

Test Taker Handbook



Illustration by Lucy Vigrass

Contents

1. Introduction

About PTE Home	02
PTE Home in 6 steps	03

2. Prepare

Video guides	04
Online course	04
Textbooks	04

3. Book your test

Cancellation and rescheduling	06
Special needs	07
Comfort aids	07

4. Test day

Arrival	08
Identification and biometric data	08
Test center rules	09

5. During your test

Starting your test	10
The test	10
Breaks	11
Finishing your test	11

6. After your test

Receiving your Score Report	12
Viewing your Score Report	12

7. Understanding your Score Report

Your Score Report	14
Retaking and rescoreing	15

8. Contact details

9. Terms and Conditions



Illustration by Lauren Rolwing

About PTE Home

PTE Home is a computer-based secure English Language test which assesses the skills of listening and speaking. It is a pass-fail test, taken by those who need to provide proof to UK Visas and Immigration that their English language proficiency meets the Common European Framework of Reference Levels A1, A2 and B1. The use of PTE Home services is in accordance with the PTE Test Taker Terms and Conditions set out in this document.

PTE Home in 6 steps

1	<h2>Prepare</h2> <p>We recommend that all test takers prepare for PTE Home, even if English is your first language. Take a look at the preparation information here: pearsonpte.com/uk/ptehome</p>
2	<h2>Find a seat</h2> <p>Visit pearsonpte.com to check test availability by selecting your destination and goal.</p>
3	<h2>Book your chosen test</h2> <p>Create your My PTE account to purchase your test.</p> <p>Note:</p> <ul style="list-style-type: none">● Make sure you read the Terms and Conditions. See page 16● If you have special needs and require an accommodation, your request must be made prior to booking a test. See page 5
4	<h2>Take the test</h2> <p>On test day, your identity will be checked against your ID document. See page 8</p>
5	<h2>Receive your result</h2> <p>Your result is typically available within five working days. You will receive an email informing you that your Score Report is ready. See page 12</p>
6	<h2>Share your result</h2> <p>Sign in to your account to access your Score Report. Your Score Report will contain a SELT Unique Reference Number (URN) which you can provide to the UK Home Office so that they can securely verify your result. See page 12</p>

Prepare

All test takers should prepare for PTE Home, even if English is your first language. Get ready for PTE Home with a range of preparation options.

Visit pearsonpte.com/uk/ptehome to explore the following:

Video guides

Our example videos show you the type of questions you will encounter on test day. We have videos of every question type at every level to help you become familiar with the test format.



Online course

The PTE Home online course is a free test preparation resource for PTE Home. With easy video guidance, you can learn about each question type as well as discover tips about how to approach the test.



Textbooks

Pearson have a number of English language textbooks for General English learners working at CEFR levels A1–B1. Improve your English skills ahead of your test by visiting pearsonpte.com/preparation/



Book your test

1	<p>Find a seat</p> <p>Visit pearsonpte.com to check test availability:</p> <ol style="list-style-type: none">1. Select your destination and goal2. Confirm your chosen test center3. Confirm your chosen date and time.
2	<p>Create your My PTE account</p> <p>Fill in the registration form with your account and personal information. Remember to use a valid email address.</p>
3	<p>Ensure your personal details are accurate.</p> <p>Your personal details must match your identification document.</p> <ul style="list-style-type: none">● See page 8 for which identity documents are accepted.● If you only have one name, enter it in the 'Last/Family name' field and enter a full stop in the 'First/Given names' field.● Use roman characters throughout.● If your details are incorrect you will not be allowed to sit the test.
4	<p>Your appointment</p> <p>A summary of your appointment details will be displayed on your My PTE dashboard.</p>
5	<p>Complete your purchase</p> <p>Once you have created your account and provided the necessary consents, you are ready to purchase your test.</p>

PAYMENT POLICY

- Full payment must be made in the currency specified for your booking to be processed. The following payment forms are accepted: Credit card (Visa®, MasterCard®, American Express®, or JCB®) or debit card (Visa® or MasterCard® only).
- Voucher payments can be applied to a test fee only, not a rescheduling fee. We cannot refund voucher payments.
- If your payment is declined, the appointment will be canceled.
- For a full breakdown of fees visit [pearsonpte.com/testcenters](https://www.pearsonpte.com/testcenters)

Cancellation and rescheduling

You may reschedule or cancel your appointment at any time. We highly recommend that you do this as soon as possible to reduce the cancellation fee.

