

Aptis

Aptis Remote: Candidate Step-by- Step Guide

June 2024



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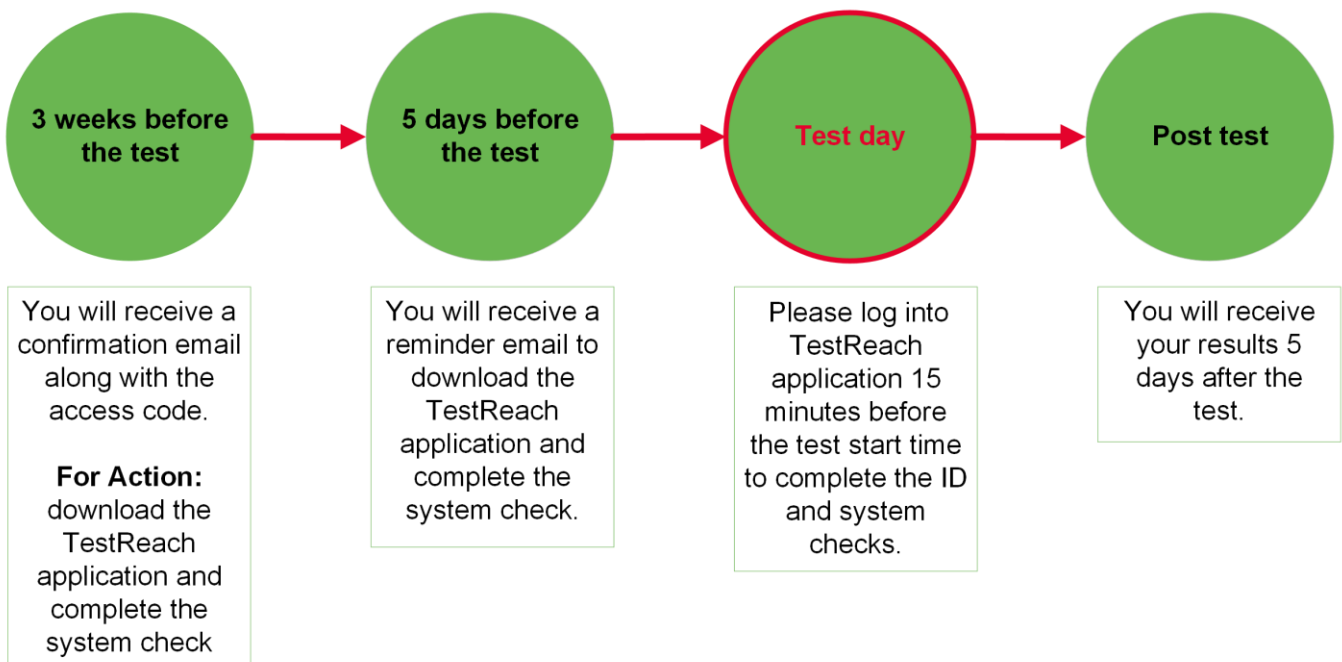
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Introduction to Aptis Remote

Aptis Remote offers a new way of secure testing. It combines the benefits of online testing with live remote invigilation to ensure a secure experience and reliable results. Aptis Remote has the same format, structure, and timing as a standard Aptis test.

With this remote method, Aptis is delivered using the TestReach platform. Candidates will be monitored by live supervisors over the Internet and connected to them by video, audio, remote screen share and instant messaging to ensure good communications and security. With TestReach, both the online exam and the invigilation are in one application.

Overview of the Aptis Remote test process



Taking Aptis Remote

Once you are registered by the administrator, you will receive a confirmation email 3 weeks before your test with your **unique access code**, asking you to complete the onboarding process.

Please note that **you will also use this code on the test day**. It will not be active during your onboarding process – you will be able to complete the system check, but it will only allow you to start the test 15 minutes before your test time. After you successfully complete the system check, please close the application.

No later than 5 days before your test date, **you will receive an email with further instructions** on your test day preparations. Ensure you regularly check your email inbox as well as your junk or spam folders. Please **get in touch** with us **if you do not receive emails by the specified deadlines**.

To minimise the possibility of any technical issues on the day of the test, you are required to complete the following set-up procedure **as soon as you are notified about the test**.

Step 1: Prepare your test environment

- **Ensure your equipment meets the minimum requirements -**
See the “Minimum system requirements” annex to make sure your computer will work for the test.
- **Ensure your testing environment meets the requirements -**
See the “Test environment requirements” annex to make sure your room and workspace are suitable.
- **Familiarise yourself with the behavioural requirements -**
See the “Test security and candidate actions” annex to best understand what you need to do, and what to avoid, during onboarding and on the test day.

