

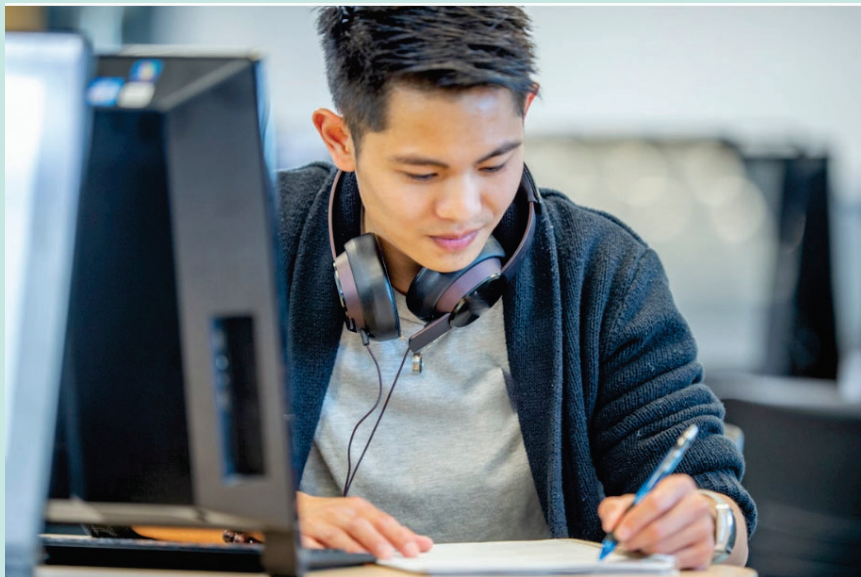
Cambridge

English Skills Test

Test Day Instructions

General & Business

Version 3.0



Cambridge
English
Skills Test
(General)

Cambridge
English
Skills Test
(Business)



CAMBRIDGE
English

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Date	Version Released	Update details
July 2025	Version 1.0	Initial release General & Business
October 2025	Version 2.0	Update to User roles Update on the Attendance register
April 2026	Version 3.0	Update on Test Session length Addition of link to Safeguarding Policy Information on using keyboard shortcuts Minor text amendments

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1.0 Introduction

The tests are taken online, using the Cambridge English Test Portal, known as Metrica, which is the portal used to administer the test.

Institutions are responsible for making sure that Clients are aware of the requirements and for making sure that all candidate undertaking the Cambridge English Skills Test are invigilated appropriately.

Tests taken in an Institution's/Client's test room, referred to as in-centre, must be invigilated by an invigilator/test day staff who are responsible for the correct administration and security of the test.

1.1 Resources

For information on setting up and running the Cambridge English Skills Test, please see relevant articles on the [Support Site](#).

The Test Day Instructions can be downloaded and printed, or you can use an electronic version. Invigilators must be provided with the latest version of the Test Day Instructions.

1.2 Support on the test day

If you experience technical issues, and initial troubleshooting (see section 3.6) is unsuccessful, please contact the Helpdesk on +44(0)1223 553997.

Raising problems with us as early as possible ensures we can resolve them in a timely manner and that your candidates are not disadvantaged.

1.3 Safeguarding

You must respect individuals' privacy in relation to the administration of the Cambridge English Skills Test and ensure that candidates are adequately protected against any potential dangers. What this means in practice may be the subject of local law, and you are advised to take professional advice. You must ensure that the safety of children and vulnerable adults is assured in all matters relating to the administration of the Cambridge English Skills Test. If we get in touch with you about a safeguarding issue, please treat this as a priority and with confidentiality.

For further information, please see our [Safeguarding Policy](#).

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2.0 Setting up the test

2.1 Minimum requirements

The minimum technical and hardware requirements that each computer/laptop must meet are provided in this [support article](#).

Internet connection and bandwidth

In centre testing: There must be a reliable network connection, with sufficient bandwidth, to enable all candidates to access the test at the same time.

Remote testing: Instruct candidates to check their network connections and to ensure that there is sufficient bandwidth to take the test.

Headset (for Listening and Speaking only)

Candidates must have access to a headset with high-quality earpieces. The minimum specifications for headsets are:

- **Over-ear and closed back.** The earpieces of the headphones should cover the entire ear, preferably with good padding for comfort. We recommend noise cancelling headphones.
- **Connections:** USB or standard stereo connections are supported. Please ensure they are confirmed as working before the test day.

Please note, Bluetooth headsets are not supported.

Microphone (for Speaking only)

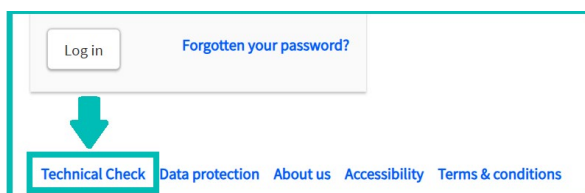
A microphone should be attached to the headset, via a 'boom' (in other words, on the end of a flexible stalk). The microphone should be noise-cancelling (at a minimum, directional), to increase sound pick-up and to minimise noise pollution on the recordings.

Please do not allow the use of your computers' built-in microphones, these should be disabled because they are not the appropriate type or provide an adequate quality of recording. In addition, in Google Chrome if a candidate mutes their headset mic, the test will continue recording if there is more than one mic enabled on the machine.

2.2 Technical checks

To ensure that the candidate's computer/laptop is ready to take tests please complete the Technical Check available on Metrica. You can use this to confirm the operating system, browser, internet bandwidth and audio connection.

The Technical Check in Metrica can be accessed by either clicking on this [LINK](#) or click on 'Technical Check' at the bottom of any page in Metrica. You do not need to be logged in to run this check.



For further information on running the Technical Check please see this [support article](#).

Speaking Test set up

The Speaking test uses HTML5, and a compatible browser must be used to run the test. Google Chrome is recommended and is the supported browser. Microsoft Edge (version 93+) also works if you are using Windows as the operating system. Chrome is the only browser that is supported on Mac and Chromebooks.

Before candidates start the test, the headset must be configured to ensure the test will run correctly. Check the settings on each computer/laptop before candidates arrive to minimise the chance of

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anything being set incorrectly. Failure to do this may mean the candidate's Speaking responses are not recorded.

For further information and to follow the steps on configuring the headset please see this [support article](#).

2.3 Candidate logins

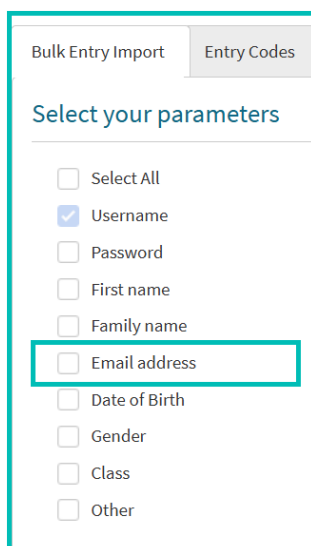
For in-centre testing two reports can be run in Metrica to provide the candidate login details:

- The **EST Login Information Report** creates individual login instructions for distribution to candidates.
- The **EST Invigilator Report** creates a list of candidate login details for the invigilator.

Both reports can be downloaded into Excel or as a PDF.

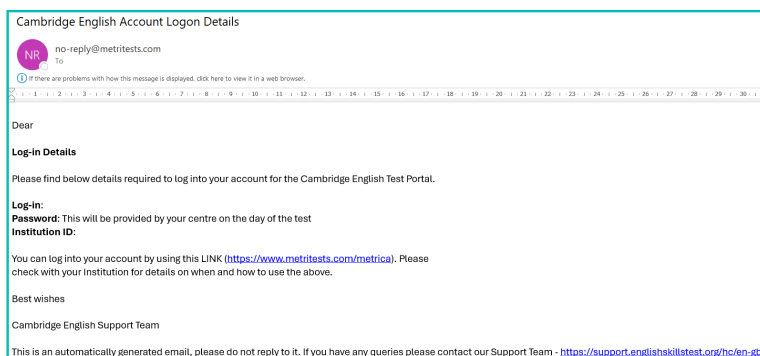
You can use the email functionality in the Cambridge English Test Portal, Metrica to provide the candidate with login details ahead of the test. This allows logins to be provided to the candidate when they take the test remotely.

When entering the candidate the Institution/Client should include the candidate's email address in the parameters detailed below. For the Cambridge English Skills Test General and Business, we also recommend that the candidate's Username is their email address.