The easiest way to cancel or reschedule your test is to sign in to your **My PTE account** at pearsonpte.com and use the 'Reschedule' or 'Cancel' buttons on your appointment summary.

Alternatively please contact us at pearsonpte.com/contact-us

Fee policy

Rescheduling

You can reschedule your test for free if there are at least 14 full calendar days remaining before your test.

If you reschedule the test between 13 and 8 full calendar days in advance of your test, you will be charged 50% of the test fee originally paid.

If you reschedule 7 full calendar days or less in advance of your test, you will need to pay a new test fee and no refund will be provided.

14 calendar days remaining <hr/> Free reschedule	13–8 calendar days remaining <hr/> 50% fee payable	7 calendar days remaining <hr/> Full test fee payable	Test Day
------------------------------------------------------------	--------------------------------------------------------------	-----------------------------------------------------------------	-----------------

Cancellation

You will receive a full refund if you cancel your test at least 14 full calendar days before your test.

You will receive a 50% refund if you cancel the test between 13 and 8 full calendar days in advance of your test.

No refunds will be provided if you cancel your test 7 full calendar days or less in advance of your test.

14 calendar days remaining <hr/> Full refund	13–8 calendar days remaining <hr/> 50% refund	7 calendar days remaining <hr/> No refund	Test Day
--------------------------------------------------------	---------------------------------------------------------	-----------------------------------------------------	-----------------

Refunds

Pearson may, at its sole discretion, offer you a refund for any testing fees where you have registered and paid any testing fees directly to Pearson. This may apply in cases where Pearson has cancelled your test due to scheduling or test center issues. Any other direct costs and expenses incurred beyond the cost of the test will be considered on a case-by-case basis.

Where you have registered using a voucher, please contact the outlet from which you obtained or purchased the voucher. Pearson cannot provide any direct refunds for voucher registrations.

If you paid by credit/debit card, any refund will be credited back to the original credit/debit card or bank account.

For a full breakdown of fees, please contact the customer service team in your region via pearsonpte.com/PTEHome-Contact

Exceptions for medical or family emergency

If you are unable to attend the test center on the day of your test because of illness or family emergency, Pearson may, at its discretion, allow you to reschedule the test free-of-charge.

You will need to fill in the "Request Emergency reschedule" form within 14 full calendar days of the scheduled date of the test and attach your evidence. Acceptance of evidence is at our discretion. There is no automatic right to rebook or obtain a refund if you cannot sit a test for medical or family reasons. You will be contacted if any additional information is required.

Changes to the test

Pearson reserves the right, at its sole discretion, to cancel, reschedule, change test content and to determine the number of test takers in the test room. In the event Pearson cancels or reschedules a test we will arrange a refund or reschedule to an alternative date or test center.

Special needs

PTE Home is a computer-delivered and computer-scored test. This means there are technical limitations to the ways in which we can accommodate the needs of test takers while still allowing computerized scoring.

Pearson is constantly reviewing and expanding the accommodations offered as part of its commitment to inclusion and equal access for all test takers.

- Accommodations are available for test takers who meet certain eligibility criteria and properly request and receive confirmation from Pearson prior to sitting the test.
- Please let us know if you have any special requirements during account creation. Once you have completed your profile, you will be asked to fill out a form with details of your request.
- Your submitted form will be reviewed and the Customer Support team will contact you to book your test.
- Please submit the form at least six weeks before your chosen test so that there is time to process your request.
- If you have a hand injury that prevents the palm vein scan, please contact us before booking the test, otherwise you will be turned away from the test center and lose your test fee.

Comfort aids

Test takers are allowed to bring comfort aids into the test room provided they are checked by the Test Administrator. Comfort aids include:

- Tissues
- Cough drops (must be unwrapped)
- Pillow for supporting neck, back or injured limbs
- Sweater, sweatshirt or blazer—if the item has pockets and you do not want to remove the item for inspection, you will be asked to show that the pockets are empty
- Eyeglasses and hearing aids
- Neck braces or collars (worn by people with neck injuries)
- Insulin pump attached to a person's body

Test takers must provide his or her own comfort aids.