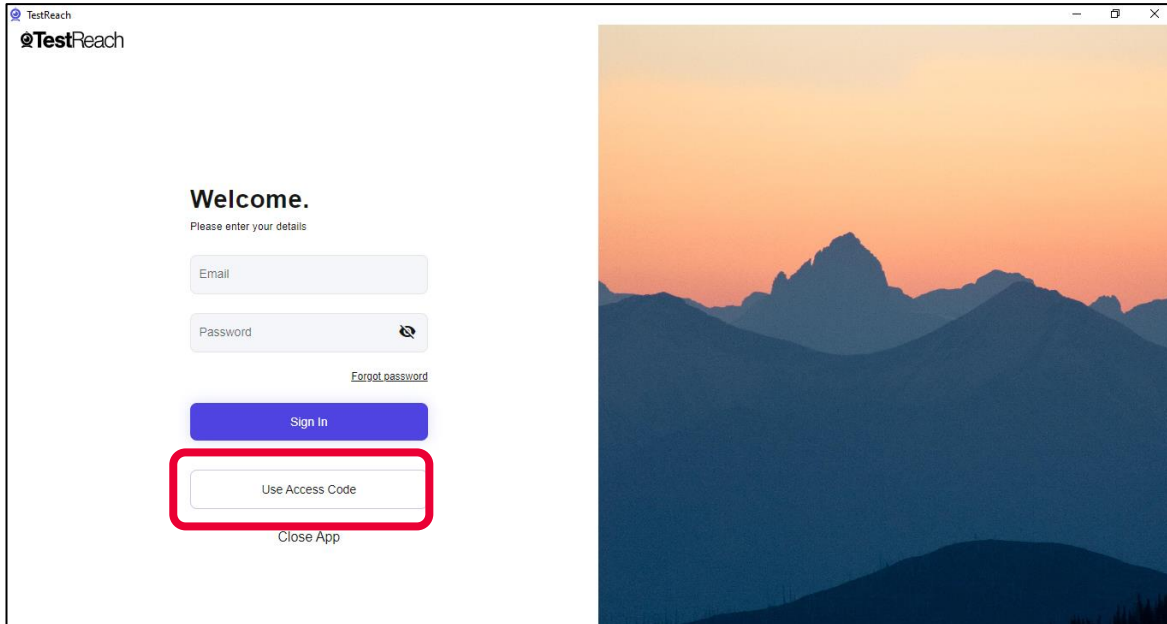
Step 2: Download the TestReach software and perform the system check test

To download the TestReach app please use the following URL:

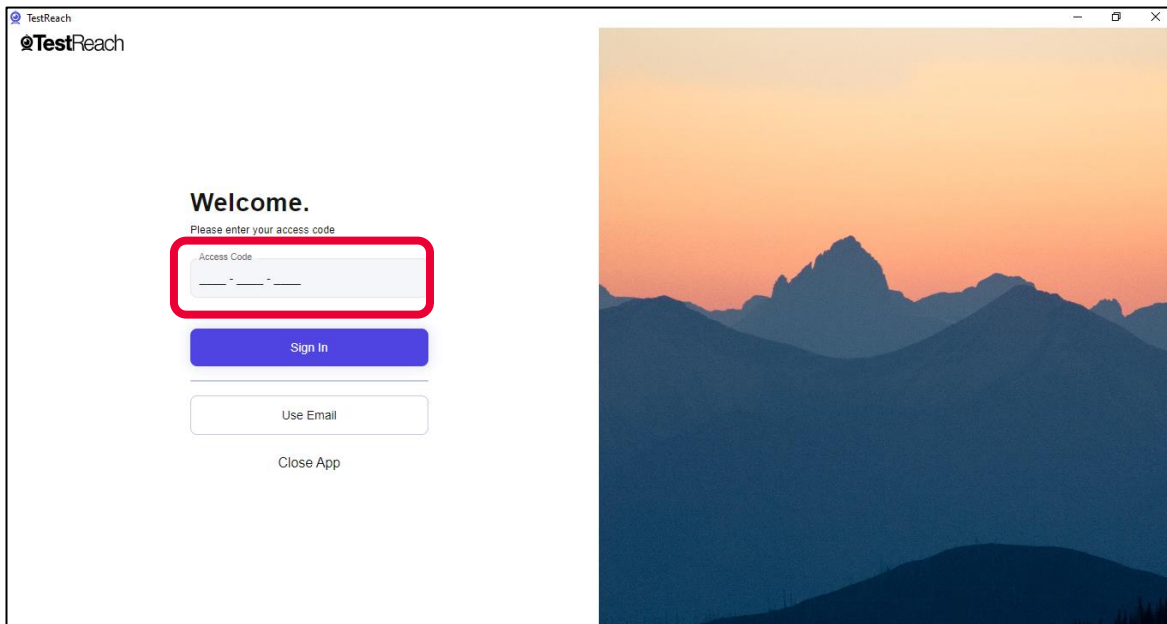
<https://download.testreach.com/>

How to complete the system check

When you open the TestReach application, you will be presented with the following screen. You must click on the “Use Access Code” button, marked in red below:



Now please enter the 12-digit access code from your confirmation email, in the field highlighted below:



Click “Sign in” to progress to the Privacy Notice.