Once the candidate has been entered with their email address, select the candidate and use the **Send Candidate Email** in the Session Entries screen. The candidate will receive an email with their login details from no-reply@metritests.com. Please note this does not include the password which we request is sent by the centre to meet security requirements.

The following is an example of the email that the candidate will receive.



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2.4 Invigilator Requirements

There must be a minimum of one invigilator per 25 candidates when the test is delivered in-centre. If the sole invigilator cannot see all candidates' screens at the same time, the number of invigilators must be increased to one per 15 candidates. Invigilators must always have a clear view of all candidates. Candidates must not be left unsupervised at any time during the test.

Invigilators must monitor and remain vigilant for the possible use of mobile phones, electronic devices or the opening of other browsers which may assist the candidate with taking the test. Invigilators need to ensure that candidates are not seeking assistance during the test, whether in the room, by phone or other devices.

Invigilators must not help candidates with the test material. The only exception is the registration screen and test instructions. These can be translated as required.

2.4.1 Invigilator role

Invigilators must be provided with either the **EST Invigilator** or the **EST Client and Schools Admin and Invigilator** user role.

The **EST Invigilator** role should only be provided to invigilators of the Institution (not clients) for invigilation of in-centre tests. Clients of the Institution should assign the **EST Client and Schools Admin and Invigilator** user role. Both roles permit the updating of attendance registers.

When the role is initially set up an email is sent confirming login information to the invigilator. Invigilators should login to Metrica following the steps in the email. They will be asked to update the temporary password and to accept the terms of use. We recommend that this is done before the day of the test.

The Invigilator login will consist of:

- Username
- Password.

The Institutional ID/Centre Number will also be required. For example, GB599.

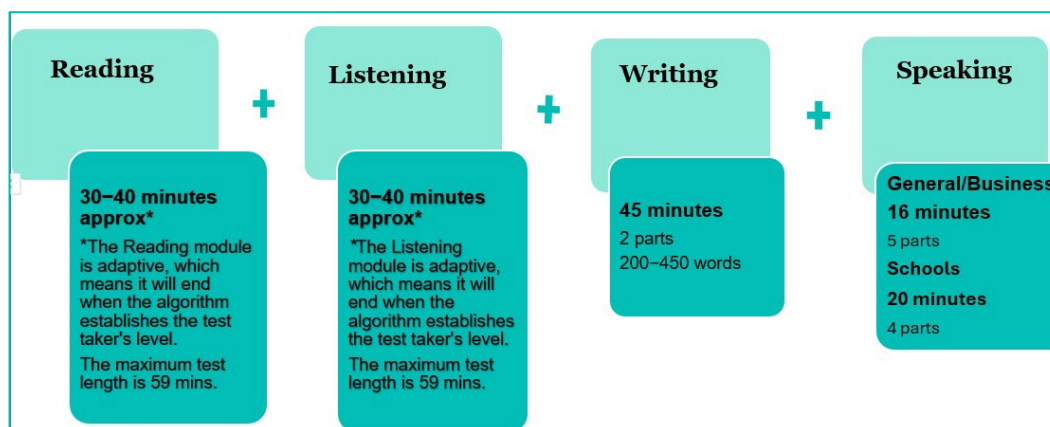
2.5 Test format

Listening is adaptive, so there is not a fixed number of questions. Each question the candidate answers will guide the algorithm to establish the candidate's level. The test finishes when the candidate has answered enough questions to identify their level accurately.

Reading is adaptive, so there is not a fixed number of questions. Each question the candidate answers will guide the algorithm to establish the candidate's level. The test finishes when the candidate has answered enough questions to identify their level accurately.

Writing responses are marked by either a human examiner or by AI-powered auto-marking technology.

Speaking responses are recorded and marked by either a human examiner or by AI-powered auto-marking technology.



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2.6 Final checks before starting the test in-centre

Please follow the steps below to prepare and set up the test before candidates arrive:

- Ensure the test room is set up as required and there are enough computers and headsets plus spares.
- Open one of the recommended web browsers and navigate to <https://www.metritests.com/metrica> on each candidate computer/laptop.
- Run the Technical Check on each machine and configure the headset if running the Speaking Test.
- Ensure you have login details ready for each candidate. Candidates will need a username, password and Institution ID to log in.
- Invigilators should be provided with details of any candidate that has reasonable adjustments, such as additional time. Candidates who require access arrangements in place, such as modified test material or test conditions, due to a long-term or permanent difficulty or condition will have requested these in advance of the test.
- Provide candidates with rough paper and pens/pencils.
- If you have been provided with a Metrica login, log into the Invigilator computer/laptop to monitor the test completion and be able to update the attendance register. Mobile phones cannot be used to update the attendance register.

The test session lasts for 90 days. Test modules can be completed in any order and on any day within the 90-day session. Candidates need to log in with the same login credentials to complete the test.

Please see the checklist in section 8.

2.7 Candidate ID checks

The capturing of the candidate ID is not available as part of the AI invigilation pretest checks.

We advise Institutions and Clients to request the candidate ID number as part of registration requirements. On the test day, when testing in centre the candidate ID can then be checked against the candidate ID number.

For tests taken remotely, we request that Institutions and Clients advise candidates how they wish to check the candidate ID. One option is to request that candidates show the candidate ID to the webcam after the pretest checks and as the test starts.

Candidate IDs should be valid forms of ID and may include passport, identity card or biometric residence permit (if a photo is included). The ID must contain the candidate's full name and a photo.

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3.0 Running the Test – In-centre

3.1 Permitted items

Candidates should only have at their desk the following items:

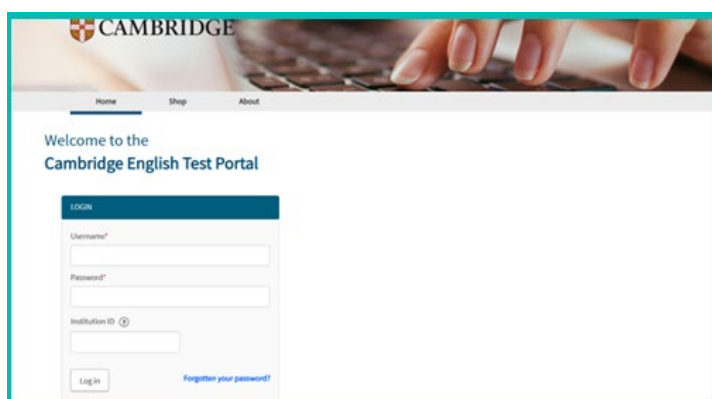
- Photo ID, if required
- Pens, pencils, paper,
- Tissues and/or medicine
- Water in a clear plastic bottle.

Ensure that all candidate mobile phones, smart watches and any other electronic devices are switched off and are stored securely. We recommend they are stored outside of the test room. The only exception is medical support devices.

Invigilators' phones and electronic devices must have the sound and vibration switched off.

3.2 Starting the test

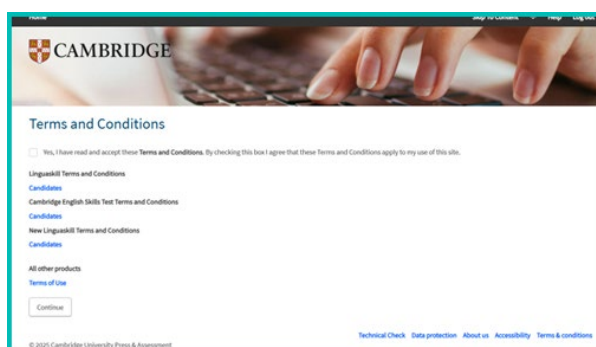
The test portal log in page <https://www.metritests.com/metrica> should be open, as shown below, ready for candidates to take the test.



When candidates are ready to start the test, they need to enter the **username**, **password**, and **Institution ID** and click **Log in**. For both the Cambridge English Skills Test General and Business, we recommend that the username is the candidate email address. Remind candidates to take care when typing the login details as these are case sensitive.