Test day

Arrival

- You must arrive at least 30 minutes before your test and sign in at the test center reception. If you arrive late you will not be allowed to take the test and you will lose your test fee.
- You must read and agree to the **Test Taker Agreement**, which will be provided to you when you arrive at the test center.
- The Test Administrator will check your identification and take your palm vein scan and signature. Please note the electronic signature you provide is legal acceptance of the agreement you have read.
- The Test Administrator will explain the test center rules and regulations.
- Personal belongings have to be stored in the secure storage facilities. You cannot access the storage facilities until your test has been completed.



Watch:

What to expect on test day
pearsonpte.com/testday

Identification document and biometric data

To meet the requirements of the UK government, you must bring one of the following documents to take PTE Home:

- Passport
- Government ID card:
 - EU ID card (only accepted in the issuing country)
 - National ID card (only accepted in the issuing country)
 - Biometric Residence Card (BRC)
 - Biometric Residence Permit (BRP)
- Valid travel document (excluding Emergency Travel Documents)

Your document must be **valid** and have a **photograph**.

For more information, please visit pearsonpte.com/acceptable-id

Security and biometric data

- Test centers use CCTV recording to monitor possible infringements, address claims regarding the test and manage the security of the building.
- Data may be shared with government authorities that are processing an application you have submitted to them that includes PTE Home results.
- You can read our full privacy policy on what data we collect and how it will be protected at pearsonpte.com/privacy-policy

On the day of the test, Pearson will take:

- Your photograph
- A scan of your palm vein pattern

We may take a copy of the ID document you present at the test center.



Test center rules

The test room

The following are **not** allowed in the test room:



Phones



Electronic devices



Digital watches



Jewellery thicker than
¼ inch (½ cm)



Wallets / Purses



Hats



Coats



Books / Notes



Eating / Drinking /
Chewing gum



Smoking



Chatting /
Disturbing others

Before the test

- You **must** store all personal items in a locker. Phones and electronic devices must be turned off before storing them. The test center is not responsible for lost, stolen or misplaced items.
- You will be asked to empty your pockets and show that you have removed personal items.
- You will be given an erasable booklet and two pens.
 - **Do not** write **anything** in the booklet until the test begins.
 - Keep them inside the test room and return them after the test.
 - If you finish your booklet, raise your hand and you will be given a new one.
- Your identity will be checked before you begin the test. You must stay in your seat. For security reasons, you will be monitored at all times. Video and audio will be recorded.

Warning: Test takers who break the rules may have their PTE Home scores revoked.

Test takers engaging in malpractice or abusive behaviour will be banned from taking the test in the future and may be liable to legal action.

During your test

Starting your test

- Once it is time to start your test, the Test Administrator will take you into the test room and assign you a computer with headphones and built-in microphone. You will also be provided with an erasable noteboard booklet and two pens. You must not take any notes until your test has started.
- You may not write on the erasable noteboard booklet until after the test has started.
- You must start the test when advised so by the Test Administrator. The Test Administrator will sign you into the computer and you will be presented with an on-screen non-disclosure reminder.
- The test will guide you through an equipment check to make sure your headphones and microphone are working correctly. Your test will then begin. If there are any issues, you must immediately raise your hand and advise the Test Administrator.
- There will be other test takers in the same room, and they will be speaking at the same time as you, so we recommend that you keep your headset on during the entire test.
- You are advised to speak at a conversational level when talking. You do not need to raise your voice.

The test

- The questions test your ability to understand 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 questions also test your ability to speak English.
 - You will be asked to speak into a microphone and will be recorded.
 - You will not have an opportunity to re-record your responses.
 - Test takers whose spoken responses contain features such as unnatural pausing/hesitation or poor enunciation of words/sentences or where test takers do not follow the directions may have this reflected in their scores.
- If you have questions or concerns, raise your hand and the Test Administrator will assist you as long as other test takers are not disturbed. For example, if you:
 - Experience hardware or software problems or distractions that affect your ability to take the test,
 - Run out of noteboard space or have issues with your pen during the test. The Test Administrator will bring you a new one. Note: you may not remove the erasable noteboard booklet or pens from the test room at any time during the test.
- The Test Administrator **cannot answer questions related to test content**, and you must not ask questions related to the content of the test.
- You cannot go back to previous questions to amend your answers.
- You are not allowed to leave the test before it finishes. Doing so will mean you lose your test fee and your scores will not be provided.