To consent to the Privacy Notice, you must click on the box highlighted in red below and then click “Continue”:

Candidates: Privacy Notice

Candidate ID 02653

You are about to take an Aptis test controlled by the British Council.

We will share your information with our service providers and agents who will process your data on our behalf and under our control. This is in order to assist us with the administration of your test and to provide technological support to the service. Your personal data will be transferred nationally and internationally to our service providers and agents in the United Kingdom and Ireland. The British Council has standard model contract clauses in place to ensure that the adequacy of personal data transferred internationally meets with the General Data Protection Regulation (GDPR) compliance measures. These service providers and agents are:

- TestReach (test platform): Ireland and Germany
- Accredible (certificate management): United Kingdom

TestReach and British Council will use your voice recordings and written responses in connection with processing your Aptis Test. We may also collect personal information (your name, address, date of birth, a form of identification and country of residence) for the purposes of verifying your identity. For tests administered by remote proctoring, we collect your ID and video recording for the purpose of verifying your identity. We process your personal information as an essential requirement for the performance of your Aptis test contract.

The British Council Assessment Research Group (ARG) will occasionally use voice recordings and written responses to conduct research, review the performance of assessment products or design new assessment products. We do this in our legitimate interest. We have appropriate contracts in place to ensure the protection of all personal data. We may keep recordings or other personal data for up to 20 years. These recordings might be used by individuals or organisations working in partnership with the British Council to research the English language and English language assessment. We may record the date and country of origin of these recordings, but will not associate your name, date of birth, video recording (for remote proctored tests) or any other form of personal identification with these recordings.

British Council complies with data protection law in the UK and laws in other countries that meet internationally accepted standards. Under the GDPR you have the right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccuracies in that information. If you have concerns about how we have used your personal information, you also have the right to complain to a privacy regulator.

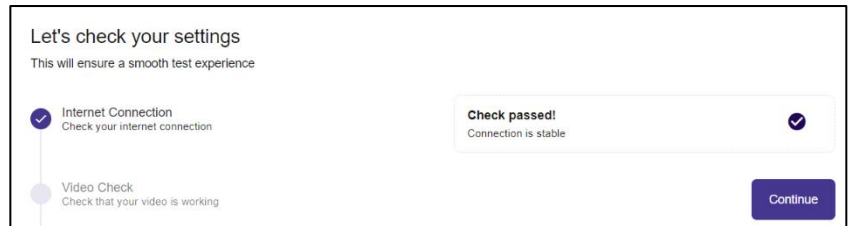
If you would like more information about this, please contact your local British Council office or visit our website: www.britishcouncil.org/privacy

Click here to agree.

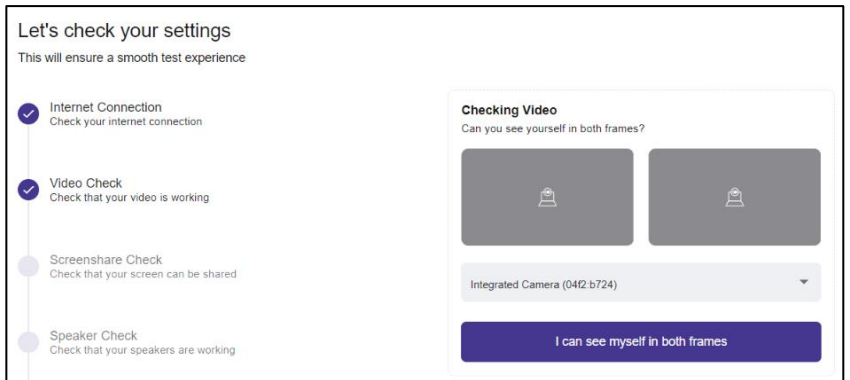
Continue

After accepting the Privacy Notice, the TestReach application will perform a system check. It will check the following:

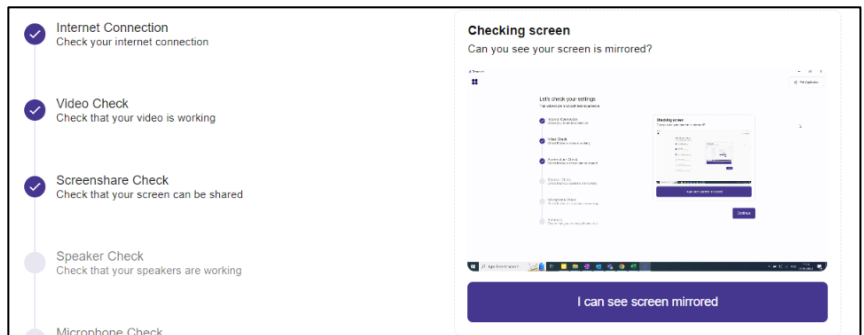
Internet Connection:



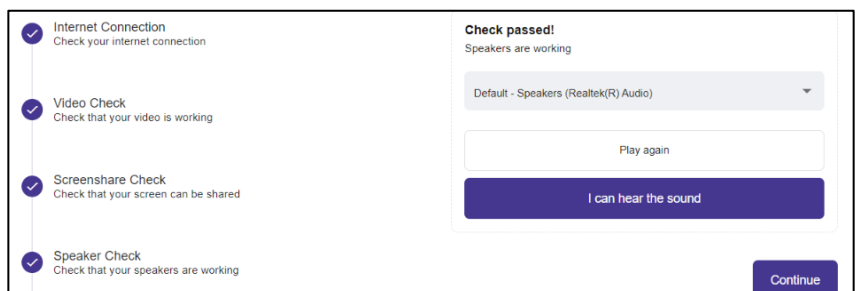
Video:



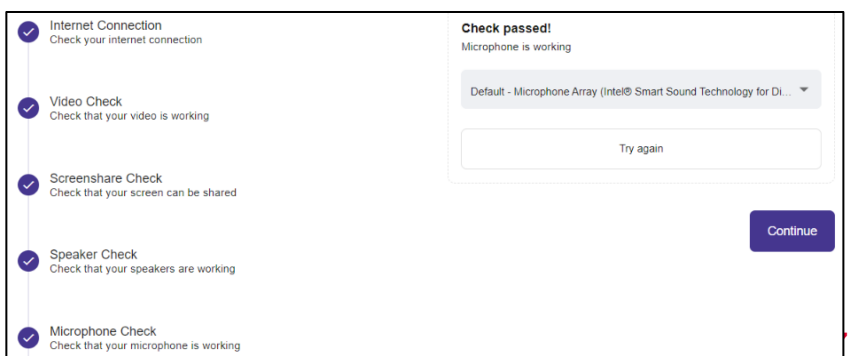
Screensharing capability:



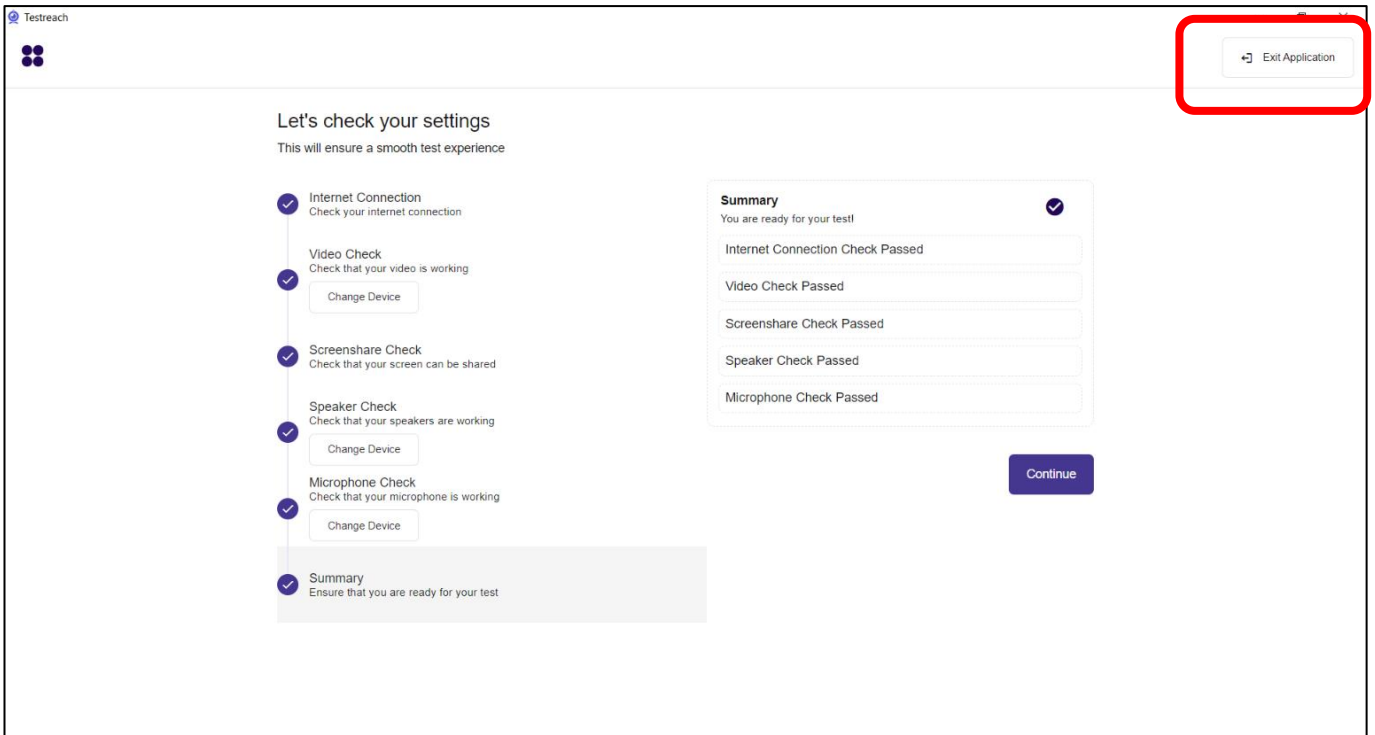
Speakers:



Microphone:



Once a check is passed successfully, you can move to the next one by clicking the “Continue” button. Once you arrive at the Summary, you should click the “Exit Application” button, as indicated in red below.



