



THE OXFORD TEST OF ENGLISH
IS CERTIFIED BY THE
UNIVERSITY OF OXFORD

Oxford Test of English

Special Requirements Policy

1 Introduction

Oxford University Press is committed to making the Oxford Test of English accessible to learners with special requirements.

This document explains the policy for Oxford University Press and test centres to accommodate the widest range of test takers possible. This includes details of the accommodation options available and how test takers can apply for these options.

Further information about the Oxford Test of English can be found at www.oxfordtestofenglish.com.

2 Definitions and roles

Oxford University Press (OUP) English Language Teaching (ELT) division is responsible for the production, delivery, marking, and results of the Oxford Test of English.

Oxford Test of English **test centres** are institutions authorized to administer the Oxford Test of English.

The **test centre manager** is responsible for the administration and running of Oxford Test of English test sessions within their centre. They are also responsible for the collection of test fees from test takers.

A **test taker** is a person who has registered to take the Oxford Test of English at an approved test centre.

A **test session** is the date and time at which the test is taken.

3 Policy

3.1 Scheduling a test

Test centres must apply for special arrangements to Oxford University Press on behalf of a test taker.

- A request for visual display options or physical access requirements, including changes to the test room layout or workstation, must be emailed to OUP at least **one month** before the scheduled test date.
- A request for extra time, breaks between modules or a private test session must be emailed to OUP at least **three months** before the scheduled test date.

This is to allow for undocumented cases to be checked by Oxford University Press and for any exceptional accommodation arrangements to be put into place, where possible.

3.2 Supporting evidence

If a test taker applies for extra time, a private test session, or breaks between modules, they must provide evidence of their condition (such as a medical certificate or letter). This must be submitted with a Special Requirements Request Form as proof of the test taker's eligibility for the requested accommodation. Supporting evidence must either be written in English, or professionally translated into English. Any costs involved in gathering or translating medical evidence must be paid by the test taker directly.

- For temporary conditions, test takers must provide evidence written or produced in a suitable time period to confirm that the condition is still valid.
- For permanent conditions, there is no specified time requirement.
- Documentation must reflect the current impact of the test taker's condition on their ability to take the test.
- This documentation must be written by a suitably qualified clinician, psychologist or other professional (depending on the particular condition), and include their name, relevant professional qualification(s), and professional address.
- It is in the test taker's interest that all information they provide is relevant and accurate.
- The test taker will be asked for additional evidence of the condition if required.

3.3 Personal information

Test takers' personal information will be treated in the strictest confidence at all times, in accordance with the **Oxford University Press (OUP) Privacy Policy** and **Oxford Test of English Test Taker Terms and Conditions**. OUP's Privacy Policy includes details of how both offline print and online documents will be processed and stored.

3.4 Special Requirements Request Form

The test taker must complete a **Special Requirements Request Form** for all requests and send this to their chosen test centre.

On the Special Requirements Request Form, the test taker will be asked to describe the condition for which they are making their special requirements request. It is important that test takers explain the impact the condition has on their taking the test.

The test centre manager must add the following information to the request form:

- a description of certificate and / or other evidence of condition
- confirmation that they have seen the original document
- whether they can accommodate test taker's special requirements and, if not, the reason why they can't accommodate the request

The test centre manager will then forward the Special Requirements Request Form to Oxford University Press for review, regardless of whether they can accommodate the test taker at their test centre or not. Oxford University Press will assess accessibility arrangement requests using guidelines from qualified professional evaluation consultants. It will take into account the relevant regulations for physical impairment and learning differences.

3.5 Rejected requests

- If a test taker's request for accessibility arrangements is denied, Oxford University Press will explain why the request has been denied or request any additional certification needed to support the request.
- Where an accessibility request cannot be accommodated by the test centre, the test taker will be directed by Oxford University Press to a different test centre which can accommodate their requirements, wherever possible.

4 Exemption from specific modules

The Oxford Test of English is a modular test. Modules can be taken individually or in any combination. It is therefore possible for test takers to opt out of modules they cannot take because of their specific requirements.

All modules report a CEFR (Common European Framework of Reference for languages) level and a standardized score, but an overall CEFR and standardized score can only be provided if all four modules are taken.

5 Details of available accommodations

The following accessibility arrangements are available for test takers with physical or cognitive conditions that may disadvantage them in a standard Oxford Test of English test session.

