



# QA Higher Education English Language Test Booking Policy (International)

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## Version Control

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Mona Jakhu	Head of Shared Services and Agency Management	Approved

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## 1. Purpose

The purpose of this policy is to clearly outline the booking, test confirmation and results issuance processes for the QA Higher Education (QAHE) English Language Test. It will provide clear guidance on the processes for Internal and External applicants looking to sit the English language test as well as confirming what is required from applicants for their test to be confirmed and conducted. Result issuance will also be covered as well as the processes for non-confirmation/attendance of tests and the retake procedure for applicants who fail to meet their required score.

This policy is the responsibility of the Head of Shared Services and Agency Management.

## 2. Test overview

The QAHE English language test is an online testing solution suitable for university admission to all Undergraduate and Postgraduate courses offered by QAHE and its University Partners. The test consists of four components: Speaking, Reading, Listening and Writing.

The Speaking tests will be conducted over MS Teams. The assessors will provide a link to invite the applicant to the test session up to 15 minutes before the test begins.

Applicant can click on the link and attend through their web browser or download the MS team's app,

The Reading, Listening and Writing tests will be on the Inspira testing platform. The applicant will receive a separate email with instructions and all required access information.

### 2.1. Test structure

Section	Time
Speaking	11 – 14 minutes (approx.)
Listening	40-50 minutes (approx.)
Reading	60 minutes
Writing	40 minutes

### 2.2. Component structure - Speaking

Part	Time	Category
1	3 – 4 minutes	Introduction and interview on familiar topics
2	4 – 5 minutes	Individual Long Turn or Extended Speaking or Monologue
3	3 – 4 minutes	Two-Way Discussion or Topic Discussion



### 2.3. Component structure - Listening

The Listening part of the test consists of 4 sections with a total of 40 questions. You will begin by reading the instructions and then you will read the questions for section 1, listen to section 1, and answer the questions.

This procedure is repeated for sections 2, 3 and 4.

### 2.4. Component structure - Reading

The Reading part of the test consists of 3 passages and there are 40 questions in total.

A variety of question types is used. You may be asked to:

- fill gaps in a passage of written text or in a table
- match headings to written text to diagrams or charts
- complete sentences
- give short answers to open questions
- answer multiple choice questions

Sometimes you will need to give one word as your answer, sometimes a short phrase, and sometimes simply a letter, number or symbol.

### 2.5. Component structure - Writing

In the Writing task, applicants will be asked to write an essay in response to a point of view, argument or problem. There is only ONE essay applicants will need to complete, and they will need to write no less than 250 words.

## 3. Booking process – Internal applicants

Test Applicants are classified as internal if they have made an application to study QAHE branch campus, university centre or Pathway College.

For an Internal Applicant to be eligible to sit the English test they are required to have submitted a completed application to Admissions, either directly to QAHE or through an approved QAHE Agent and have received a conditional offer for their chosen course of study.

The Internal Applicant can book their own slots using our online self-service booking system, Appointeed. This allows applicants to not on book a slot that is convenient for them, but they can also change or cancel the booking up to 3 days before the test.

They can book their test through <https://qahighereducation.com/about-us/english-testing/>

This will take them through the terms and conditions and will require them to complete a declaration form and provide their email address.

Once completed, they will be emailed a link to Appointeed to book at test time and date that is available.

The candidate must complete this whole process themselves. Any bookings made by anyone else on behalf of the candidate, will lead to the booking being cancelled with no option to rebook the test.

Once the booking has been made the candidate will receive an automated email confirming their booking.



This email also provides full advice and guidance on the test regulations, test structure.

Prior to the test the booking will be reviewed by the booking team to confirm the following:

- Candidates' eligibility to complete the test
- There is a valid passport uploaded
- A conditional offer letter has been received
- Test room requirements will be facilitated

#### **4. Booking process – External applicants**

An external applicant is defined as an applicant who has applied to study at one of QAHE's University partner's campuses. QAHE's current University partners can be found here: [qahighereducation.com/partner-institutions](http://qahighereducation.com/partner-institutions)

To request an English test, the admissions department who is processing the application for attendance to their main campus, needs to send an email to [QAHEEnglishTesting@qa.com](mailto:QAHEEnglishTesting@qa.com) and provide key information required to make an English test booking together with the following;

- Valid Passport
- Conditional offer letter

Without the above documents QAHE are unable to process any test bookings for external applicants.

Once a completed request has been submitted QAHE will instruct the candidate to book their test and follow the same process as Internal candidate.

#### **5. Rescheduling the test**

We understand that on occasion the applicant may not be able to attend a test that has been booked and confirmed. In this instance and depending on when notice was provided and the circumstances of why the applicant is unable to take the test, they will be allowed reschedule their test.

The applicant is able to reschedule a test booked or cancel it from the link provided on the 1<sup>st</sup> and original booking confirmation email that is sent to the applicant, once they have booked their test.

If the test is rescheduled later than 4 months from the original test date, another declaration will need to be completed. The rescheduled test will not proceed without the updated declaration.

#### **6. Resitting the test**

If the applicant has not achieved the required score to meet the conditions of their offer, the retake period will be communicated with the applicant through email from the admin team when the test certificate is issued.

If the test is required to be taken with 4 months, the applicant is not required to complete another declaration form. For applicants who have to wait longer than 4 months to re-sit the test, another declaration will be required before the second test booking can be confirmed.



## 7. Applicants who fail to confirm or do not attend the test booked

Where applicants have confirmed the test but do not attend, no further bookings will be allowed.

## 8. Malpractice during tests

All Applicants receive full test terms and conditions and are expected to have read and understood these prior to starting their test.

This is confirmed by signing and submitting the declaration. Should an incident of a breach of the test terms and conditions occur during the test, the examiner will terminate the test with immediate effect and the applicant will not be allowed to book another test.

Should applicants wish to challenge the decision of the examiner, they must submit a request in writing to [QAHEEnglishTesting@qa.com](mailto:QAHEEnglishTesting@qa.com). This will then be reviewed (along with the test recording) by the Head of English Language Assessment who will determine if the applicant will be allowed to re-sit the test.

If the final decision is that the applicant was identified as cheating on any part of the English Language Test, the Agency Management & Shared Services team will reject the application with appropriate notes. The applicant will not be allowed to reapply for the English Language Test through QAHE, and any associated future applications may be rejected.

## 9. Loss of connection during tests

QAHE fully understand that in some region's internet connections are not consistent. Although applicants are encouraged to check this ahead of their test and, if necessary, make arrangements to take the test at a venue with a strong internet connection. (NB: the chosen venue must still comply with the QAHE test regulations).

In the event of connection loss during a test the examiner will confirm which parts of the tests have been completed and what elements the applicant will need to complete on their next attempt. If applicants have not fully completed any section of the test, the applicant will be provided another booking to complete the outstanding sections of the test.

Applicants will need to book and take the test for the outstanding sections within three weeks from the date of their initial test, otherwise the applicant will be required to complete the full test again.

## 10. Results issuance

Results are issued between two and five working days from completion of the test. Applicants who completed the test will receive a test certificate detailing their results. These certificates are only suitable for admissions purposes at either a QAHE franchised campus, centre or collage as well as QAHE university partners campuses.

Certificates are valid for one year.

