

Burlington

VTest



Secure Online Assessment

Candidate Rights and Responsibilities



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1 Purpose and Scope

This document explains what you can expect when you take a VTest exam and what is expected of you as a candidate.

It applies to all VTest English exams intended for candidates aged 16 and above, including but not limited to:

- VTest Academic English
- VTest General English
- VTest Business English

These exams are designed for candidates aged 16 and above. Although there is no formal age restriction, it is your responsibility to ensure that the test you choose is appropriate before booking.

Separate guidance applies to VTest for Schools (ages 7–10 and 11-15).

By registering for a VTest English exam, you confirm that:

- you have read and understood this document
- you agree to follow these requirements
- you accept the applicable [Terms of Use](#) and [Privacy Policy](#)

Instructions provided by your test center or proctor also form part of your testing conditions.

2 Your Rights

2.1 Fair assessment

You have the right to be assessed under consistent, impartial, and reliable conditions.

2.2 Equal treatment

You have the right to access VTest exams and related services without discrimination based on race, color, gender, sexual orientation, age, religion, nationality, or disability.

This applies to both VTest and its approved test centers.

2.3 Clear information

You have the right to receive clear and timely information about:

- the test format and structure
- the date, time, and delivery mode
- instructions and requirements
- permitted and prohibited items

2.4 Safe and secure testing environment

You have the right to take your test in conditions that support both your performance and the security of the exam.

Depending on the delivery mode, this may include identity checks, monitoring, or recording.

2.5 Access arrangements (accommodations)

You have the right to request accommodations if you have a documented need.

Requests must:

- be submitted in advance
- include appropriate medical or supporting documentation

Approval depends on feasibility and maintaining the integrity of the exam.

2.6 Data protection and privacy

You have the right to have your personal data handled securely and in accordance with applicable laws.

Your data may be used for:

- registration and identity verification
- test delivery and scoring
- issuing and verifying results
- quality assurance and security

2.7 Access to results

You have the right to receive your results after all marking and validation processes are completed.

2.8 Feedback, complaints, and appeals

You have the right to raise concerns through the appropriate channels:

- Feedback: to share your experience
- Complaint: to report issues with test conditions, delivery, or a test center
- Appeal: to challenge a result or a decision related to scoring or proctoring

Each process follows defined procedures and timelines.

3 Your Responsibilities

3.1 Understand and follow the rules

You are responsible for understanding and following:

- this document
- the Terms of Use
- the Privacy Policy
- instructions from VTest, the test center, or proctors

3.2 Provide accurate information

You must ensure that all personal details provided during registration are complete and correct.

3.3 Choose the appropriate test

You are responsible for selecting the correct VTest exam and taking it in time to meet any external deadlines.

3.4 Follow booking and timing requirements

You must:

- complete your registration correctly
- follow all instructions
- arrive on time (if applicable)

Failure to do so may result in the loss of your test session.

3.5 Follow identity and verification procedures (when applicable)

Depending on the exam format, you may be required to:

- present valid identification
- complete identity checks
- be recorded for security purposes

If required procedures cannot be completed, you may not be allowed to test or receive results.

3.6 Respect test security and confidentiality

You must not:

- cheat or attempt to cheat
- copy, record, or share test content
- use unauthorized materials or devices
- help others or receive help

All test materials are confidential.

3.7 Use VTest systems responsibly

You must not:

- share your login details or access credentials
- attempt to bypass or interfere with system security
- use automated tools to access or extract information
- attempt to gain unauthorized access to systems or data

Such actions may be treated as serious violations.

3.8 Use only permitted items

You must follow all rules regarding what can and cannot be brought into the test environment.

3.9 Maintain appropriate behavior

You must behave respectfully and must not:

- disturb others
- ignore instructions
- act in a disruptive, abusive, or threatening manner

3.10 Meet requirements for remote testing (if applicable)

If your exam is delivered with online proctoring, you must:

- be alone in a private space
- ensure there are no interruptions
- keep your workspace clear
- remain visible to the camera
- follow all instructions

3.11 Test preparation

VTest exams are designed to assess your existing level of English and do not require specific preparation.

However, you are strongly encouraged to:

- review sample test items
- read the candidate guides
- explore available preparation materials

This will help you become familiar with the exam format and expectations.

4 Test Conditions, Processes, and Policies

4.1 Test delivery modes

VTest exams may be delivered in different ways (online proctoring, on-site proctoring, and standard mode). The level of supervision depends on the mode. However, you are expected to follow all rules and act honestly.

Important: Results from Standard Administration are not intended for high-stakes or secure decision-making purposes.

4.2 Technical conditions and disruptions

VTest exams are delivered through digital platforms.

While reasonable measures are taken to ensure smooth delivery, disruptions may occur due to:

- internet connectivity issues
- hardware or software failures
- power interruptions
- system or platform outages

VTest is not responsible for issues outside its control, including problems with your equipment or connection.

Where appropriate, support or rescheduling may be offered in line with VTest policies.

4.3 Test integrity and consequences

Maintaining the integrity of VTest exams is essential.

If there is evidence of misconduct or rule violations, VTest may:

- invalidate your exam
- withhold or cancel your results
- deny a refund
- restrict access to future exams

Depending on the seriousness, VTest may:

- impose a temporary ban
- permanently prohibit access to VTest exams

4.4 Results and their use

Your results reflect your performance at the time of testing.

Institutions may set their own requirements regarding how results are used.

VTest reserves the right to review, adjust, or withdraw results if concerns arise regarding their validity.

4.5 Changes to exams and services

VTest reserves the right to update, revise, replace, or discontinue any exam, component, or related service, including format, content, delivery, scoring, or administration.

4.6 Final Provisions

VTest may update this document to reflect changes in policy, technology, or legal requirements.

By taking a VTest exam, you agree to follow the version of these rules that applies at the time of your exam.