5.1 Display options

The Oxford Test of English has been designed to target the web accessibility standard WCAG 2.0 at AA standard. This means that background contrast, font size, and navigational elements have all been designed to accommodate the widest range of test takers possible. Oxford University Press tries to always follow best practice for web accessibility. However, due to restrictions around test design to ensure a secure and reliable test environment, it is not always possible to adhere to all AA standards.

The options available are:

- Enlarged text: 24-pixel font
- Display options: **high contrast** (light text with dark background) or **pastel** (dark text on a pastel background)

5.1.1 Demo test

We recommend that test takers who are planning to submit a special requirements request try the demo version of the Oxford Test of English first. This demo test is available to all test takers on the Oxford Test of English website.

Before starting the demo test, test takers can choose different display options. This allows each test taker to decide if the display options have any real advantage to them. Test takers can also make sure that the changes are not a potential distraction. For example, increasing the size of the font onscreen could also mean that the test taker has to scroll more while reading text onscreen.

Each test taker will need to decide on the most appropriate display settings for their condition. Once a Special Requirement Request Form has been submitted and approved, the test taker will be able to choose their preferred display option settings at the start of the test.

5.1.2 Advance preparation

Test takers should arrive early at the test centre to make sure they have enough time to change their display settings and check that settings are correct before the test begins.

5.2 Audio volume

All test takers will be able to change the audio volume for Speaking and Listening modules at the start of the test session. Test takers can also try the volume options on the demo test to see if they will be disadvantaged at the highest available volume.

The demo test is available to all test takers on the Oxford Test of English website.

If a test taker feels that they will be disadvantaged at the highest available volume, it is recommended that they do not sit the Speaking or Listening modules of the test.

If a hearing-impaired test taker is only taking the Reading and Writing modules, they do not need to complete a sound check.

5.3 Additional time

Test takers can request extra time to complete the Reading and / or Writing modules. Extra time will be applied to the whole time limit of the relevant module.

Test takers can request extra time on one or both modules, depending on the nature of their condition. 25% extra time for each module is available as a standard request.

All requests for extra time must be made in advance and supported by medical evidence. Requests will be reviewed on a case-by-case basis by Oxford University Press.

5.4 Rest breaks

If a test taker needs to take rest breaks between modules, this must be requested in advance with supporting medical evidence. The length and timing of rest breaks must be agreed with the test centre directly.

This table shows the approximate running time of each test module:

Module	Running time (approx.)
Speaking	15 minutes
Listening	30 minutes
Reading	35 minutes
Writing	45 minutes

5.5 Private test session

Oxford Test of English test centres are required to provide test rooms and facilities which enable a test taker to take the test without distractions. However, it is not always possible to completely remove background noise or visual distractions from a test room.

If a test taker has a condition that requires a completely distraction-free environment, they can request a private test session. This must be requested in advance on the Special Requirements Request Form, with supporting medical evidence.

Please note that it is not always possible to accommodate private test session requests. If a private test session is not available at the test taker's chosen test centre, the test taker might be asked to reschedule their test in a centre where this option is available.

5.6 Reading support device

Test takers may use their own text-isolation reading card, also known as a 'text window', to help them focus on the specific area of text they are reading. This must be brought to the test session by the test taker and approved by the lead invigilator on the day of the test. For security reasons, reading cards must be free of writing or other markings.

5.7 Hand-held text magnifier

Test takers may use their own non-electronic hand-held text magnifier to add focus on specific text. This must be brought to the test session by the test taker and approved by the lead invigilator on the day of the test.

5.8 Physical testing environment

Test takers may request for the height of their desk / work area to be changed for general comfort or to accommodate mobility equipment. Changes to the physical testing environment can be requested using the Special Requirements Request Form.

If changes to the testing environment cannot be made at the test taker's chosen test centre, the test taker might be asked to reschedule their test in a centre where this option is available.

5.9 Access to the test room

Test takers may request any access requirements needed to access the test building, e.g. wheelchair ramps and / or lifts, on the Special Requirements Request Form. If this accessibility arrangement is not available at the test taker's chosen test centre, the test taker might be asked to reschedule their test in a centre where this option is available.

6 Travel to test centres

If a test taker needs to travel to a test centre where their requirements can be met, they must pay for any accommodation, travel or other associated costs.

7 Test centre responsibility

Any test centre that accommodates test takers with special requirements has a responsibility to uphold the accessibility laws of that country.