



Test Taker Handbook

AUGUST 2023

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About PTE Home

PTE Home is a computer-based secure English Language test that assesses the skills of listening and speaking. It is a pass-fail test, taken in a secure and friendly test environment by those who need to provide proof to UK Visas and Immigration that their English language proficiency meets the Common European Framework of Reference at 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

Prepare

We recommend that all test takers prepare for PTE Home, even if English is your first language. We offer free online courses and preparation materials. Find out more at pearsonpte.com/self-tests

2

Find a seat

Visit pearsonpte.com to check test availability:

1. Select your PTE Home test type.
2. Confirm your chosen test centre.
3. Confirm your chosen date and time.

3

Book your chosen test

Create your **myPTE account** to purchase your test.

Note:

- ▶ 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 7](#)

4

Take the test

On test day, your identity will be checked against your identification document (ID).

[See page 8](#)

5

Receive your result

Scores are typically available within 48 hours, but may take up to 5 days. You will receive an email informing you when your Score Report is ready.

[See page 12](#)

6

Share your result

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](#)

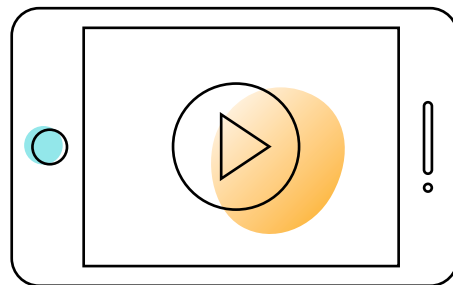
Prepare

All test takers should prepare for PTE Home, even if English is their first language.

We offer free digital and print preparation materials at [pearsonpte.com/self-tests](https://www.pearsonpte.com/self-tests), including 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 courses

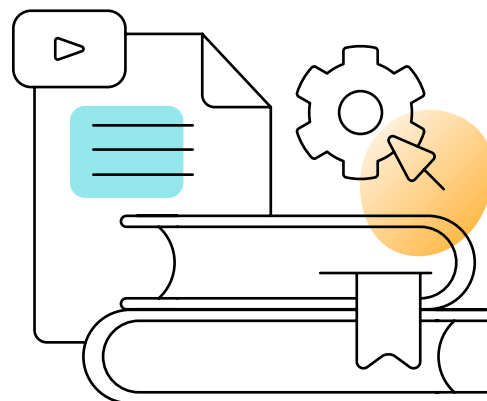
We offer free one-hour PTE Home online courses at levels A1, A2 and B1.

You will learn all about the test and handy tips for how to approach it.



Other resources

We have many English language resources for General English learners working at CEFR levels A1–B1. Improve your English skills ahead of your test by visiting [pearson.com/languages/learners](https://www.pearson.com/languages/learners)



Book your test

1

Find a seat

Visit pearsonpte.com to check test availability:

1. Select your PTE Home test type.
2. Confirm your chosen test center.
3. Confirm your chosen date and time.

2

Create your myPTE account

Fill in the registration form with your details.
Remember to use a valid email address.

3

Ensure your personal details are accurate.

Your personal details must match your identification document.

- ▶ **See page 8** for which documents are accepted.
- ▶ Enter your names (including middle names) in the 'First name(s)' field. Enter your surname or family name in the 'Last/family name' field.
- ▶ If your ID document does not include a surname or family name enter a full stop (.) in the 'Last/family name' field.
- ▶ Use Roman characters throughout.
- ▶ If your details are incorrect you will not be allowed to sit the test.

4

Make your appointment

You will see a summary of your appointment details on your myPTE dashboard. Make sure all your account details and appointment details are correct.

5

Complete your purchase

Once you have created your account and provided the necessary consents, you are ready to purchase your test. You will receive a confirmation email after purchase; remember to check all the details in this email.

Your test is now booked.



Payment policy

- ▶ To process your booking, we must receive full payment in the specified currency. We accept the following forms of payment: 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. Please note that we cannot refund voucher payments.
- ▶ If your payment is declined, your test appointment or test results will be canceled.
- ▶ For a full breakdown of fees, visit pearsonpte.com/testcenters

Cancel or reschedule a test

You can usually reschedule or cancel your appointment for free if there are at least 14 full calendar days left before your test. After this time, there will be a fee.