Breaks

PTE Home lasts no longer than 30 minutes.

There are no scheduled breaks.

Unscheduled breaks are allowed but discouraged:

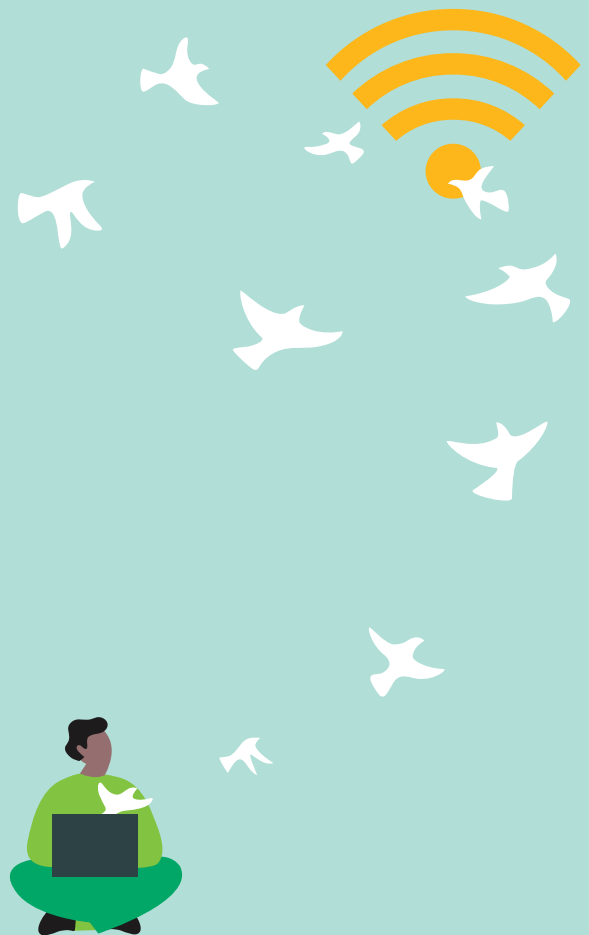
- To request an unscheduled break, raise your hand and speak to the Test Administrator. They will set your workstation in break mode.
- The test clock will **not** stop; this time is deducted from your overall test time.

During your break:

- You **cannot** access your locker or any personal items. You are permitted to access your locker only if it is necessary (for example, for medication) but you must inform the administrator before the test as you will need to be supervised.
- You **cannot** speak to any other test taker.
- You **cannot** leave the building. You can use the toilets/restrooms in the building. In some cases, however, you may have to use a toilet located outside.
- You must leave the test room for all breaks. Your identification will be checked when you leave and re-enter.

Finishing your 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 escorted out of the test room, and your identification will be checked electronically when you leave the test room.
- You will be provided with printed confirmation that you completed the test.
- Once this is complete, you can take all your personal belongings from the storage facilities and are able to leave.



After your test

Receiving your Score Report

Pearson aims to provide results within five business days of your test date. After your test, you will receive an email informing you that your Score Report is ready.

- Your Score Report can be downloaded in a PDF format and will be verified by the UK Government via our online platform using the SELT Unique Reference Number (URN) that you provide on your application.
- We do not verify or authorize any printed Score Reports.
- Your Score Report is valid for two years from the date you take your test.

If you don't receive your Score Report:

- If it has been five working days or less since you took your test, we kindly ask that you wait patiently. You will receive an email when your score is ready to be released.
- If it has been over five working days since you took your test, we recommend checking your junk or spam email folders as the email may be there. If it is not, and you have not received any contact from PTE, please fill out the form here and our Customer Service team will investigate further: pearsonpte.com/contact-us/

Viewing your Score Report

1. Sign in to your account at pearsonpte.com

2. Select '**View Score**'.

3. Your **Score Report** will be displayed on screen.

4. To save a copy of the report, click the '**Download PDF**' button.

- Your Score Report is valid for two years from the date you took your test. After this, you will not be able to access your result.