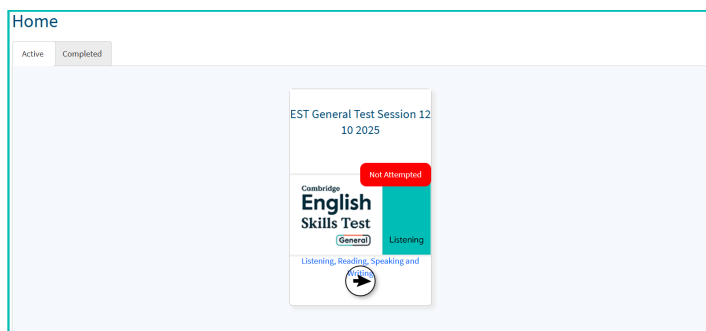
Please note: If a candidate enters their username incorrectly 5 times, they will be locked out and unable to take their test.

When a candidate logs in for the **first** time, they will be asked to accept the [Terms and Conditions](#) for taking the test. Candidates must tick the box, as shown below, and click **Continue**.



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The **Home** page shows the test that the candidate will be undertaking. It will show the name of the session across the top and at the bottom the modules included. In the example below, the Home page shows all four modules of the Cambridge English Skills Test General.



To start the test, candidates should be instructed to click on arrow of the test tile. This will bring up the candidate registration screen.

Some of the candidate information may have already been captured at registration. Candidates should check their details and complete all remaining mandatory questions, indicated by a red asterisk (*). In the screen example below a generic login was used, so the candidate needs to enter all required details.

Candidates will need to add an email address, if not already submitted.

The Candidate ID only needs to be entered if required by the Institution/Client. This is not a mandatory field.

When all the information is added, the candidate should click **Submit**.

3.3 Completing the AI Invigilation Pretest Checks

Candidates are monitored by the AI invigilation service, using the computer's webcam.

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Candidates need to remain within the camera frame while taking the test. The AI invigilation service will monitor for any suspicious behaviour, use of additional devices, accessing external AI software or other unauthorised applications or items.

Access to external AI software or applications for example, ChatGPT or IME software during a test will be flagged by the AI invigilation service and raised as potential malpractice. Invigilators should also regularly check that candidates are not accessing AI software, or similar AI assistance applications during the test. An application is not permitted if it can be used to gain marks illegitimately in the test, for example to:

- identify spelling, punctuation, and grammar errors
- suggest improvements to written text
- draft text for responses.

Candidates should not use any keyboard shortcuts or switch applications during the test. Where a candidate accidentally uses a keyboard shortcut pressing the CTRL key will resolve the issue.

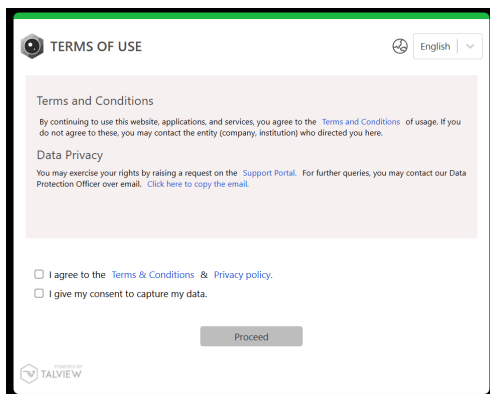
Parental permission is required for any candidate aged between 16 and 18, whether the test is taken in-centre or remotely. Institutions/Clients must keep records of candidate’s parental permission as these may be requested in case of any concerns.

Further information on candidate data protection and privacy, can be found in our Candidate Privacy Notice [here](#). Please note that all screen recordings of AI invigilated sessions will be deleted after a period of 6 months.

To complete the pretest checks, candidates should follow the on-screen instructions. Invigilators should be on hand to assist the candidate through these checks.

1. Terms of Use

To proceed to the test, candidates need to tick the boxes to confirm agreement with Talview’s, our invigilation partner’s, Terms and Conditions, privacy policy and data capture and then click **Proceed**.

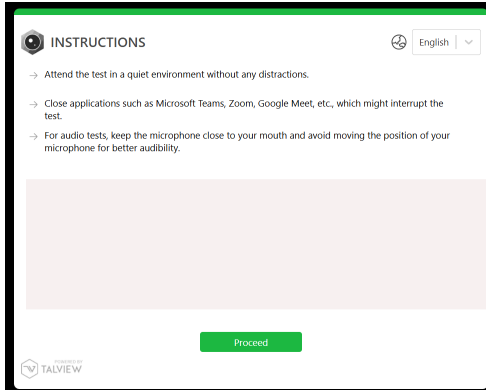
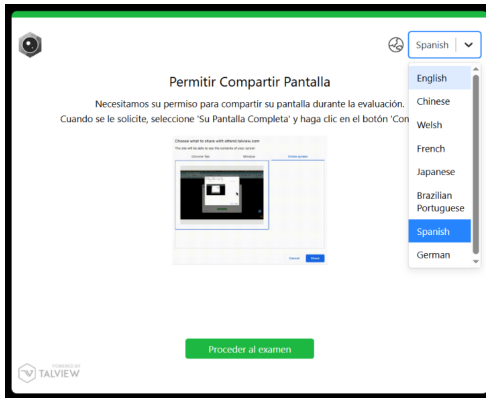


2. Instructions

This step provides instructions for the pre-test checks. The language settings for the pre-test checks can be changed using the drop-down menu in the top right-hand corner. The Cambridge English Test Portal, Metrica and the Cambridge English Skills Test are always in English. The languages available are as follows:

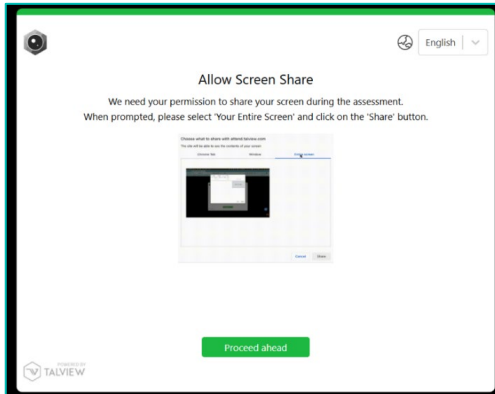
- | | | | |
|---------|---------|----------------------|-----------|
| English | French | Brazilian Portuguese | Japanese. |
| Spanish | Italian | Chinese | German |

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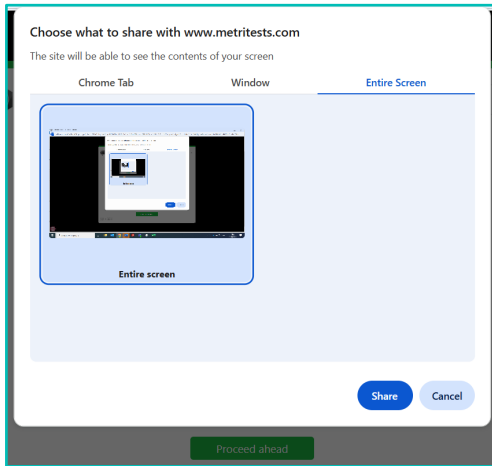
3. Allow Screen Share

In the next step the checks will access the microphone and web camera. The candidate may need to click 'Allow' access to popups to proceed to the screen share step. Candidates will then be asked to confirm that they allow the sharing of the screen. They should click on **Proceed ahead**.



Candidates must select **Entire Screen**, as shown below and then click **Share**.

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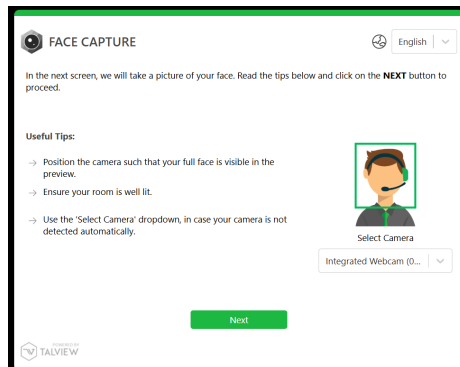


4. Face Capture/Test Day Photo

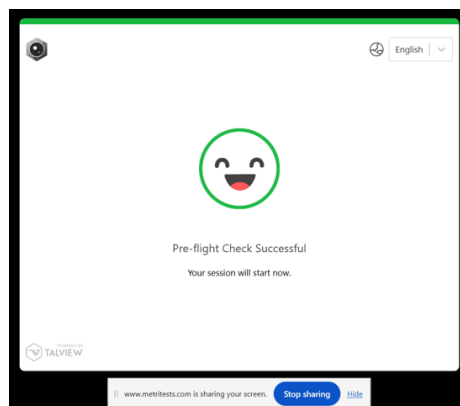
Candidates will be asked to take a photo of their face. This is to assist with verifying a candidate’s identity. Useful tips are provided on the screen. The following are the main points to remember when taking the Test Day Photo:

- Candidates should include just their head and shoulders
- They should face forwards and look straight at the camera
- They should have nothing covering their face, for example hair over their eyes.

