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Test Centre Newsletter

Dear TCA

Welcome to the Skills for English test centre newsletter.

The purpose of this newsletter is to highlight essential updates on operational procedures and requirements important to your role as a Test Centre Administrator.

We value feedback!

We are very pleased to see amazing positive feedback from test takers when completing the satisfaction survey which is presented at the end of every exam.

Over 95% of test takers have stated they are extremely satisfied with the test centre staff and so we would like to take this opportunity to thank you all for the continued high standards being maintained at centres and the great experience being offered to test takers.

We request you to encourage all test takers to complete the satisfaction survey before ending the exam!

New Approved Partner Portal

We're pleased to announce that we have launched our new Skills for English: SELT Approved Partner Portal! This site will be your central hub for all Skills for English news, information, collateral and resources.

Link to portal - [Skills for English: SELT \(sharepoint.com\)](#)

We hope you enjoy the new portal and find it helpful and easy use. If you need access for other team members there is a link on the portal front page. If you have any suggestions for content, or questions about the new portal please let us know - ian.cooper@psionline.com.

Key Contacts for Test Centre Administrators

Primary contact

Please send all test centre queries to ExamOps@psionline.com.

Your dedicated channel team are available as a point of contact alongside the ExamOps team.

Test Centre Administrator Account Resets

We strongly advise Test Centre Administrators check their accounts ahead of any given test day.

Should the account be locked please contact atlasreset@psionline.com quoting the following details;

- Test centre name
- Test centre ID#
- Full name & Email address of TCA

Technical Assistance on test day

Should you experience any technical issues on test day the PSI helpdesk can be reached via live chat in the administration portal.

<https://tca.psiexams.com/>

When logged in a chat button will be visible on the bottom right corner of the screen.

Helpdesk team are available 24 hours a day, 7 days a week.

Test Taker Security checks

A vital responsibility of your role as a Test Centre Administrator is to ensure there is no malpractice when test takers sit the exam. Candidates must not be allowed to take photographs or videos of the exam check in portal or the examination screens. The content of both must be protected and this is a vital element of your role as a Test Centre Administrator.

As part of your role, it is essential that physical security checks are carried out prior to allowing entry in the testing lab. A search for hidden devices and removal of any unauthorised clothing including outerwear is required. Test takers should be requested to empty pockets and place all belongings into secure storage areas.

It is essential exam sessions are invigilated from start to end and should any candidates be caught attempting to cheat then the exam terminated immediately. In any instances of this nature an incident report must be sent to ExamOps@psionline.com without any delay.

Security Cleared Staff

Please note that an approved, security cleared member of staff must be on site for the full duration of any scheduled test taker exams. This is a compulsory requirement and forms part of audit checks by PSI.

Test Taker Validation

As a Test Centre Administrator, you will be fully aware of the validation steps required for each test taker when checking in on the exam day. There is a Mandatory requirement for the capture of photographs on the test day as described in the [Quick reference – Check-in Steps V1.1](#). This guide is regularly sent out with booking confirmations and is also available on the Skills for English Knowledge Base - knowledgebase.skillsforenglish.com.

Please note, should you find that any of the validation steps are not presented to you then the test taker must not be permitted to sit the exam.

Please notify ExamOps@psionline.com and await further guidance from the team on next steps.

Test Taker Name & Date of Birth Validation

Please ensure when validating test takers that the name & date of birth showing on the admin portal match the details on the identification. Please note that photocopies or digital images of identifications are not permitted for use when validating the test takers identity.

Test takers must not be permitted to test if the names or date of birth do not match. The details cannot be changed once the exam has been taken and will result in the application being rejected by the Home Office. For any instance of this type the test taker should be referred to PSI using any of the contact methods provided in this publication.

Please note, typing errors or small spelling mistakes for the name only can be permitted using the 'Accept with Proviso' option during validation.

CCTV Compliance

As part of the test centre contractual requirements **all Skills for English: SELT exam sessions administered at your test centre must be fully recorded via CCTV/DVR and stored for a period of 60 days**. This includes, but not limited to, the test room and check in/reception areas.

The mandatory retention period is 60 days and the footage must capture the whole duration of the session with all test takers in view. PSI's Audit & Security team frequently conduct compliance checks on all test centres. If you receive a request for recordings, please complete the necessary actions without any delay.

Conducting a session without CCTV capture and the correct retention time is classed as **gross misconduct** and can lead to suspension/withdrawal of the test centre.

Pre-examination Microphone Checks

We require all test centres to ensure the microphones are functioning correctly and to the required standard before a test taker starts an examination. A good tool to use online is available at <https://mictests.com/>.

