



International Certificate
Computer-Based Test
Test Taker Handbook

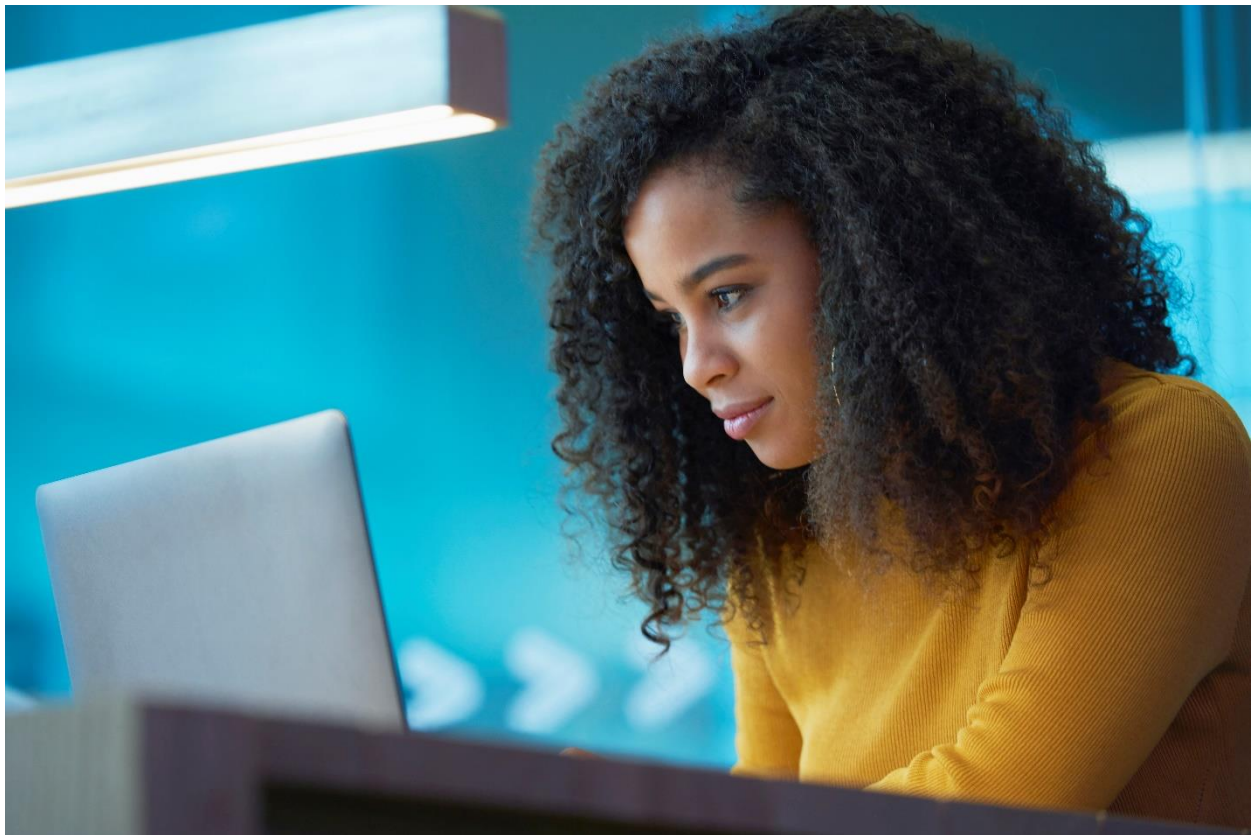
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About Pearson English International Certificate

Pearson English International Certificate computer-based test is an assessment solution of English communication ability for school and work.

It measures listening, reading, speaking, and writing proficiency at six levels: Foundation (A1), Level 1 (A2), Level 2 (B1), Level 3 (B2), Level 4 (C1), and Level 5 (C2), in accordance with the Common European Framework of Reference for Languages (CEFR).



International Certificate in 5 steps

1. Familiarise

We recommend that all test takers familiarise themselves with the Pearson English International Certificate test, even if English is your first language.