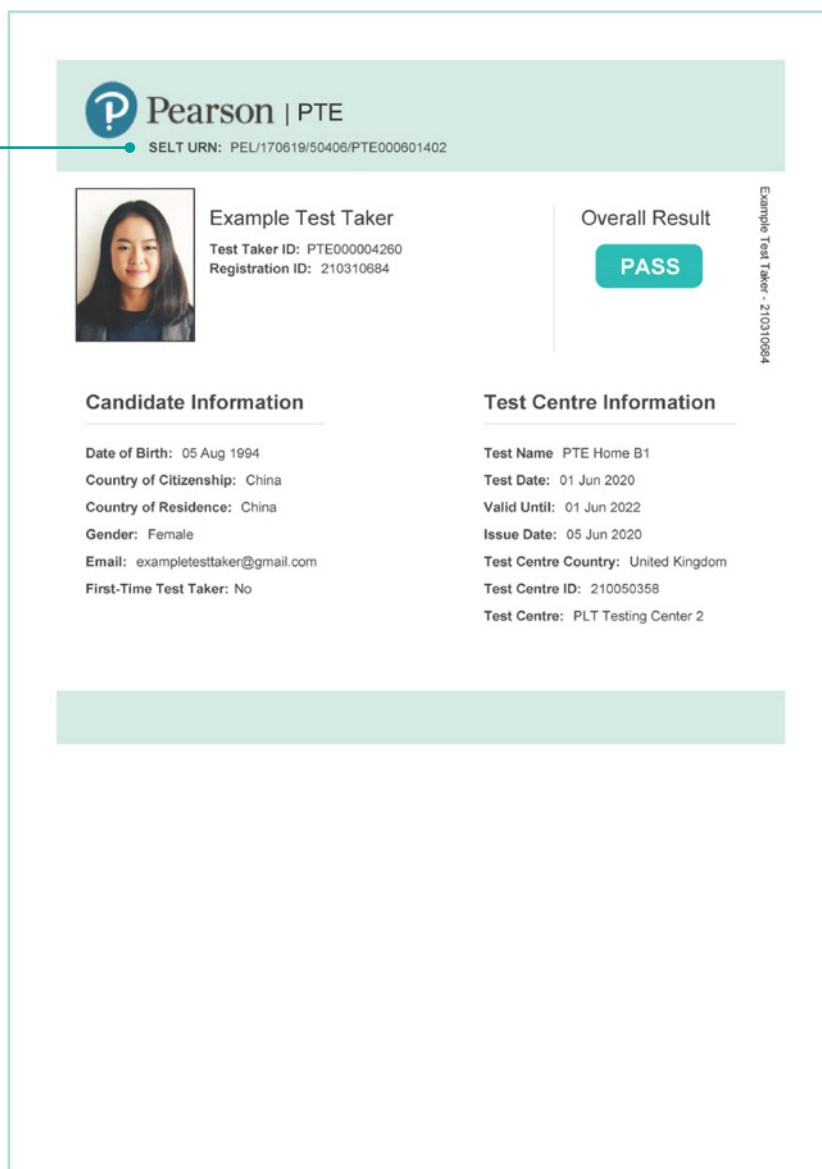
Understanding your Score Report

Your Score Report

After completing the test will receive a report which shows whether you have passed or failed.

SELT URN number

You should provide this number on your visa application form so that the UK Government can access your result.



The image shows a sample Pearson PTE score report. At the top, it features the Pearson logo and the text 'Pearson | PTE'. Below this, the SELT URN is displayed: 'SELT URN: PEL/170619/50406/PTE000601402'. The report is divided into two main columns. The left column contains a candidate's photo, their name 'Example Test Taker', and their identification numbers: 'Test Taker ID: PTE000004260' and 'Registration ID: 210310884'. The right column shows the 'Overall Result' as 'PASS' in a green button. Below these sections are two tables: 'Candidate Information' and 'Test Centre Information'. The candidate information table lists: Date of Birth: 05 Aug 1994, Country of Citizenship: China, Country of Residence: China, Gender: Female, Email: exampletesttaker@gmail.com, and First-Time Test Taker: No. The test centre information table lists: Test Name: PTE Home B1, Test Date: 01 Jun 2020, Valid Until: 01 Jun 2022, Issue Date: 05 Jun 2020, Test Centre Country: United Kingdom, Test Centre ID: 210050358, and Test Centre: PLT Testing Center 2. A vertical label on the right side of the report reads 'Example Test Taker - 210310884'.