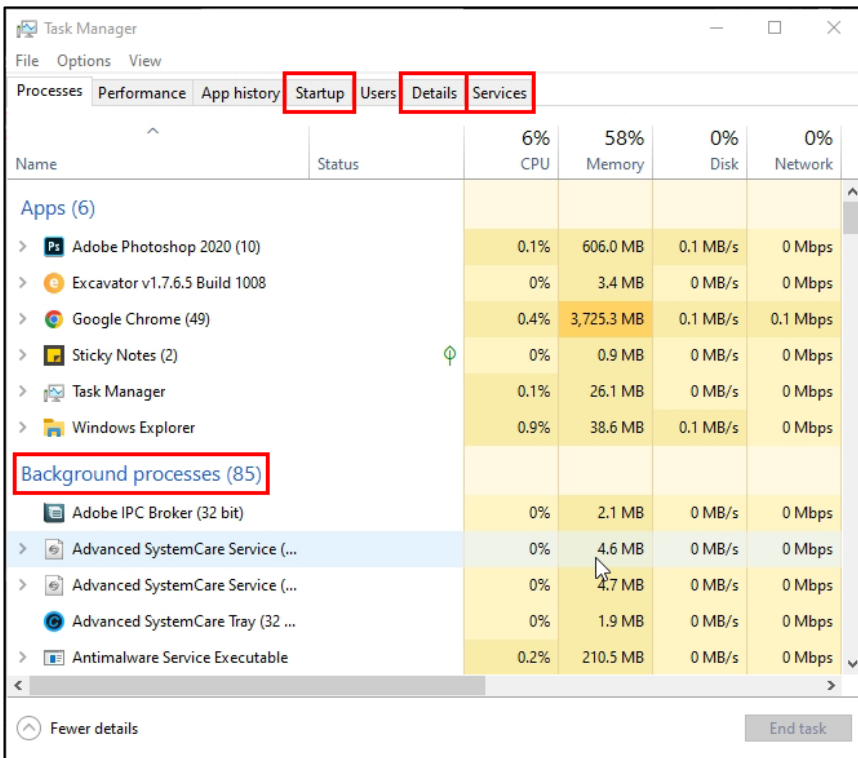
This will ensure that your computer, internet connection, speakers and microphone are all set up correctly prior to the test and minimise the possibility of interruptions on test day.

If you encounter any issues during the system check, please contact your local British Council office.

How to close all applications

When you take a test using the TestReach application, it will run in “Lockdown” mode. This means that no other applications can be open or used during the test. You must close all applications before opening the TestReach application. Sometimes, non-visible background applications can also prevent you from taking the test in the TestReach application and they must also be closed.

STEP 1: On Windows – open **Task Manager** (Alt+Ctrl+Delete) and look for the name of the open application, process or service. If unable to locate it, check in the **Background Processes** tab of Task Manager, then the **Details** tab and then the **Services** tab.



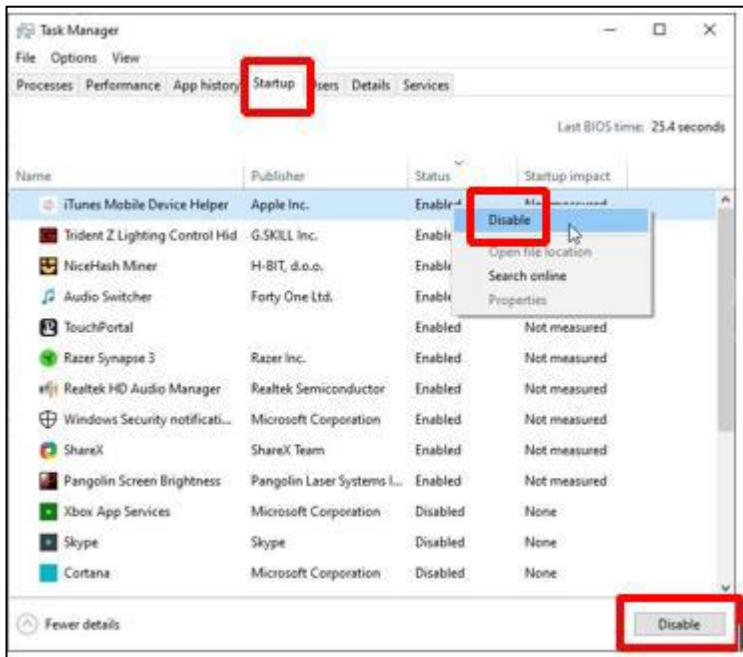
On MacOS – open **Force Quit** (Cmd+Opt+Esc) and look for the name of open application.