Take a look at the recommended resources here:

pearsonenglish.com/internationalcertificate

2. Check availability

Visit pearsonenglish.com/internationalcertificate to find out more about the test and follow the instructions to check test availability:

- Select your level (A1-C2)
- Choose where you want to take the test (home or test centre)
- Select your date and time

3. Book your chosen test

Create your Test Hub account to purchase your test. *Note: Make sure you read the policies before proceeding.*

If you have special needs and require accommodation, your request must be made prior to booking a test.

If you are under 18, a parent or guardian will need to provide their consent for your booking via email. Follow the instructions on Test Hub.

4. Take the test

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

5. Receive your results

Once your results are available, you will be able to see your score report on your Test Hub account. Your score report provides insights about your overall performance and at the skill level.

Depending on your performance, your score report also provides recommendations to progress towards the next level of proficiency and the possibility of mapping these recommendations to some of our Pearson coursebooks such as Speak Out, Business Partner, Wider World and Gold Experience.

This digital score report can also be easily downloaded and shared as a PDF (see page 5).

Pearson English International Certificate

XXXXX 00000

Sofia Rossi
 Test taker ID: 56789GH Reg. ID: 4567890
 Test date: 5th Sept 2020 Test center ID: 56789JK
 Location: Italy Report issued: 21/12/2021

LEVEL: **B1** INTERMEDIATE
 OVERALL SCORE: **75/100**
PASS WITH DISTINCTION

CANDIDATE INFORMATION
 Date of birth: 01/01/1989 Gender: Female Email: rossi.sofia@email.com

Listening PERFORMANCE SUMMARY **B1+**
 At this level, you can understand most recordings about familiar topics, such as online talks and lectures within your fields of interest, and you can follow classes and training courses on a range of familiar topics. You can recognise examples and the points that they support. You can usually comprehend both formal and informal speech, distinguishing between different points of view in a discussion or presentation, and between relevant and irrelevant content in casual conversation.

Speaking PERFORMANCE SUMMARY **B1+**
 At this level, you can report a discussion or conversation in some detail. You can follow most of what is said and repeat back details to confirm understanding. You can provide a straightforward narrative or describe a sequence of points. You can justify and sustain views clearly by providing explanations and arguments.

Writing PERFORMANCE SUMMARY **B1+**
 At this level, you can collate short pieces of information from different sources and summarise them for somebody. You can write short simple essays on topics of interest, giving your opinions and offering support with relevant examples. You can convey information and ideas on some abstract as well as concrete topics, dividing longer texts into appropriate paragraphs and making relationships between different elements clear. You can write functional correspondence, including informal and formal emails and letters.

Reading PERFORMANCE SUMMARY **B1+**
 At this level, you can understand cause/effect and problem/solution relationships within a structured text. You can understand most correspondence relating to your fields of interest. You can probably recognise the writer's point of view and identify key information in longer texts. You can compare information given in different texts and media on the same topic.

Sample score report

In addition to the score report, candidates who pass the test will also receive a printed certificate with watermark delivered by secure post. For tests taken as part of a professional training or language course, these will be sent to the relevant school or institution.

edexcel

Pearson
 Edexcel Level I Certificate in
 ESOL International (CEF B2)
 (English International Certificate)

PEARSON TEST OF ENGLISH GENERAL (CEF B2)

This is to certify that
 Jane Smith
 has achieved a
PASS (WITH MERIT)
 In December 2020

80029-0005-201 | 1001526220899

5001926-0 issued 08/01/2021

ofqual
 REGULATED
 register.ofqual.gov.uk

[Signature]
 Derek Richardson
 Responsible Officer
 Pearson Education Ltd

Pearson

Sample certificate

Familiarisation

All test takers should familiarise themselves with the Pearson English International Certificate test, even if English is your first language. Get ready for International Certificate with a range of options.

Visit [pearsonenglish.com/internationalcertificate](https://www.pearsonenglish.com/internationalcertificate) to explore the following:

Readiness Test

This quick, online test boosts your confidence and tells you if you're ready to take the International Certificate.

Official Warm Up app

Warm Up is the official practice app for International Certificate. It provides useful information on the computer-based test, real examples of different question types, and offers and challenges to help you practice. This free app can be downloaded from your device's app store.

Coursebooks

You can prepare for Pearson English International Certificate by choosing from a range of official coursebooks to understand the test format and prepare for specific question types.

Question Bank

This extensive bank of test questions will help you prepare for any kind of question you might receive in the International Certificate test.