Candidate Information	Test Centre Information
Date of Birth: 05 Aug 1994	Test Name: PTE Home B1
Country of Citizenship: China	Test Date: 01 Jun 2020
Country of Residence: China	Valid Until: 01 Jun 2022
Gender: Female	Issue Date: 05 Jun 2020
Email: exampletesttaker@gmail.com	Test Centre Country: United Kingdom
First-Time Test Taker: No	Test Centre ID: 210050358
	Test Centre: PLT Testing Center 2

PLEASE NOTE:

- The Score Report representation (above) may differ from current Score Reports.

Retaking and rescoring

Retake policy

- You can book your next test as soon as the Score Report from your last test is available. Please do not create a new account in order to bypass the wait as this can cause further delays.
- You can book a test date five days after your previous attempt.
- You can only book one test at a time.
- Your new appointment must be within six months. If you pass the test, you cannot take the test again within two years.

Requesting a rescore

PTE Home is a computer-scored test; therefore, it is unlikely that your overall result will change.

- In the unlikely event that your result changes, the rescore fee will be fully refunded.
- If your result changes, it will replace your previous result and your original Score Report will be reissued to reflect the new score.
- You can only request a rescore once per test registration.
- You may only request a rescore of your most recent PTE Home test.
- You cannot request a rescore if you have already scheduled another test.
- To request a rescore, you must call our Customer Services team within 14 calendar days of your Score Report being made available to you. The fee for rescoring is available from this team. The phone number can be found at pearsonpte.com/contact-us/ under 'Retake or request a rescore'.



Illustration by Dan Matutina

CONTACT DETAILS

- For frequently asked questions, or if you have an inquiry about your test, please visit the Contact Us page here: pearsonpte.com/contact-us/

PTE Home Test Taker Terms & Conditions

1) General

- A. These Terms and Conditions ('PTE Home Test Taker Terms and Conditions') are incorporated into and form part of the contract between Pearson Education Ltd ("Pearson", "we", "our" or "us") and a candidate ("Candidate", "you" or "your") who has registered for Pearson Test of English Academic ("PTE Home") with us or one of our affiliate companies worldwide. We may change or modify the PTE Home Test Taker Terms and Conditions from time to time. Candidates must agree to the PTE Home Test Taker Terms and Conditions when you complete the PTE Home registration process either on the phone or online.
- B. These PTE Home Test Taker Terms and Conditions and The PTE Home Test Taker Handbook ('the Handbook') constitutes the entire agreement between us and a Candidate. You acknowledge that you have not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of Pearson which is not set out in these **PTE Home Test Taker Terms and Conditions** or the Handbook.

2) PTE Home Test Taker Handbook

- A. The Handbook contains details of the rules and regulations that apply to PTE Home. When you schedule an appointment to take PTE Home, you will be asked to confirm that you have read and understood the Handbook.
- B. You agree that if you do not comply with the instructions set out in the section "On Test Day" of the Handbook, this may be reported to Pearson by the test center staff and we may take action including but not limited to refusing you entry to the test center to sit the PTE Home test, or invalidation of test results.

3) Privacy

- A. At all stages during the registration, scheduling and test taking process Pearson will collect personal data from and about you. All your personal data will be collected, transmitted, and stored in a safe and secure way and will be used only for the purposes stated in the privacy statement which can be viewed on our website pearsonpte.com/privacy-policy.

4) Confidentiality

- A. Candidates may not remove copies of test items and answers from the testing center or share any items or answers from their test with others; this includes a prohibition on any non-commercial use of test items and answers in study guides or practice sessions.

5) Cancellation policy

- A. You may cancel and/or reschedule your test in accordance with the policy set out in the **PTE Home Test Taker Handbook**.
- B. Pearson may cancel your test and registration with PTE Home if, in Pearson's reasonable opinion, your reasons for taking the test are not genuine and in good faith. Your sole remedy is a refund of amounts you have paid for the canceled test.
- C. Pearson may additionally cancel your test and/or reschedule your test with a different test center at its discretion and, in the event of circumstances outside Pearson's control, at short notice, including any force majeure event. Your sole remedy is a refund or a rescheduled test at your option.