STEP 2: Once located, select 'End Task / Stop' (Windows) 'Force Quit' (Mac) for the application causing the browser violation.

STEP 3: Close Task Manager or Force Quit dialog.

STEP 4: If you are unable to find and close the application appearing in the error message, or the application keeps relaunching and prevents the test from being released, the application can be searched for in the 'Startup' tab in Task Manager and closed by clicking on 'Disable' from there.



Step 3: Confirming the completion of the system check

Once you successfully complete the system check, please access the following link and confirm the completion by filling out the form:

<https://forms.office.com/e/x8KKsVkEx4>

You should submit the form no later than 3 days before your test.

Step 4: Preparing for your test day

Approximately 5 days before your test day you will receive a second email entitled 'IMPORTANT: Confirmation of your upcoming Aptis Remote test'. Within the email, you will receive your unique access code again.

Ensure you regularly check your email inbox as well as your junk or spam folders. Please get in touch with us if you do not receive the emails by the specified deadlines.

Please do not attempt to access the test before the required test date and time. You should:

1. Write down your live access code provided in the email and have it nearby during your test, as you cannot access your emails during the test.
2. Familiarise yourself with the guide and the test day procedure.
3. Familiarise yourself with the behavioural requirements -
See the "Test security and candidate actions" annex to best understand what you need to do and what to avoid during onboarding and on the test day.

Step 5: On the day of your test

Sit in a quiet and private room and check your computer and headset again.

Minimum requirements are listed in the annexes “Minimum system requirements”, “Firewall configuration” and “Test environment requirements”.

On the day of your test, you will need to repeat the process described in the previous section:

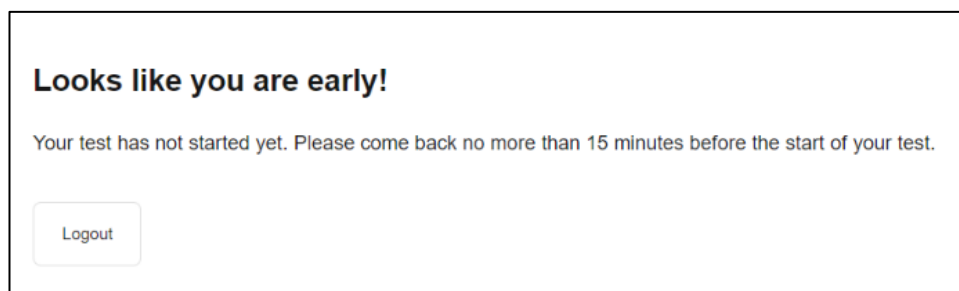
1. Close all applications you have running on your computer.
2. Open the TestReach application.
3. Click “Use Access Code” and then input your access code.
4. Agree to the privacy notice.
5. Complete the system check ensuring all required components are working properly.

It is advisable to **have your laptop connected to a power source** during the test to avoid the possibility of running out of battery power during the test.

To maintain the quality of the internet connection necessary to complete the test, it is recommended for other household members not to overload the network with activities such as streaming, uploading or downloading big amounts of data for the duration of the test.

You must log in 15 minutes before the test start time.

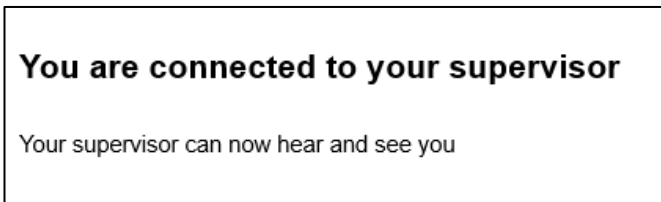
Once you have logged in, you will be placed in a queue. It may be up to **30 minutes** until you are connected to the supervisor. However, it is important that you **do not log in earlier than 15 minutes before the start time**. If you log in too early, you will see this message and will be required to logout of the application and log back in again:



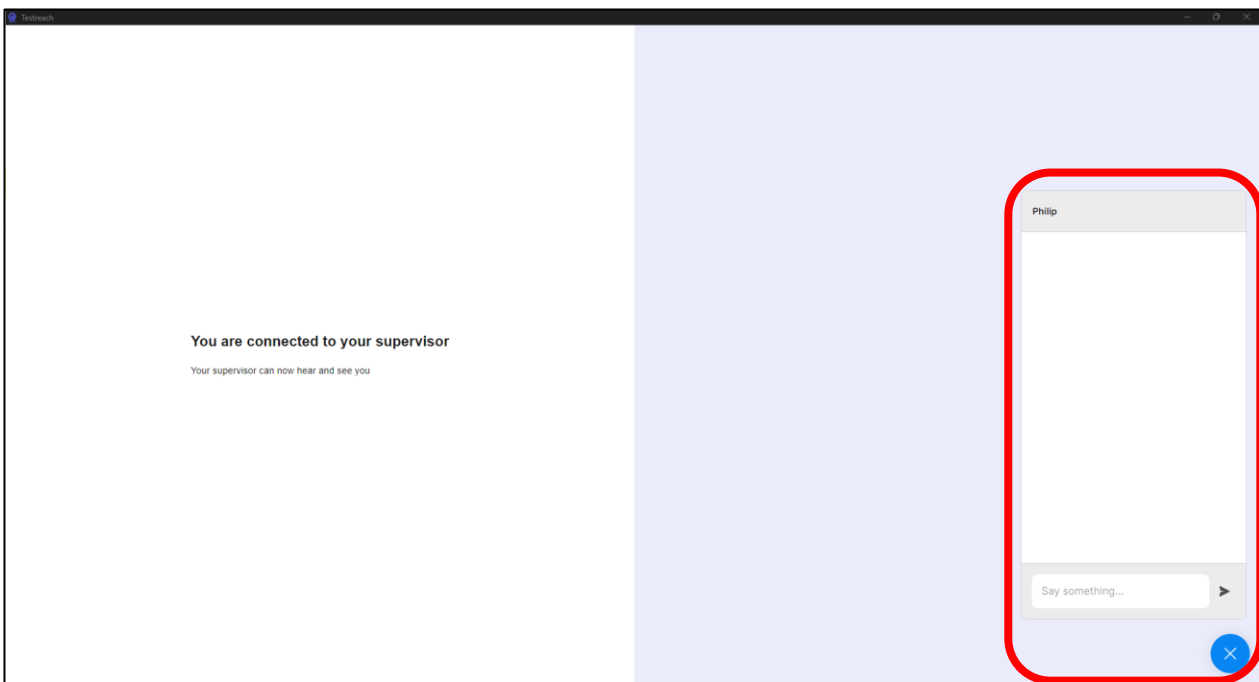
If you log in 15 minutes before test start time, you will see this message while you wait for a supervisor:



Once connected to a supervisor, you will see the following message:



At the same time, a chat window will appear on the right of your screen (highlighted red, below). This gives you the option to either speak to the supervisor using your microphone, or write to the supervisor using the chat window:



Before the test begins, the supervisor will then perform the following:

- check your ID;
- explain the exam timing rules;
- explain that unacceptable activity will be taken very seriously and will have consequences;
- give you access to the exam.

During the test the supervisor will:

- ensure the test starts and ends when it is scheduled to;
- monitor the behaviour of students against the standards imposed by the awarding body;
- make notes of any suspicious or prohibited items or behaviours.

The chat window is available during the test. You can communicate with the supervisor using the chat window, if required. The chat window can be opened and closed using the blue button highlighted **red** below. If the chat window is closed and you receive a message, you will be notified - highlighted **green** below:



Once you have completed the test, it is important to click the “**logout**” button (highlighted in red below) to ensure you stop the connection between yourself and the supervisor.



You may experience issues during the exam related to your home internet connection.

Please look at the following scenarios which could occur and the expected response from your invigilator:

Scenario 1: The candidate experiences poor internet connection during the exam.

Resolution: If poor connection prevents progress in the exam and requires the exam to be “resumed” by the supervisor, this can be done up to a maximum of 3 times. If you lose connection more than 3 times, the exam cannot be resumed, and you will be asked to contact the British Council.

Scenario 2: The candidate reports an issue with the exam paper content, such as a missing image or listening recording.

Resolution: You will be advised by the supervisor to continue with the exam to the best of your ability. The supervisor will record the issue in your candidate profile.

Scenario 3: The candidate has lost internet connection during the exam and cannot return to the exam in a timely manner.

Resolution: In this situation, if the candidate can re-establish internet connection, then the supervisor can resume their exam. But, if the candidate does not re-establish the internet connection, or the internet connection is re-established, but the candidate does not return to the exam, then the exam is submitted automatically.

If candidates get disconnected it may take up to 30 mins to connect with a supervisor after the candidate has been disconnected and is waiting to resume the test.

Step 6: Your results

Your results will be available five days after the test has been taken and successfully uploaded. They will be sent to you by your test centre.

Annex

Minimum system requirements:

Please ensure that all the system requirements below have been checked and are functioning correctly.

- A laptop or computer running the following operating system versions:
 - Windows v7.0+ (64-bit version)
 - MacOS 10.10+
 - MacOS BigSur 11.3+.

Mobile phones, tablets, Chromebooks, or Surface Pros cannot be used.

- Intel Core i3 (or equivalent) and 4GB RAM.
- A working microphone, laptop speakers or headset with built-in microphone.
- Minimum internet speed of 5.0 Mbps download and upload.
- A screen size of at least 13" and a resolution of 1024 x 768.3 is recommended.
- A working webcam.

We strongly recommend candidates to use a wired headset with built in microphone that connects to the computer using either a USB or 3.5mm jack cable connector. Wireless headsets or mobile phone earbuds with built in microphones are not recommended.