The camera type can be selected from the dropdown menu if the camera is not detected automatically.



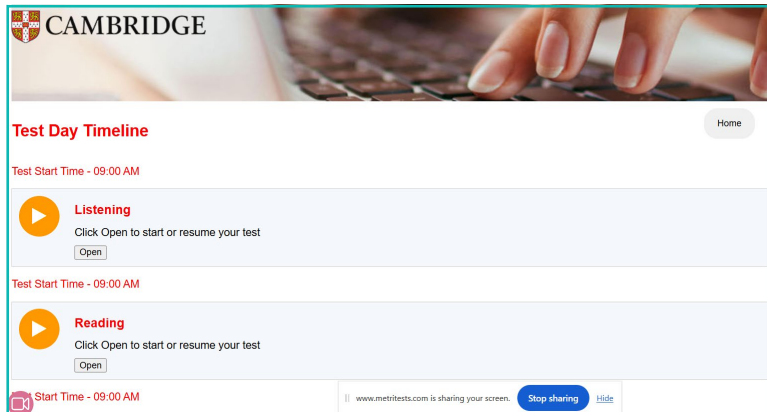
When all the checks are complete the candidate will receive confirmation that the Pre-flight Check was successful.



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3.4 Test Day Timeline

The candidate will then see the Test Day Timeline. Confirm with candidates the order that the test modules will be taken. If candidates are taking all 4 modules on the same day, then advise them of any scheduled breaks.



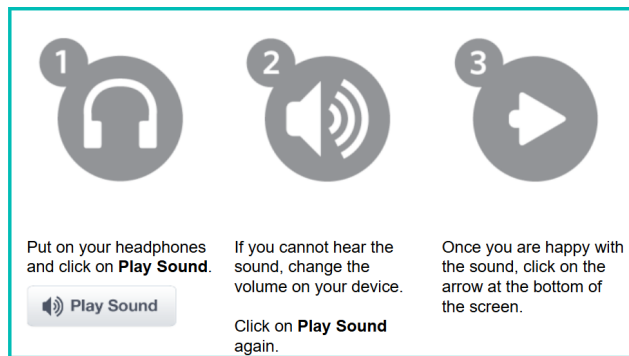
Candidates must click **Open** under the Module to start the test. The test will open in a new content player window.

3.5 Test instructions

It is important that candidates understand the instructions before they start the test. Invigilators may translate any instructions as required but must not translate test or assist with test questions.

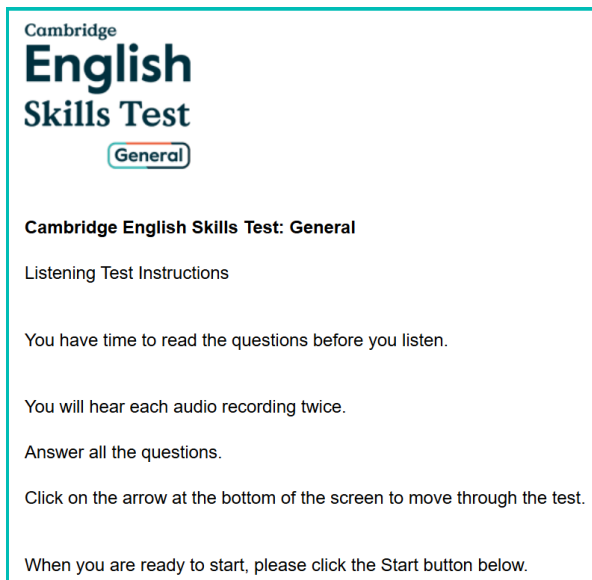
3.5.1 Listening Test

Inform candidates to put on their headset. When starting the Listening Test, the candidate will be asked to **Play Sound**. This allows the candidate to check that the audio is working and change the volume setting as required. When ready they should click on the forward arrow in the bottom right-hand corner.



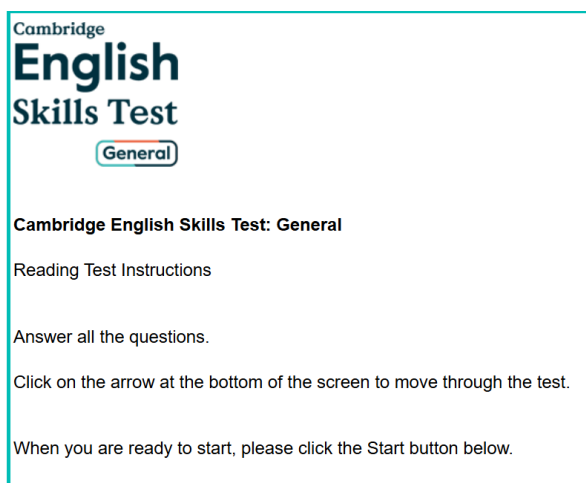
The candidate will then see the instructions for the test. When the candidate is ready, they should click **Start** in the bottom right-hand corner to begin the test.

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3.5.2 Reading Test

When the candidate has opened the test they will see the instructions for the test, as below. When the candidate is ready, they should click **Start** in the bottom right-hand corner to begin the test.

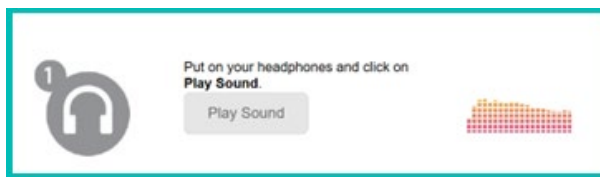
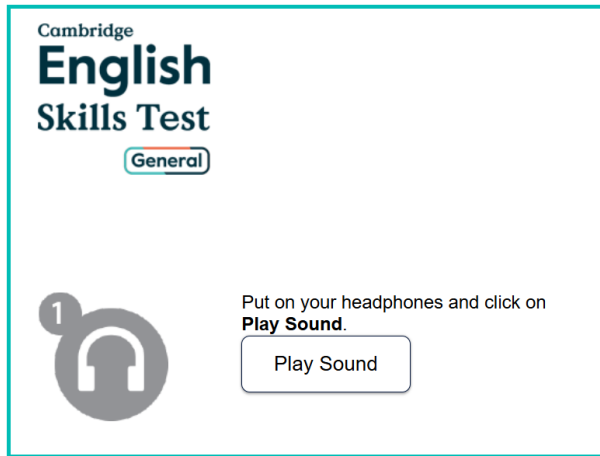


3.5.3 Speaking Test

Inform candidates to put on their headset.

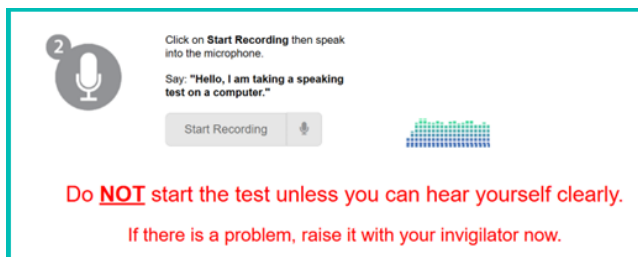
When starting the Speaking Test, the candidate will be asked to **Play Sound**. This allows the candidate to check that the audio is working and change the volume setting as required.

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The candidate will then be asked to check their microphone. This allows the candidate to check that the recording is working correctly.

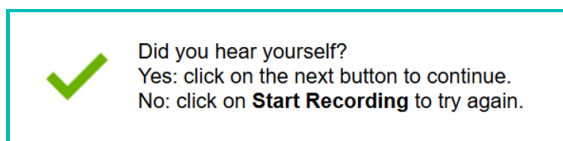
They should click on **Start Recording** and speak clearly into the microphone. We suggest they say **“Hello, I am taking a speaking test on a computer.”**



The recording will be played to the candidate and asks them to confirm that they can hear themselves clearly.