There is also a tool available with the PSI exam browser which allows a test of the audio capture. The instructions are detailed on page 21 of the [Quick reference –](#)

[Check-in Steps V1.1 document.](#)

It is essential that audio from the speaking & listening sections is captured to a high standard to allow the Skills for English marking team to fully evaluate the responses and provide the test taker with a result.

If an audio is inaudible then it will result in the test taker having to re-sit the whole exam again which can lead to complaints and additional costs for both the test taker and to the PSI test centre network.

Please be proactive with checking microphones and the quality of audio capture.

Exam Session – Use of Paper

Test takers are now permitted to make notes during *Skills for English* exams. Please provide note paper for use during the exam and ensure that these are collected at the end of the exam and destroyed. **Test takers must not leave with any notes** taken during the exam.

It is an essential part of your role as TCA to keep the test centre environment secure as well as protecting the exam content.

Ending an Exam Session

Please ensure when a test taker is ready to end an exam they have clicked through all sections and completed the survey in full. **The exam browser must only be closed after you have checked the exam has been ended in full.**

We have seen instances where test takers have not progressed on to complete a section of the exam and have left the test centre. This leads to delays in the exam result being released and complaints from the test taker.

A reminder, documents that support the Test Centre Operations Manual and provide further clarification on test day procedures are available on Knowledge Base:

- [Quick reference – Check-in Steps V1.1](#) – this document guides you step by step through the check in process and provides clear instructions for progressing through each stage of the validation procedure
- [Photo Guidance](#) - Photographs of test takers must comply with the guidance in this document

These, along with other resources and documents can be found on the Skills for English Knowledge Base - knowledgebase.skillsforenglish.com. You should already have a username (this will be your registered TCA email address) and it is possible to reset your password on the site. If you or a colleague require access please contact ExamOps@psionline.com.

Test Centre Signage

Please ensure that the official PSI & Skills for English signage is displayed in the test centre. It is imperative for the test taker journey that they are clearly able to identify being in a PSI & Skills for English Authorised test centre Signage is included in the welcome email sent out on activation and is also available on the Skills for English Knowledge Base - knowledgebase.skillsforenglish.com

This is a mandatory requirement whilst running exam sessions for Skills for English and forms part of our audit checks. Please do not hesitate to contact the channel teams if you have any questions regarding signage.

Incident Reporting

It is imperative that any incidents are reported on the day of the exam session. Use the [Incident Report](#) document to detail any incidents which may have occurred during the exam session and could have had an impact on the overall test taker performance. Some examples are fraudulent ID; imposter arriving for the exam; electronic devices found during the test; unscheduled breaks, noisy environment and any technical problems experienced. These examples are not exhaustive.

Please send the completed form back to ExamOps@psionline.com. For any incidents that occur for which you require immediate guidance, please contact ExamOps@psionline.com without delay.

Referring Test Takers To Skills for English Services

There are several ways test takers can contact with the PSI *Skills for English* team:

Website - The Contact Us page on the Skills for English website has a form that goes directly to Candidate Services, accompanied by the list of toll-free numbers for calling. www.skillsforenglish.com/contact.

Phone - Test takers can contact the PSI *Skills for English* team using any of the contact numbers below;

Country	Contact Info
Skills for English Candidate Services - (Main number)	800 8001 2900 (Toll Free)
Calls from China	400 1204721 (Toll Free)
Calls from India	000 800 9190 974 (Toll Free)
Calls from Pakistan	00800 90 044 416 (Toll Free)
Calls from Bangladesh	880 (0) 9610 998424 (Toll Free)
Calls from USA & Canada	855 340 3899 (Toll Free)

Alternative number where Toll Free service (main number) is unavailable including: Saudi Arabia, Afghanistan, Fiji, Papua New Guinea, Guyana, UAE, Brunei, Myanmar, Cambodia, Mongolia, Nepal, Sri Lanka, Dominican Republic, Bahrain	+1 858 875 3753* (*International call rates will apply)
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Email - The dedicated email address info@skillsforenglish.com goes straight to the PSI *Skills for English* team.

FAQ - The frequently asked questions page for test takers seeking information regarding the exam or the next steps after completing an exam can be found here - www.skillsforenglish.com/faq.

Sharing Socials

Skills for English post regularly on our social media channels: please make sure you follow us on [LinkedIn](#), and [Facebook](#) and feel free to comment and share posts to help us spread the word.

The *Skills for English* team

PSI Services LLC, 18000 W 105th St., Olathe, KS 66061, United States, +1 (913) 895 4600

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