Book your test

Select your test and find a seat

Visit [pearsonenglish.com/internationalcertificate](https://www.pearsonenglish.com/internationalcertificate) to learn more about the test and follow the instructions to check test availability:

- Select your level (A1-C2)
- Choose where you want to take the test (home or test centre)
- Select your date and time

If you are taking the test as part of a professional training or language course, you may be invited by your institution to sign up at a specific date, time and location.

Create your Test Hub account

Create your Test Hub account and register with your personal information. Remember to use a valid email address and to read the policies before proceeding.

Ensure your personal details are accurate.

Your personal details must **exactly** match your identification document.

- Check our [ID Policy](#) to check which identity documents are accepted
- If you only have one name, enter it in the 'Last/Family name' field and enter a full stop in the 'First/Given names' field.
- **Use Roman characters throughout.**
- If your details are incorrect you will not be allowed to sit the test.

Your appointment

A summary of your appointment details will be displayed in the My Upcoming Tests section of Test Hub. You will also receive a confirmation of your appointment details via email.

Complete your purchase

Once you have created your account and provided the necessary consents, you are ready to purchase your test. If you are taking the test as part of a professional training or language course, your test may have already been purchased for you. Check with your school administrator for more details.

Cancel or reschedule a test

You may reschedule or cancel your appointment at any time. We highly recommend that you do this as soon as possible to reduce the cancellation and rescheduling fees.

The easiest way to cancel or reschedule your test is to sign in to your Test Hub account at english-testhub.pearson.com and to use the 'Reschedule' or 'Cancel' buttons on your appointment summary.

If you are cancelling or rescheduling less than 48 hours in advance of your test, you will need to call Pearson Vue customer support; a reschedule fee will be collected and in some cases your test fee may be forfeited.

Fee policy

Rescheduling

You can reschedule your test for free if there are at least 2 full calendar days remaining before your test.

If you reschedule the test less than 2 full calendar days before your test, you will be charged a rescheduling fee of 25 USD.

Cancellation

You will receive a full refund if you cancel your test at least 2 full calendar days before your test.

No refunds will be provided if you cancel your test less than 2 full calendar days in advance of 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 centre issues. Any other direct costs and expenses incurred beyond the cost of the test will be considered on a case-by-case basis.

Changes to the test

Pearson reserves the right, in its sole discretion, to cancel or reschedule tests, change test content or change the number of test takers in the test room during a Pearson English International Certificate test. In the event Pearson cancels or reschedules a test, we will arrange a refund or reschedule to an alternative date or test centre.

Reasonable Accommodations and Access Arrangements

Pearson English International Certificate is a computer-delivered test. This means there are technical limitations to the ways in which we can accommodate the needs of test takers.

Pearson is constantly reviewing and expanding the accommodations offered as part of its commitment to inclusion and equal access for all test takers.

- Reasonable Accommodations and Access Arrangements are available for test takers who meet certain eligibility criteria and properly request and receive confirmation from Pearson **prior to booking the test**.
- Please let us know if you have any special requirements during account creation. 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 date so that there is time to process your request.

Comfort aids

If taking the test in a test centre, test takers 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 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: In a test centre

Arrival

- You must arrive at least 30 minutes before your test and sign in at the test centre 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 centre.
- The Test Administrator will check your identification and take your signature. Please note the signature you provide is legal acceptance of the agreement you have read.
- The Test Administrator will explain the test centre rules and regulations.
- Personal belongings must be stored in the secure storage facilities. You cannot access the storage facilities until your test has been completed.
- Once 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.
- The test will guide you through an equipment check to make sure your headphones and microphone are working correctly. Your test will then begin.

Identification document

You must provide valid, non-expired identification to sit Pearson English International Certificate.

- The name on your ID must exactly match the name used when booking the test.
- Remember that if the name on your ID does not match your test booking, or you fail to present your original document, you will not be allowed to sit the test and you will lose your test fee. Photocopies are not accepted, even if they have been certified.

