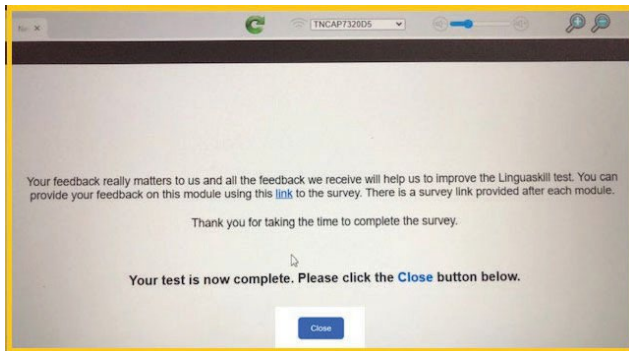


Figure 9 - Close Test

You will then return to the Timeline screen. Completed modules will show with a green tick. Click on the next module to start the next test.

For any modules showing as incomplete on the timeline screen, click on the module to re-enter the test and complete the close process.

Once all the modules are completed, the test will show in the **Completed** tab under **Home**.

6.0 Results

6.1 Viewing results

You will receive an email notification from *no-reply@metritests.com* to let you know that your results are available.

Results are generally available within 6-8 days after the test. A candidate result may not be issued within this timeframe if it is necessary to review the test or where a test is part of a large session. Your centre will be able to advise you if this is the case.

To view results, log in to the Cambridge English Test Portal, Metrica, <https://www.metritests.com/metrica> using the same username, password and centre ID that you used to take the test. When viewing results, you do not need to use the Secure Browser.

Your username and centre ID will have been sent in an email from *no-reply@metritests.com*. Your password will have been provided by your centre.

Please note that your email address will be your username in most cases. If you cannot remember your password, click the link **Forgotten your password?** You will need the Institutional ID which is the Institution Number that you took the test under. This consists of five digits, for example GB599.

Click on the **Results** tab. Your results will be displayed on the screen.

6.2 Sharing your results

Under the Share your Result screen, select **Share or download a result** option, at the bottom of the screen or the **Share your results** option in the header.

You can then select either a result from My Best Score or from Available Results. Select a result and click on **Share or download a result**. You can download your digital certificate or share your result with a Recognising Organisation.

Search and select the Institution in the list provided. There may be more than one account listed for some organisations, so make sure you share the results with the correct one. Check with the organisation if you are not sure which one to select. If you can't find the Recognising Organisation listed, you can send them an invite.

Once you have selected the Recognising Organisation click **Share result**. You will receive a message, on screen, to confirm the results have been shared with the Results Verification Service.

The **Shared results** tab shows a history of all shared results including the Recognising Organisation that you shared the result with and the date when it was shared.

6.3 The Digital Certificate

You can download your Digital Certificate from either **Share your results** or **Shared results** tabs.

Scroll to the bottom of the page and click **Download Certificate**. Alternatively click **Download** from the Shared results tab if you have previously shared a result.

Please note that you may receive a message asking you to try again in 5 minutes. This means that the Certificate is being compiled.

6.4 Your results explained and My Best Score

Your results are shown with a Cambridge English Scale score and a Common European Framework of Reference (CEFR) Level for each skill tested. The CEFR is the international benchmark for describing language ability, which means you can compare Linguaskill results to international standards.

An average Cambridge English Scale score and associated CEFR level will be provided. On the Digital Certificate there is an explanation of what each score means in terms of English language ability so you can see where you have performed well, and where you can improve.

Linguaskill results are shown for each module, and an average result is calculated from the modules taken on each test date and My Best Score, where applicable.

Please note that the average result calculation will not include the following statuses:

- 6.4.1 Below B1
- 6.4.2 An asterisk '*' score
- 6.4.3 Pending
- 6.4.4 Disqualified.

These statuses will not appear in My Best Score. Pending and Disqualified statuses will prevent results from the same test day being shared or appearing in My Best Score.

Asterisk (*) in the Speaking Test

If you have received an asterisk (*) in the Speaking test, this indicates that the audio quality of the responses was not of sufficient quality to enable us to assess the responses. Cambridge English is therefore unable to provide a result. Please contact your centre in the first instance around re-sitting the Linguaskill Speaking test.

Asterisk (*) in the Reading and/or Listening Test

If you have received an asterisk (*) for the Reading and/or Listening test, this indicates that not enough questions were answered within the time limit for their CEFR level (result) to be determined.

You may decide to try again for a better result, and you can do this immediately, or after having studied further. Remember that you can re-sit any module again. This means that you can concentrate solely on improving the skills you need.

Where a test is taken in-centre and subsequent modules are taken remotely or vice versa, the Certificate will show the Invigilation Method as *With Remote Proctoring*. This will apply even where most modules were taken in-centre.

If you have retaken any of the Linguaskill or Linguaskill Business modules, and the results are better than any previously taken modules they will automatically appear in My Best Score.

For the result of the re-take to be linked to the original test, you must sit the module(s) with the same centre and user login (email).

You should check with the appropriate Recognising Organisation for how long they accept results.

6.5 Malpractice

Malpractice is any attempt to breach test security and obtain a fraudulent result that is not a true reflection of your level of English.

Remote Linguaskill tests will be fully reviewed after the test. If you are seen to have engaged in an activity that either is or could be interpreted as malpractice, you will have your result disqualified and will not be able to generate a Digital Certificate or share your results with a Recognising Organisation.

The Terms and Conditions detail that you must not engage in any form of malpractice. Malpractice includes, but is not limited to:

- ξ using AI software, or similar AI assistance applications
- ξ accessing notes of any kind from any source
- ξ impersonating another candidate or having another candidate impersonate you.

Candidates engaging in malpractice will not receive a test result.

6.6 Post Result Services

Candidates who believe their Speaking or Writing test result is incorrect may request an Enquiry on Result within 28 days of the test date. Please note that Enquiries on Result are not available for Listening or Reading tests, as these use an adaptive format.

Your Linguaskill centre can provide guidance on the process, expected timelines, and any associated fees.

Candidates may appeal decisions that affect their test result, including the outcome of an Enquiry on Result or a decision to withhold results following a malpractice investigation. Appeals do not normally involve the re-marking or reassessment of test materials.

If you wish to appeal, you must submit your request within 21 days of receiving the Enquiry on Result decision or the malpractice outcome. Your Linguaskill centre can advise you on the appeal procedure, timelines, and fees.

▶▶ We help people
learn English and
prove their skills
to the world

Discover more:

cambridgeenglish.org/linguaskill



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