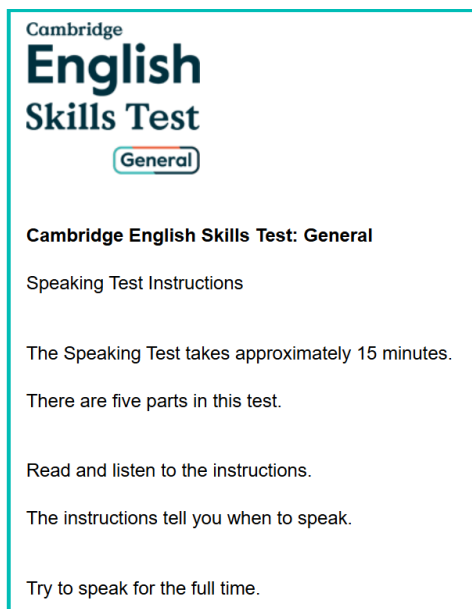
If the candidate does not hear the recording, they should click on **Start Recording** to try again.

If yes, they should click on the forward arrow in the bottom right-hand corner.



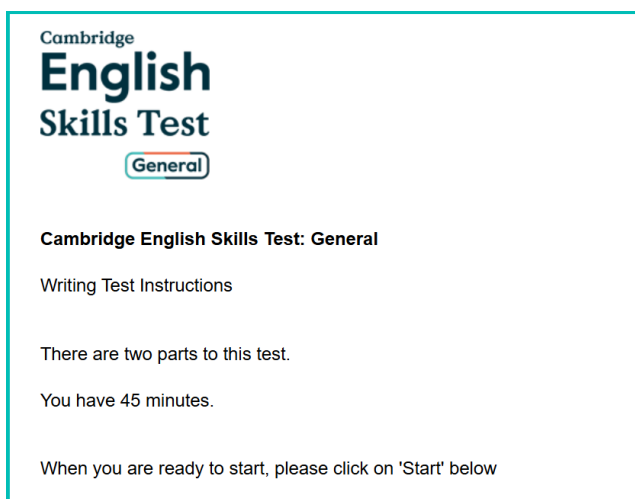
When the candidate has successfully completed the checks they will see the instructions for the test, as below. When the candidate is ready, they should click **Start** in the bottom right-hand corner to begin the test.

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3.5.4 Writing Test

When the candidate has opened the test they will see the instructions for the test, as below. When the candidate is ready, they should click **Start** in the bottom right-hand corner to begin the test.



3.6 Troubleshooting when the test stops and test interruptions

If the test stops, the screen freezes or crashes while a candidate is sitting a test, refresh the screen by clicking the refresh icon  or by pressing "F5". This should return to the beginning of the question that the candidate was on.

If this does not help, click "CTRL" + "F5" to provide a hard refresh, which clears the cache and any stored pages. The test should resume from the question the candidate was on.

If the candidate is still unable to continue with the test, shut down the browser and ask the candidate to log back into Metrica using their Username, Password and Institutional ID. The candidate's previous answers should be stored, and they should return to the beginning of the question they were on.

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If the test is interrupted due to a loss of power or internet connection the candidate can log back in at any time during the session window to complete the test. Remember that test sessions are 90 days in duration.

For Reading and Listening the test will resume from the last saved question. For Writing it will resume from when the candidate's response was last saved. Responses are autosaved every 10 seconds.

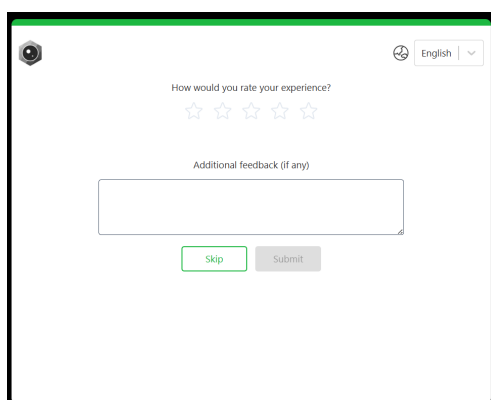
For the Speaking module, if the test is interrupted then the test timer is paused. The candidate can log back in to the session to continue the test.

For any tests still not completed within the session window you can follow the steps detailed in section 5.1 for submitting incomplete tests.

If none of the above works, please contact the Helpdesk on +44(0)1223 553997 or [submit a request](#).

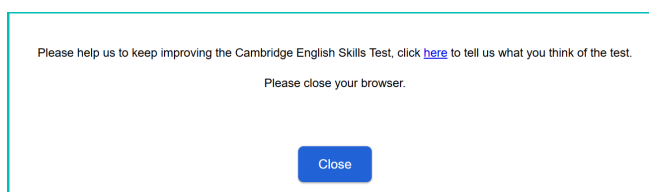
3.7 Ending the test

Candidates will be presented with Talview, our invigilation partner's feedback request screen. Candidates can complete or skip. This feedback screen only relates to the AI invigilation service.



The next screen requests candidates feedback on taking the Cambridge English Skills Test. Candidates can click on the blue [here](#) link to provide feedback.

Candidates should click on the **Close** button to end the test.

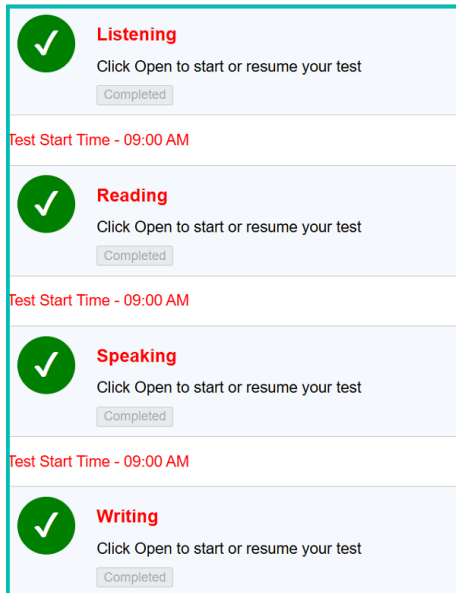


If more than one module is being taken the candidate should navigate back to the timeline page so they are ready to start the next module.

If a candidate finishes the Writing test early, the invigilator can instruct the candidate to click the **End Test** button. They will then be asked if they want to **Submit** their answers, click **OK** and **End the test**.

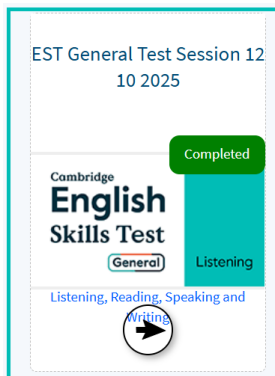
The candidate will see the Test Day timeline screen with a green tick to indicate against each module that the test has been completed successfully. The candidate can then click **Home**.

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Invigilators must ensure all browsers are closed once candidates have completed all test modules. To close any open test, click the **Close** button.

When a candidate has finished all the test modules, the test tile will show as **Completed** in the **Completed Tab** under **Home**. See below.



Invigilators should collect any rough paper before candidates leave their seats and ensure candidates do not take any notes from the test room.

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4.0 Running the Test – Remotely

4.1 Preparing to run remote tests

Institutions and Clients are responsible for communicating and supporting candidates when taking the test remotely. To ensure a smooth test experience it is vital that the candidate is aware of all the technical requirements and they have completed the technical checks.

Institutions and Clients are responsible for instructing and checking that candidates are prepared to take the test remotely by ensuring that the candidate:

- is provided with the [Candidate Instruction Booklet](#), which gives guidance on taking the test remotely.
- is aware they will be recorded using their webcam. Further information on data protection and privacy can be found in our Candidate Privacy Notice [here](#). Please note that all screen recordings of AI invigilated sessions will be deleted after a period of 6 months.
- has a suitable room for the test.
- has all the required equipment as detailed in the [technical requirements](#)
- completes the [technical check](#) at least 24 hours before taking the test.
- is provided with the Cambridge English Skills Test Terms and Conditions which provides the regulations for the test. You can use this link: <https://assets.cambridgeenglish.org/EST-terms-and-conditions.pdf>
- does not have any prohibited software installed on their device such as AI assistance applications.

Applications not permitted for use during the test include those used to:

- identify spelling, punctuation and grammar errors
- suggest improvements to text
- draft text for responses.

Remind candidates that tests cannot be taken on devices with AI software installed and should be removed before taking the test.

The secure browser is optional. If candidates are required to take the test with the secure browser, inform the candidate of the steps to download and open the secure browser before starting the test. Please refer to this [support article](#) for further information.