If you do not have a passport or identity card

- Please review the ID requirements as you may be able to provide an alternative form of identification: [ID Policy](#)

Security and data

- Test centres may use CCTV to monitor possible infringements and manage the security of the building.
- You can read our full privacy policy on what data we collect and how it will be protected at [pearson.com/legal-information/privacy-policy.html](https://www.pearson.com/legal-information/privacy-policy.html)

Test day: From home using OnVUE

Before test day

Take the system test:

- Before you sign up for your OnVUE Online proctored International Certificate test, find out if your computer and connection will work with the OnVue system. Try our system test [here](#).
- Make sure to run this test using the same computer and internet connection you plan to use for your exam.
- Make sure you run the system test around the same time of day you plan on taking your International Certificate test.
- For more info, please visit <https://home.pearsonvue.com/peic/onvue>

On test day: Check-in

Check-in is available 30 minutes before your scheduled appointment time. **Please make sure you allow sufficient time to complete check in.**

To check in:

- Copy your unique Access Code
- Download and open the OnVUE application
- Close all other applications running on your computer
- Follow instructions to check in and submit photos of ID, environment, and headshot
- The greeter will either start your exam without contacting you or will chat/call you to work through any issues.

Note:

- If you arrive late to your scheduled appointment time, you will not be allowed to take the test and you will lose your test fee.
- Please ensure you have your mobile phone with you.
- As part of your check-in, you will be required to take photos of yourself and your testing environment.

Identification document

You must provide valid, non-expired identification to sit the test.

- The name on your ID must exactly match the name used when booking the test.
- Remember if the name on your ID does not match your test booking, or you fail to present your original document, you will not be allowed to sit the test and you will lose your test fee. Photocopies are not accepted, even if they have been certified.

If you do not have a passport or identity card

- Please review the ID requirements as you may be able to provide an alternative form of identification: [ID Policy](#)

Security and data

- Once you submit your photos, you are being recorded and your photos are being reviewed by an OnVUE greeter
- Pearson VUE deletes check-in photos according to regulations in the country where you test.
- You can read our full privacy policy on what data we collect and how it will be protected at [pearson.com/legal-information/privacy-policy.html](https://www.pearson.com/legal-information/privacy-policy.html)

During the test

We take steps to ensure that every testing experience is a good one, but we still stop your exam if the rules aren't followed.

General rules

- Do not use your mobile device in your testing environment.
- You must be fully clothed throughout your entire exam (Hijabs are accepted, but hats or hoods are not permitted).
- You cannot get up and walk around.
- You cannot leave the testing environment.
- A beverage in any container is allowed, but no food or smoking.
- You are advised to speak at a conversational level when completing the speaking section. You do not need to raise your voice.

In a test centre

- 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.
- If there are any issues, you must raise your hand and advise the Test Administrator.

From home using OnVUE

- Please remember that you are being recorded and are under exam conditions.
- You must stay within webcam view in the same room where your testing area photos were taken.
- You cannot move your webcam once your testing session has started
- You should only speak when answering speaking questions. Mumbling or reading non-speaking questions aloud is not permitted.
- No one can enter your testing environment. The only exception to this is if you are under the age of 18. If so, your parent/guardian **MUST** be with you at the start of the test appointment. Your parent/guardian will be required to show valid ID and provide consent for you to take the test. Once consent is provided, the parent/guardian is required to leave the testing environment and is not allowed to re-enter.
- If there are any issues, you must advise the OnVUE proctor using chat.

About the test

You should attempt every question to the best of your ability. Your answers will be scored based on your level.

Some questions test your ability to listen to 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 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.
- Please speak naturally: Our test and systems are designed to test normal conversational flow and volume.
- Test takers whose responses contain features such as unnatural pausing or poor enunciation or who do not follow directions may have this reflected in their scores.

Some questions test your ability to write in English.

- You may write your response in any valid form of English (British or American), but it must be consistent throughout the test.
- For these questions you have an allotted amount of time to respond.
- If you do not answer the question within this time, you will be required to move to the next question.

Some questions test your ability to read in English.

- You are expected to be able to read and repeat some items and other items will require reading comprehension to answer specific questions.
- You may also be asked to discern the difference between spoken and written text and highlight the differences.
- One item type requires that you read and then write down what you remember from the text. The best responses will clearly summarize the main idea and condense essential supporting ideas.

Please note:

- 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.

If you have questions or concerns, advise your Test Administrator (if testing in a test centre) or your OnVUE proctor (if testing from home using OnVUE).