To make a change to your appointment, sign in to your myPTE account at pearsonpte.com

Alternatively, please contact us by visiting pearsonpte.com/help-center

Fee Policy

Rescheduling

You can reschedule your test for free if there are more than 14 full calendar days left before your test.

The maximum number of times you can reschedule a single test appointment is 6.

If your test is in 14 days or less, you cannot reschedule your test and the 'Reschedule' button will not be displayed on your myPTE dashboard. You must cancel your test and book a new appointment. See Cancellation policy below for applicable fees.

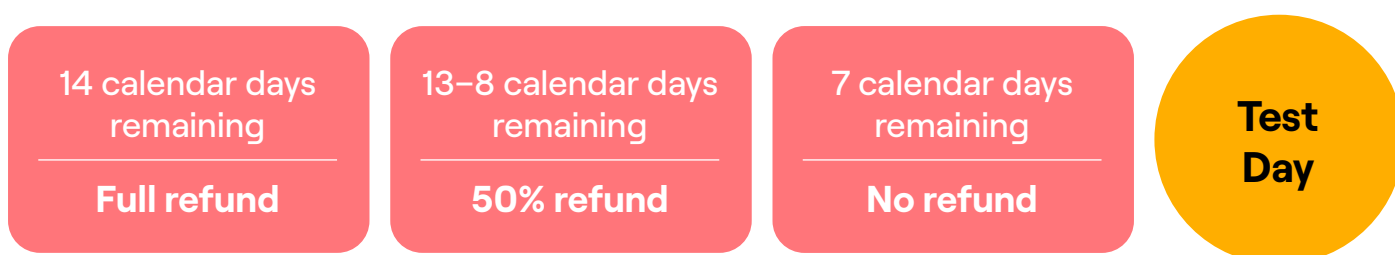


Cancellation

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

If you cancel between 13 and 8 full calendar days before your test, you will receive a 50% refund.

No refunds will be provided if there are fewer than 7 calendar days left before your test.



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.

We cannot provide any direct refunds for voucher registrations, so if you have registered using a voucher, please contact the outlet you obtained or purchased it from.

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/help-center

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 should fill in the **'Request Emergency Reschedule'** form as soon as you become aware of the emergency, attaching your evidence. This can be done up to 14 full calendar before your scheduled test date.

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 requirements

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.

We are constantly reviewing and expanding the accommodations offered as part of our 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 when creating your account. 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.
- ▶ No adjustment can be made to a test score in response to unexpected illness or other events at the time of a test.

Comfort aids

You may 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 their 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 (ID) 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, we will take:

- Your photograph
- Your signature
- 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

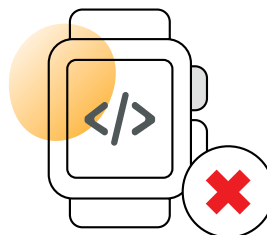
The following are **not** allowed in the test room:



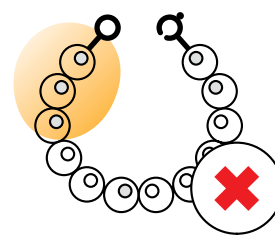
Phones



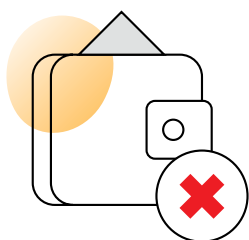
Electronic devices



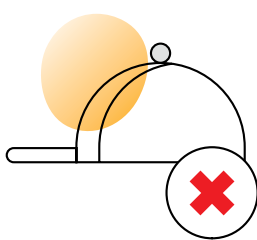
Digital watches



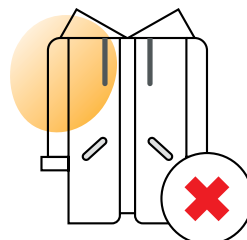
Jewellery thicker than
1/4 inch (1/2 cm)