Ensure the testing window duration is communicated to the candidate. Where the candidate is required to take the test at a set time or during, for instance, office hours when staff are available to assist, please ensure this is communicated to the candidate before they take the test.

Candidates must be provided with details of how to contact the Institution/Client for support in case of issues when starting or taking the test. The Candidate Instructions Booklet provides candidates with guidance on the steps to follow if the test freezes or stops. See Section 3.6 *Troubleshooting when the test stops* for further assistance.

Candidates taking the test remotely should be informed of the time it will take to carry out the necessary checks after completion of the test. They should be informed that results will only be provided once all the checks have been completed.

Parental permission is required for any candidate aged between 16 and 18, whether the test is taken in-centre or remotely. You must keep records of candidate's parental permission, which may be requested in case of any concerns.

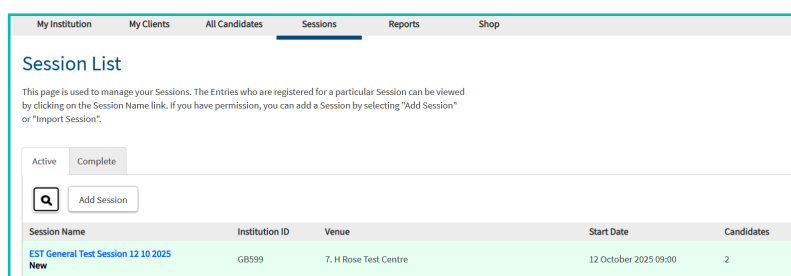
Please do not offer the Cambridge English Skills Test remotely to individual candidates or groups of candidates based outside the authorised countries/territories detailed in your agreement/product schedule.

Reference: Cambridge English Skills Test: Test Day Instructions General & Business	Status/Version: 3.0	Date: 19/05/2026
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5.0 Updating the Attendance Register In-Centre & Remote

5.1 Checking the test is complete

Navigate to the Attendance Register under the session name in the Cambridge English Test Portal, Metrica. Click on the blue link.



Check that candidate(s) have completed the test. As candidate(s) successfully complete a test module the Attendance Register updates to show that they were present. When all test modules have been completed or started the status will change to complete.

Where a candidate has not started any modules, they will show as blank, and the status will show as not attempted.

The AI invigilation continues until the candidate closes the test and a Proview Index Score and Proview Link is then provided.

Username	Name	Date of Birth	Gender	Date Registered	Status	Writing	Listening	Reading	Speaking	Proview Index Score	Proview Link	[Disqualification Reason]	Addition
ESTGeneralTest100	EST General Test Candidate	14 February 2004	Other	12 October 2025	complete	pre	prese	pres	prese	Red	Proview Link		

Where a candidate is absent from some of the modules, but has taken others, those modules not taken will show as blank.

Force submitting the completed modules that have been taken will allow the Proview score and link to appear for checking. Once the session is confirmed, **Absent** will appear for those modules not taken by the candidate.

Where a candidate Proview score and link is not appearing and the candidate was present and undertook all modules, a report can be run to check for any unsubmitted tests. The report is called *Unsubmitted Tests*. The report will provide details of the candidate and any module which is incomplete.

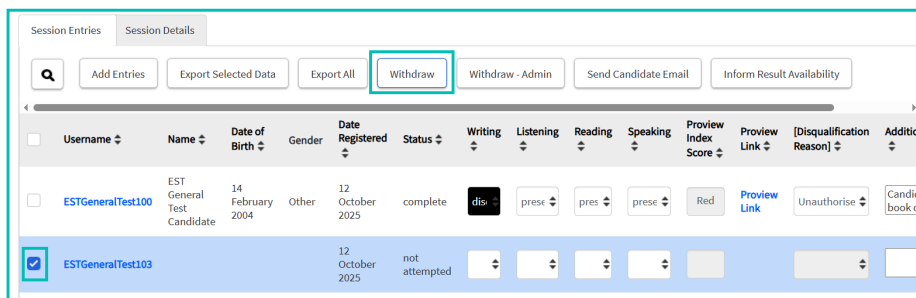
For both cases follow the steps in this [support article](#).

5.2 Withdrawing Candidates

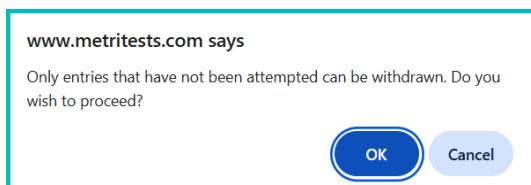
Sessions remain open for 90 days. Where a candidate is unable to attend, before withdrawing, you can discuss re-arranging the test to another day within the 90-day session window. Where this is not possible then you can withdraw the candidate entry from the session. This will allow the test credit to return to available.

Click the box beside the candidate username, which highlights the entry in blue. Click Withdraw.

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The Cambridge English Test Portal, Metrica will confirm that only entries that have not been attempted can be withdrawn and asks if you wish to proceed. Click OK.



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6.0 Checking the AI Invigilation report In-Centre & Remote

6.1 The Proview Index Score and Proview Link

The AI Invigilation service flags any suspected irregular behaviour by the candidate. Checking the invigilation report helps to ensure that no malpractice has occurred. The **Proview Index Score** and **Proview Link** will be provided shortly after the candidate completes the test.

The AI will provide each candidate with a rating referred to as the **Proview Index Score**, based on instances of concern raised during the test. The Proview Index Score serves as an indicator of potential malpractice in a test. It categorises the likelihood of malpractice as follows:

- **Green:** Indicates a low probability of malpractice.
- **Amber:** Reflects a moderate probability of malpractice.
- **Red:** Suggests a high probability of malpractice.

Please ensure that candidate reports accessed through the **Proview Link** are thoroughly checked for any candidate.

When testing in-centre the invigilator should primarily rely on what was observed during the test. Where an invigilator detects malpractice during the test, but the Proview Index is **Green**, they should continue to notify us of the malpractice and request a disqualification. The invigilators' judgement is the primary consideration. The Proview index and report assists and supports the invigilator's role.

When the test is taken remotely all candidate reports should be thoroughly checked.

When the test is taken in-centre then candidate(s) with an Amber or **Red** Proview Index Score must be checked.

Username	Name	Date of Birth	Gender	Date Registered	Status	Writing	Listening	Reading	Speaking	Proview Index Score	Proview Link	[Disqualification Reason]	Additional
ESTGeneralTest100	EST General Test Candidate	14 February 2004	Other	12 October 2025	complete	pre	prese	pres	prese	Red	Proview Link		

Click on the blue **Proview Link**.

Video not available
This session was proctored using AI Life, which only captures grabs from the camera and screen. Video recordings are not part of this setup.

Alert Logs | Chat | Summary

View by: Timeline Type Severity

Filter by: Critical Public Debug Added

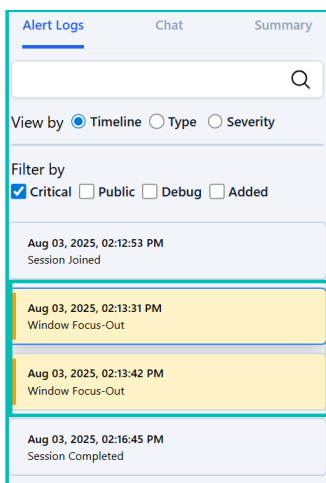
- Oct 12, 2025, 09:34:53 AM: Session Joined
- Oct 12, 2025, 09:36:47 AM: Window Focus-Out
- Oct 12, 2025, 09:39:28 AM: Window Focus-Out
- Oct 12, 2025, 09:39:42 AM: Window Focus-Out
- Oct 12, 2025, 09:40:15 AM: Window Focus-Out

Image & Screenshots

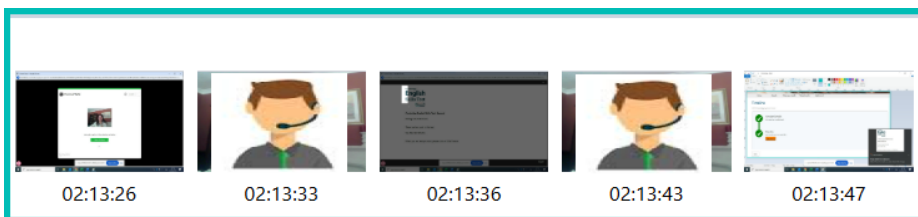
Reference: Cambridge English Skills Test: Test Day Instructions General & Business	Status/Version: 3.0	Date: 19/05/2026
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Click on **Images & Screenshots** in the bottom left-hand corner. This opens the candidate test journey for checking. The AI Lite invigilation service only captures images of the candidate taking the test and screen grabs, there is no video available.