Test environment requirements

Here is a reminder of the requirements for a Remote Invigilated test which will ensure that your test will go smoothly:

- i. Use a private testing area** - Sit upright in an area where other people won't talk and cannot pass behind you.
- ii. Turn off all noise-making devices** - Remove mobile phones from the room. Any sound from a mobile device may cause the supervisor to contact you about it as a potential infringement.
- iii. Ensure your face is clearly visible** - Hair, sunglasses, hats or anything that covers your face can cause your test to be flagged for low integrity. Eyeglasses are accepted.
- iv. Close all applications** - The only application open during the session should be the TestReach software. Do not take screenshots, this will cause the supervisor to contact you about it as a potential infringement.
- v. Sit directly in front of your webcam** - Make sure to stay in the middle of the webcam's view. Leaving the frame or looking away from the computer screen may cause the supervisor to contact you about it as a potential infringement.
- vi. Ensure proper lighting** - Sit in a consistently well-lit room with as plain a background as possible.

vii. Maintain the stable internet connection throughout the test – Ask other household members not to overload the network with activities such as streaming, uploading or downloading big amounts of data for the duration of your test.

Test security and candidate actions

Your actions will be monitored in real-time and recorded. Suspicious activity will be flagged by the live supervisor and may result in the cancellation of your test.

Therefore, you should:

- Prepare your valid ID in advance. Valid forms of ID include your passport, identity card and biometric residence permit (if a photo is included). The ID must contain your full name and a photo of yourself on the same side.
- Sit directly in front of your computer screen and ensure you are always clearly visible.
- You are not allowed to leave the room or take breaks during the test.
- Actions or behaviours not permitted during your test include but are not limited to:
 - cheating of any kind
 - answering or checking your phone during the test
 - allowing another person to enter your test space
 - looking away from your computer screen for an extended period
 - recording and taking screenshots of the test questions
 - copying and pasting, and visiting another website during the test
 - having food or drinks
 - having any other electronic devices
 - having personal items such as wallet, sunglasses and other items not necessary for testing.

Reasons why a supervisor may suspect malpractice or infringement of the Test rules

A “**Blocker Infringement**” is one that is deemed a **high-level exception**, which compromises the test and causes the test to be **terminated**. Supervisors will warn the candidate in advance if they observe any actions which they suspect is a Blocker Infringement. Examples are listed below:

- accessing (or trying to access) another site / document when online.
- not removing objects that are deemed interactive such as smart watches.
- not agreeing or responding to the validation questions asked by the supervisor.

A “**Minor Infringement**” is one that is deemed a **low-level exception**. Minor Infringements may not compromise the test, and can be rectified immediately, however **all minor infringements are logged**. Examples are listed below:

- glancing at other areas of the room that the supervisor cannot see (in this instance, prior to raising an infringement, the supervisor will question the candidate and ask the candidate to show the room with their camera, in particular the area that cannot be seen.)
- hand movements which could be interpreted as sign language
- leaning out of the view of the camera.

Data protection

For the purpose of the test, we collect and use personal data to ensure the delivery of the test is conducted smoothly. We also need to protect the integrity of the test and prevent any malpractice. The video recording footage will be retained for 42 days.

We apply the UK Data Protection Act (incorporating the EU General Data Protection Regulation (GDPR)) to all our global operations unless the local equivalent law is stronger. This policy will apply in all locations where we operate, to all forms of information and to all systems used to collect, store, process or transfer information.

The UK Data Protection Act (and GDPR) works in two main ways. It gives individuals rights over how their personal information is used and sets out rules for organisations that process personal information.

Find out more information [here](#).

Safeguarding

We aim to create a safe environment in which no child or adult will experience harm or exploitation during their contact with us. We recognise our responsibility to protect them from abuse, exploitation and negligence, applying zero tolerance and aiming to create a safe environment for them. Therefore, we have measures in place when we deliver the Aptis test remotely.

We are committed to:

- complying with relevant UK and international laws and standards and ensuring local legal compliance by providing all remote supervisors with the British Council safeguarding and child protection trainings
- valuing, respecting and listening to children and adults
- minimising and managing situations where abuse could occur, through maintaining strong protection systems and procedures including planning, risk assessment and safeguarding systems
- sharing safeguarding best practice and information regarding safeguarding concerns with relevant parties, maintaining confidentiality so far as possible and involving children and adults where appropriate
- taking action and investigating suspected abuse proportionately and appropriately.

Aptis for all

We believe that the Aptis tests should be accessible to anyone who wants to take them. We also believe that each person should have the opportunity to perform to the best of their ability on the Aptis tests.

If you have a disability and believe that Aptis is not accessible to you or believe that the form of the test will not allow you to show your true level of English, please contact your local British Council centre to talk about the ways in which the test can be modified for your needs.

We can make adjustments such as providing pen and paper tests, face-to-face tests, Braille and large font tests, adjusting timing, and a range of other modifications. Please discuss it with us to ensure that we can support you with a test which is both fair to you and maintains the high standards and reliability of Aptis.