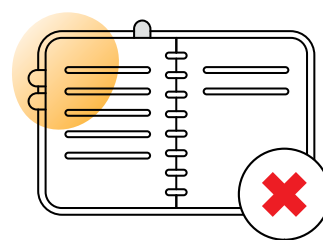
Wallets / Purses



Hats



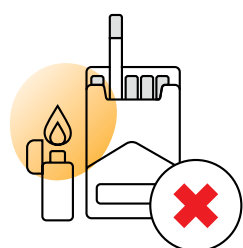
Coats



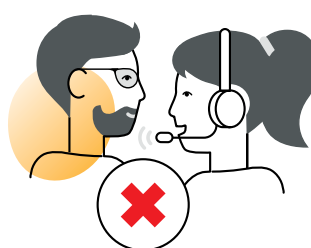
Books / Notes



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** on the erasable whiteboard until the test begins.
 - Keep them inside the test room and return them after the test.
 - If you finish your erasable whiteboard, 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

- ▶ When 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 whiteboard and two pens. You must not take any notes until your test has started.
- ▶ You may not write on the erasable whiteboard until after the test has started.
- ▶ You must start the test when advised to do 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 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.
 - If your spoken responses contain features such as unnatural pausing/hesitation or poor enunciation of words/sentences, or if you do not follow the directions, this may be reflected in your 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 erasable whiteboard 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 whiteboard 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 available.

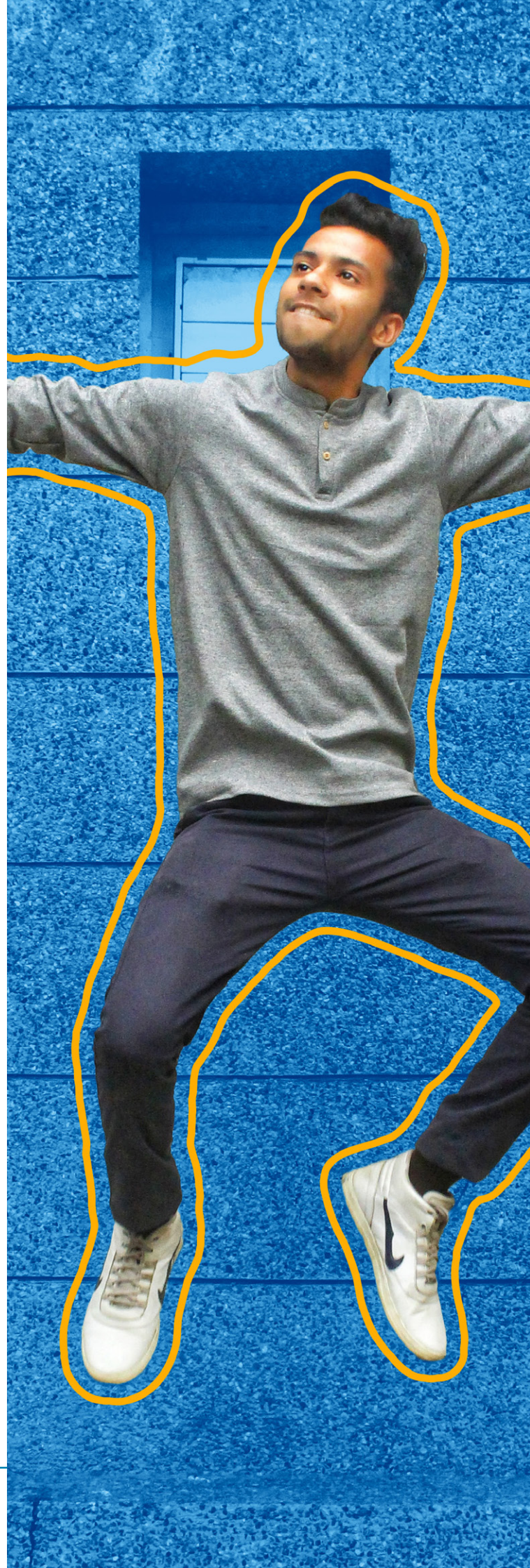
You can request an unscheduled break from the Test Administrator but we strongly advise against this as the test clock will not stop during your break.