Click on the **Alert Logs**.



Clicking on the Alert will show the nearest screen grab of the suspected malpractice concern for checking.



Clicking the image or the screen grab will enlarge the screen for further checking.

If you have requested that the test is taken with the secure browser, you can check that this was running using the Preview report. The header at the top of the Preview screen will show the Secure Browser tab and the symbol to confirm this was open and being used. See example below.



6.2 Checking Alert Logs in Proview

Alert logs list all events triggered for the test. Clicking on the alert message will take you to the nearest screen capture taken at that part of the test. Images and screen captures are taken every 10 seconds. Look for the image or screen capture with the closest time.

The following are the key **Alert** messages:

- Window Focus-Out
- Mobile like object detected
- Test Taker Absent
- Camera Not Detected
- Camera switched
- Microphone switched
- Book like object detected

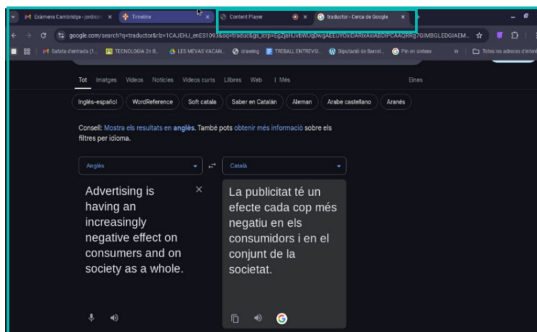
Reference: Cambridge English Skills Test: Test Day Instructions General & Business	Status/Version: 3.0	Date: 19/05/2026
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Windows Focus Out is one of the main alerts triggered. This indicates that the candidate has navigated away from the test window. In the following examples the candidate has opened additional tab(s) or navigated away from the test. Please note that there should only be two tabs open: The Timeline and Content Player.

Example 1

Alert: Window Focus Out

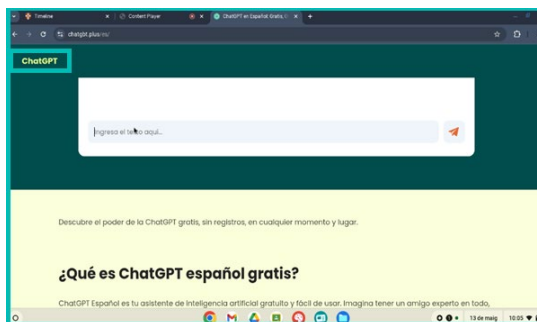
The candidate is using the google translator tool.



Example 2

Alert: Window Focus Out

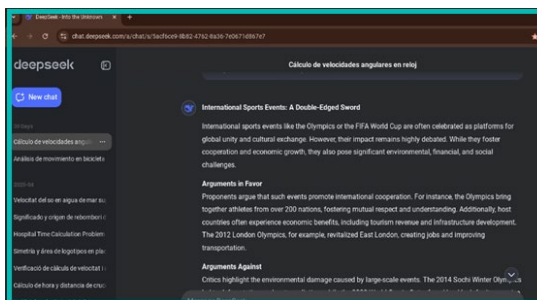
The candidate has opened the AI assistance tool ChatGPT to assist them with a response.



Example 3

Alert: Window Focus Out

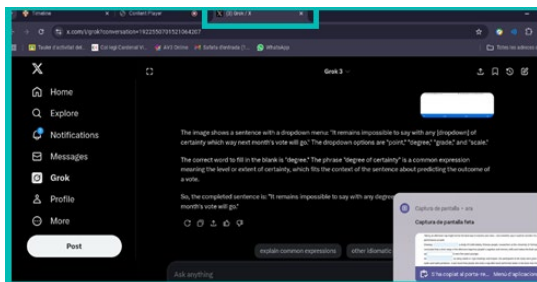
The candidate has opened the AI assistance tool DeepSeek to assist them with a response.



Example 4

Alert: Window Focus Out

The candidate has opened the AI assistance tool Grok to assist them with a response.

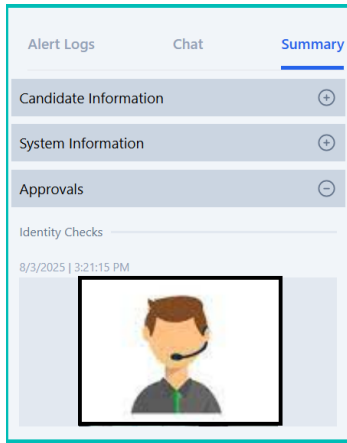


6.3 Checking the Candidate Test Day Photo

The candidate Test Day Photo is captured as part of the pretest checks. You can view and check the candidate’s photo, to ensure that the candidate is not using an impersonator, under Summary. Click on Approvals to open the accordion to check the photo.

For tests taken remotely, we request that Institutions and Clients advise candidates how they wish to check the candidate ID. If the Institution/Client has been requested that the candidate should show their candidate ID to the webcam after the pretest checks and as the test starts, check that the candidate ID matches the candidate taking the test.

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6.4 Malpractice

Malpractice ranges from using electronic devices to employing the services of an imposter. Candidates may attempt to record, copy or photograph material during the test.

Malpractice includes, but is not limited to:

- **Navigating to other applications, browsers or websites:** candidates leave the test browser and open other web pages or applications during the test.
- **Using an imposter:** the candidate employs the services of an impersonator to take the test for them, usually for monetary compensation. An impersonator sits the test in place of the real candidate
- **Assisting or receiving assistance from another person/candidate:** the candidate attempts to help or receives assistance from another candidate or person, e.g., showing answers, passing notes, prompting etc.
- **Reading from notes:** the candidate can be seen reading notes, other than notes they have made themselves during the test, either on paper or from an electronic device. Cheat notes include answer keys, prompts, dictionary translations etc. If the test is remote, they may be hidden out of view of the camera.
- **Use of electronic devices:** Examples include phones, tablets and cameras. Candidates may use such devices to read notes or communicate with other people.
- **Disruptive behavior:** including talking during the Writing, Listening or Reading tests, distracting other candidates in the test (if in-centre), standing up, walking around etc.
- **Plagiarism:** usually detected in post-test analysis, this refers to copying a response from another candidate, a model answer or a published source.
- **Changing results and Result Reports:** an attempt to modify an existing result or create a new result or Results Report.
- **Covering the camera:** the candidate either partially or entirely blocks the camera.
- **Frequently looking away or disappearing from the screen:** the candidate often turns their head away from the screen or is no longer in view of the camera, either completely or partially. This can suggest the candidate is looking at devices hidden near the PC/Laptop or communicating with another person.
- **Other people appear in the test room (remote tests only):** one or more people are visible in the test room with the candidate.

6.5 Updating the Attendance Register - Malpractice

The Cambridge English Skills Test is an institutional test with the Institution being responsible for test security and ensuring that Clients follow guidance to ensure test security. Cambridge English will monitor to ensure that the test is administered correctly and according to the regulations. Cambridge reserves the right to not issue a result or to disqualify a candidate, where our rules and regulations have not been followed and where we believe that an attempt has been made to engage in malpractice.

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Test day staff are responsible for detecting and updating the attendance register where a candidate has attempted to breach test security to obtain a fraudulent result.

Updating the attendance register on the Cambridge English Test Portal, Metrica allows for the disqualification of a single or multiple modules after the test has been completed. In the example below the candidate has a Red Proview Index Score.

Name	Date of Birth	Gender	Date Registered	Status	Writing	Listening	Reading	Speaking	Proview Index Score	Proview Link	[Disqualification Reason]	Additional Information
EST General Test Candidate ESTGeneralTest100	14 February 2004	Other	12 October 2025	complete	pre	prese	pres	prese	Red	Proview Link		

A check of the Proview report indicates under the Alert Logs provides a Book Detected Alert. It notes that the candidate was interacting with printed materials. This was verified in the camera grabs of the candidate taking the test and which correspond to the time in the Alert. The time corresponds to when the candidate was taking the Writing module. The candidate should now be disqualified for this module.