6) Limitations of Liability

- A. Pearson does not limit or exclude its liability for death or personal injury caused by its negligence or that of its employees or agents or for fraudulent misrepresentation.
- B. Subject to paragraph 6 (a) above, and to the fullest extent permitted by applicable law, Pearson shall under no circumstances be liable to you, whether in contract, tort (including negligence) or otherwise, for: (i) any loss of business, loss of profit or loss of opportunity or for any indirect or consequential loss incurred by you as a consequence of Pearson's acts or omissions relating to PTE Home or your test; or (ii) any act or omission by or on behalf of a test center, its employees or agents.
- C. Pearson's total liability to you in respect of any and all other costs or losses incurred by you shall not exceed the amount paid by you to Pearson in relation to the relevant test, unless otherwise required by law.

- D. In the event of our failure to perform, or delay in our performance of, any of our obligations in relation to providing PTE Home that is caused by circumstances outside our reasonable control, we shall be entitled to a reasonable extension of time for performing those obligations.

7) General Provisions

- A. These Terms and Conditions, any confirmation that we send to you regarding your registration and the contents of the Handbook together contain the entire contract between us and a Candidate in relation to Pearson PTE Home. We may revise these **PTE Home Test Taker Terms and Conditions** from time to time. Any material change will be brought to your attention by email to the contact email address you have provided to us.
- B. If any of these **PTE Home Test Taker Terms and Conditions** are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law
- C. If we fail to insist upon strict performance of any of your obligations under any of these **PTE Home Test Taker Terms and Conditions**, or if we fail to exercise any of the rights or remedies to which we are entitled, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations. A waiver by us of any default shall not constitute a waiver of any subsequent default.
- D. Except where specified otherwise, these Terms and Conditions and the contract between us in relation to PTE will be interpreted in accordance with the laws of England and Wales.

Supplemental Terms and Conditions

If you are registered to take the exam in the following countries or territories, the appropriate supplemental terms listed below will also apply (and shall supersede any conflicting term in the Terms and Conditions).

Australia

Our exam development and scoring services come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a re-test or a refund for a major failure and compensation for any other reasonable, foreseeable loss or damage (subject to our liability limitation clauses in the Terms and Conditions). You are also entitled to re-test or

refund if the exam fails to be of acceptable quality and the failure does not amount to a major failure.

Any claim under Australian Consumer Law should be addressed to:

Pearson Australia Group Pty Ltd
707 Collins Street, Melbourne, VIC 3008
Australia

Pearson complies with the Privacy Act 1988 (Cth) in respect of your privacy rights. Your data will be exported outside of Australia to the UK, the US, the Philippines and any other jurisdiction that you nominate to receive your test scores, but all exports are in accordance with the provisions of the Privacy Act 1988 (Cth).

These Terms and Conditions shall be governed by the laws of the State of Victoria.

Hong Kong

Pearson complies with the Personal Data (Privacy) Ordinance (Cap. 486) (the "PDPO") in relation to the collection, use, transfer and storage of your personal data. Any such personal data may be accessible by Pearson's other offices or offices affiliated to Pearson outside Hong Kong. That means your personal data may not be protected to the same or similar level in Hong Kong. By registering for PTE Home, you agree that your personal data may be transferred to places outside Hong Kong. Certain personal data may also need to be transferred to the Hong Kong authorities, Pearson's auditors, our insurers or our bankers for accounting or compliance purposes.

You may access Pearson's Personal Information Collection Statement mentioned in Clause 3 above, (and which is also available in Chinese at www.pearsonpte.com/privacy and confirm that you have read, understood and consented to it.

In substitute for Clause 7(d) above, these Terms and Conditions shall be construed and governed by the laws of Hong Kong Special Administrative Region.

Mainland China

Pearson complies with the laws and regulations related to personal data. Any such personal data may be accessible by Pearson's other offices or offices affiliated to Pearson outside Mainland China. That means your personal data may not be protected to the same or similar level in Mainland China. By registering for PTE Home, you agree that your personal data may be transferred to places outside Mainland China. Certain personal data may also need to be transferred to the authorities, Pearson's auditors, our insurers or our bankers for accounting or compliance purposes. You may access Pearson's Personal Information Collection Statement mentioned in Clause 3 above, (and which is also available in Chinese at www.pearsonpte.com/privacy and confirm that you have read, understood and consented to it.

Learn more about



Pearson
PTE Home

pearsonpte.com