During your unscheduled break you cannot access your locker or personal items, speak to any other test taker, or leave the building.

If you need to take a break for medical reasons, you must request this before booking your test. **See page 7 'Special Requirements'**. If you need to access medication from your locker, you must inform the Test Administrator before the test starts as you will need to be supervised.

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 email confirmation that you completed the test.
- ▶ Once this is complete, you can take your personal belongings from the storage facilities and leave the test center.



After your test

Receiving your Score Report

We aim 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 haven't received 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 us, please fill out the form here and our Customer Service team will investigate further: pearsonpte.com/help-center

Viewing your Score Report

1. Sign in to your account at mypte.pearsonpte.com
2. Go to the 'My Activity' page.
3. Select 'View Score'.
4. Your **Score Report** will be displayed on screen.
5. To save a copy of the report, click the 'View as 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, you 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.

 **Pearson | PTE Home**

SELT URN: PEL/290620/210051155/PLT000026121
Score Report Code: 006609HEY2



Mary Testtaker
Test Taker ID: PLT000026121
Registration ID: 210401514

Overall Result
PASS

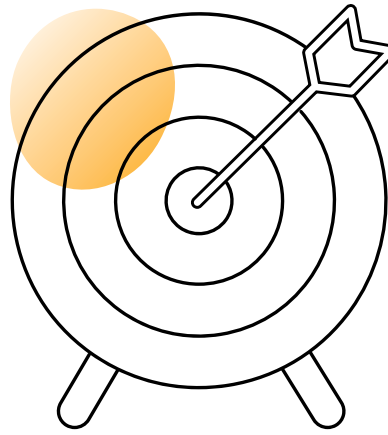
Mary Testtaker - 210513053

Candidate Information
Date of Birth: 25 Jun 2002
Country of Citizenship: Canada
Country of Residence: Canada
Gender: Female

Test Centre Information
Test Name: PTE Home A1
Test Date: 29 Jun 2020
Valid Until: 29 Jun 2022
Test Centre Country: United States
Test Centre ID: 210051155
Test Centre: zTest Lab - PTE CTT Lab

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 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

If you wish to challenge your score, you may request a machine rescore. Please note:

- ▶ All PTE tests are computer-scored so it is therefore unlikely that your overall score will change.
- ▶ Only spoken responses and open-ended written responses will be rescored.
- ▶ In the unlikely event that your score changes, it may go up or down.

Requesting a technical review

If you believe that your speaking score was affected by a technical issue, you may request a technical review. This service will check for any technical issues in your audio recordings that may have caused an inaccurate score. Please note that a technical review will not change your score. Only a machine rescore, which is a different service, could do so.

Malpractice

If we identify evidence of malpractice during a machine rescore or technical review, the suspected malpractice will be processed according to the PTE Malpractice Policy. Any suspected malpractice could result in the suspension or revocation of your test score and a ban on future testing.

Appeals

You can make an appeal if:

- ▶ We have shared the outcome of a technical review, and you believe that we have not complied with our own internal procedures
- ▶ We have made a decision related to malpractice – including a decision to revoke your score – and you believe that we have not complied with our own internal procedures

The appeals procedure will review whether:

- ▶ We have adhered to the internal procedures
- ▶ Our internal procedures were applied properly and fairly in arriving at judgements
- ▶ Our activities were consistent with regulatory requirements

Please visit pearsonpte.com/help-center/scoring for more information on requesting a rescore, technical review or appeal, and to ensure you are aware of any changes to the above since this Handbook was last updated.



Contact details

- ▶ For frequently asked questions, or if you have another question about your test, please visit the PTE Help Center page here: pearsonpte.com/help-center

PTE Home Test Taker Terms and 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 Home ('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.

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
459-471 Church Street,
Level 1, Building B, Richmond VIC 3121
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 pearsonpte.com/privacy-policy 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

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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).

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