Alert Logs	Chat	Summary
View by <input checked="" type="radio"/> Timeline <input type="radio"/> Type <input type="radio"/> Severity		
Filter by <input checked="" type="checkbox"/> Critical <input type="checkbox"/> Public <input type="checkbox"/> Debug <input type="checkbox"/> Added		
<p>Oct 12, 2025, 09:50:57 AM Book Detected Test-taker is seen interacting with printed materials.</p>		

To disqualify select the module and the drop down beside present. Select **Disqualified**.

Username	Name	Date of Birth	Gender	Date Registered	Status	Writing	Listening	Reading	Speaking	Proview Index Score	Proview Link	[Disqualification Reason]	Additional Information
<input checked="" type="checkbox"/>	EST General Test Candidate ESTGeneralTest100	14 February 2004	Other	12 October 2025	complete	pre	prese	pres	prese	Red	Proview Link		
<input type="checkbox"/>	ESTGeneralTest101	01 January 2021		12 October 2025	not attempted	present							

Provide a **Disqualification Reason** in the drop down. In this case Unauthorised materials or devices.

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- Candidate interacts with other people
- Candidate receives remote assistance
- Unauthorised materials or devices**
- Candidate not completely visible
- Candidate swap
- Candidate repeatedly looks away from screen
- Disruptive behaviour
- Another person present in test room*
- Unable to verify room is compliant*
- Unauthorised break during module
- Issue with remote proctoring*
- Candidate moves location during test*
- Suspiciously fast test time
- Issue With ID

You can also provide **Additional Information**. This is not mandatory. In this example it has been updated to confirm it was a book that the candidate used.

The screenshot shows a row of controls for a candidate's performance. From left to right: 'Writing' (dropdown), 'Listening' (dropdown), 'Reading' (dropdown), 'Speaking' (dropdown), 'Proview Index Score' (dropdown), 'Proview Link' (dropdown), '[Disqualification Reason]' (dropdown), and 'Additional Information' (dropdown). Below these are buttons for 'dis', 'prese', 'pres', 'prese', 'Red', 'Proview Link', 'Unauthorise', and a text input field containing 'Candidate checked a book during the'.

Click **Save** and continue to update the attendance register for other candidates. Please note that you must click save to ensure that the module is showing as disqualified.

The screenshot shows two buttons: 'Save' and 'Confirm'.

In the example, the Writing module now shows as disqualified.

<input type="checkbox"/>	Username	Name	Date of Birth	Gender	Date Registered	Status	Writing	Listening	Reading	Speaking	Proview Index Score	Proview Link	[Disqualification Reason]	Additional Information
<input type="checkbox"/>	ESTGeneralTest100	EST General Test Candidate	14 February 2004	Other	12 October 2025	complete	dis	prese	pres	prese	Red	Proview Link	Unauthorise	Candidate checked a book during the

Candidates should be referred to the [Cambridge English Skills Test: Candidate Terms and Conditions](#). These state that a candidate will not receive a result if they are found to have been involved in malpractice or where Cambridge English does not consider the scores to be a reliable indicator of their ability.

Candidates are **not** entitled to a refund if their results are cancelled or withheld due to malpractice.

It is the responsibility of the Institution/Client to inform candidates when their result is disqualified.

6.6 Completing the Attendance Register

Before submitting the Attendance Register:

- check the Proview reports, as required, and disqualify where appropriate
- submit any incomplete tests.
- withdraw any candidates who have not attempted any test modules.

You can click Save if you want to recheck any information in the Attendance Register.

Once you have completed, check the boxes beside all candidates who have completed the test. There is no need to include withdrawn candidates and click Confirm.

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Session Entries Session Details

<input type="checkbox"/>	Username ↕	Name ↕	Date of Birth ↕	Gender	Date Registered ↕	Status ↕	Writing ↕	Listening ↕	Reading ↕	Speaking ↕	Proview Index Score ↕	Proview Link ↕	[Disqualification Reason] ↕	Additi ↕
<input checked="" type="checkbox"/>	ESTGeneralTest100	EST General Test Candidate	14 February 2004	Other	12 October 2025	complete	dis	prese	pres	prese	Red	Proview Link	Unauthorise	Cand book
<input type="checkbox"/>	ESTGeneralTest103				12 October 2025	withdrawn								
<input type="checkbox"/>	ESTGeneralTest101		01 January 2021		12 October 2025	withdrawn								

Page 1 of 1 and show 100 items at a time

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7.0 Results

7.1 Release of results

Cambridge English Skills Test results for General and Business can either be set to be released to the candidate or held so that the Institution/Client can provide them to the candidate.

Reading and Listening modules are automarked for immediate results. Writing and Speaking are marked by AI and human examiners for results within 48 hours.

Where a session is deemed to be a large session, Speaking and Writing results will be made available as detailed in our large session guidance. The Institution/Client should inform candidates of the timeline for the results release where this is applicable.

Although we make every effort to ensure that results are issued promptly, in certain circumstances, such as a technical problem, results may be issued later, are withheld or we are unable to provide an assessment of the responses. We reserve the right to amend or disqualify results.

Cambridge does not provide a results verification or checking service for the Cambridge English Skills Test.

7.2 Results Report

The Results Report will be downloaded from the Cambridge English Test Portal, Metrica, and provided to the candidate by the Institution or the Client. To view all results in a session the Institution/Client can access the Detailed Group Report.

For further information on result classifications and accessing the Cambridge English Skills Test Results Report please see this support section: [Cambridge English Skills Test: Results](#)

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8.0 In-centre Invigilator Checklist

Test Date	
Venue	

Before the Test Day	
Set up the test room	<ul style="list-style-type: none"> Seating arrangements. Ensure that there is adequate distance between desks or use privacy screens.
There are sufficient computers/laptops and headsets for all candidates plus spares.	<ul style="list-style-type: none"> PC or laptop for each candidate plus one spare. headphones with microphone on a boom for each candidate. rough paper and pen/pencil are permitted.
Check computers/laptops meet the technical requirements	<ul style="list-style-type: none"> Check Technical and Hardware requirements Run the Technical Check provided on Metrica on candidate computers/laptops.
Candidate logins are available	<ul style="list-style-type: none"> Run the EST Login Information Report and/or the EST Invigilator Report on Metrica. This provides details of the candidate login information. Print as required.
Provide details of any of any access arrangement requests.	<ul style="list-style-type: none"> Invigilators must have details of any candidate that has reasonable adjustments, such as additional time, modified test material or test conditions. These are requested in advance of the test.
Invigilator has access to Metrica	<ul style="list-style-type: none"> Invigilator can log into Metrica and can access the required sessions to update the Attendance Register.
On Test Day - Before starting the test	
The Metrica login page is ready for candidates	<ul style="list-style-type: none"> Navigate to https://www.metritests.com/metrica on each PC/laptop ready for candidates to enter their login details.
Log into Invigilator's PC/laptop	<ul style="list-style-type: none"> Navigate to https://www.metritests.com/metrica
Collect unauthorised items	<ul style="list-style-type: none"> Ensure all candidates' mobile phones, smart watches, electronic items are stored securely. We recommend outside of the test room. Check authorised items to ensure there is nothing concealed in them.
Provide candidates with their login details	<ul style="list-style-type: none"> Ensure the correct candidate logins are provided to the candidate.
Record absent candidates	<ul style="list-style-type: none"> Note any absent candidates to the Institution.
On Test Day - After the test	
Close tests in Metrica	<ul style="list-style-type: none"> Ensure candidates have closed the test and logged out of Metrica.
Collect rough paper	<ul style="list-style-type: none"> Ensure candidates do not take any notes or rough paper from the test room.
Check the Proview Index Score and Link	<ul style="list-style-type: none"> Check the Proview Index Score and Proview Link to ensure candidate(s) followed the test requirements and no malpractice has taken place.
Update and "Confirm" the Attendance Register	<ul style="list-style-type: none"> Update the Attendance Register on Metrica, confirming absences, withdrawing as required and noting any disqualifications.

Reference: Cambridge English Skills Test: Test Day Instructions General & Business	Status/Version: 3.0	Date: 19/05/2026
Owner: Delivery Manager MLT	Classification: Restricted	Role: External
Approver: Senior Delivery Manager MLT	Category/Process: Delivery/Test Delivery	Page 30 of 30

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