The Test Administrator cannot answer questions related to test content, and you must not ask questions related to the content of the test.

Breaks

You can choose to have **one ten-minute scheduled break** after the second section of the test (Part 2 Listening):

- Follow the instructions on your screen.
- If you take too long, time will be deducted from the following section.
- You will not get extra time if you decline the break.

During your break:

- You cannot access your locker or any personal items.
- You cannot speak to any other test taker.
- You cannot leave the building.

Unscheduled breaks are allowed in test centres but discouraged:

- To request an unscheduled break, raise your hand and speak to the Test Administrator.
- The test clock will not stop; this time is deducted from your overall test time.
- Please note: Unscheduled breaks are not permitted if you are testing using OnVUE.

Post Results Services

Score Enquiries and Post Results Services

If candidates are unhappy with the results of their International Certificate test and would like to request a review or rescore, these can be requested by submitting a request via our online form: <https://pearson.tfaforms.net/2067>

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.
- You can take the test as many times as you wish, however, you will have to wait 6 months between your 3rd and 4th attempt.

Requesting a rescore

- Pearson English International Certificate is mostly a computer-scored test; therefore, it is unlikely that your overall scores will change.
- Only spoken responses and open-ended written responses are rescored.
- In the unlikely event that your score changes, it may go up or down.
- If your overall Pass, Fail, Merit, Distinction scores change, the rescore fee will be fully refunded.
- If your score changes, it will replace your previous score and your original score report will be reissued to reflect the new score.
- You can only request a rescore once per test registration.
- You may only request a rescore of your most recent test.
- You cannot request a rescore if you have already scheduled another test.
- To request a rescore, you must contact our Customer Services team **within 14 calendar days** of your score report being made available to you. Fill out the form here: <https://pearson.tfaforms.net/2067>
- **A fee of \$50 will be collected when requesting a rescore. The customer support team will provide you with a phone number where you can make this payment**

Post Results Services

Score review: If you are unhappy with the score you received and you want to understand what went wrong with your performance, you can pay to request a review of your speaking section to obtain some feedback on your performance. This review will not change your scores as only the rescore can change a score outcome. A fee will be charged for the score review. Fill out the form here to request a score review: <https://pearson.tfaforms.net/2067>

The customer support team will provide you with a phone number where payment can be made.

Score review appeals: You may pay for an Appeal of the score review if you believe that processes and procedures weren't followed correctly to provide the score review outcome. This process entails **Appeals stage 1**, completed by a person internal to Pearson that was not involved in the decision making of the score review, and **Appeals stage 2**, completed by an entirely external expert. Fill out the form here to request a score review appeal:

<https://pearson.tfaforms.net/2067>

The customer support team will provide you with a phone number where payment can be made.

Malpractice review and appeals: If you received a revoked score notification or a one-year ban from testing due to malpractice linked to your test completion/test day, you may wish to appeal against such a decision. Similar to the score review appeal, you can make a case to the customer support team to have the decision reviewed, by filling out the form here: <https://pearson.tfaforms.net/2067>

After an internal review, if the decision to revoke the score and impose a ban on testing is upheld, you may appeal the decision. The candidate is asked to fill out the form here: <https://pearson.tfaforms.net/2067>

You will request an **Appeals stage 1**, which will be a review of the incident and its procedures. It will be completed by a person internal to Pearson that was not involved in the decision-making of the malpractice incident. **Appeals stage 2** can be requested if you are unhappy with the result of Appeals stage 1. This judgement is completed by an entirely external expert. If the appeals process results in overturning the decision, then money for the appeals will be refunded to you.

Fees associated with re-scores, score reviews and appeals as of March 2022. *Fees are subject to change*

- International Certificate Rescore: \$50
- International Certificate Score review: \$50
- International Certificate Appeals Stage 1: \$120
- International Certificate Appeals Stage 2: \$150

Further Information

About the test: pearsonenglish.com/internationalcertificate

About accessing a scheduled test: english-testhub.pearson.com

About OnVue and testing from home: home.pearsonvue.com/peic/onvue

About Accommodations: Send an email to 3rdlinesupport@pearson.com

Password support: [Click here](#)

Other escalations: Submit this form <https://pearson.tfaforms.net/1589>

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Approver: Jane Bledsoe

DCL1 - Public

Version 1.2

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