**FAQs for test takers**

***Q. What is Video-Call Speaking test?***

A. With Video-Call Speaking tests, a test taker has a live video-call with an Examiner who is based in another test centre. It is highly secure and maintains the trusted real-life conversation aspect of the Speaking test.

***Q. Is the test changing?***

A. No, the Speaking test is not changing and will still be carried out with a trained certified experienced IELTS Examiner. There is no change to test content, marking, structure or timing

The test taker still undergoes the test day identity verification processes in a highly secure IELTS test centre.

***Q. Why are you introducing this solution?***

A. IELTS – the world’s most popular test of English for higher education and global migration -is continually seeking to make enhancements to improve the test availability.

***Q. Can I bring my own laptop/keyboard?***

A. There is no need to bring your own keyboard or laptop as all equipment is provided by the test centre and no other equipment is permitted.

***Q. Why is the Video-Call Speaking test available at X location and not Y location?***

A. The British Council has its own roll out schedule for the Video-Call Speaking test in [insert country] and will communicate with you the roll out date when we are in a position to do so.

***Q. How is the call encrypted?***

A. The live conversation between the Examiner and the test taker is encrypted by the Zoom platform using Advanced Encryption Standard (AES) 256 algorithm.

***Q. Can you take the call from anywhere?***

A. No, all test takers need to be in a test centre.

**4.1.2 FAQs for ROs around security and validity elements**

***Q. What research have you done to validate that results are consistent with the face-to-face option?***

A. The British Council and IDP: IELTS Australia have piloted solutions across two locations around the world in 2018 and 2019. Feedback from test takers and Examiners was that the video-call option was a positive experience and did not impact test performance. Three academic research studies also explored the video-call model’s impact on test taker performance, and these are available at www.ielts.org/research. The studies found test taker performance was comparable in both in-room and Video-Call Speaking test models.

***Q. Why is the IELTS partnership releasing a video-call option?***

A. IELTS – the world’s most popular test of English for higher education and global migration – is continually seeking to make enhancements to improve test availability. Video-Call Speaking tests allows IELTS to improve availability for test takers.

***Q. How many and which ROs did you involve in the development of this feature?***

A. All our research trials have shown that the Video-Call Speaking test is exactly the same as the in-person Speaking test, so in fact this is not a product change or enhancement. Nevertheless, we want to involve you now in this limited launch, so we can incorporate any insight, feedback or recommendation you may have for future launches and iterations.

***Q. Is there a distinction on the Test Report Form to mark which tests are taken in-person, and which tests are taken through the video-call technology?***

A. No – as there is no impact on test scoring.

***Q. Do you feel that Video-call Speaking Test will be more reliable as the test taker will have zero chance of having previously met their Examiner?***

A. The integrity of the IELTS Speaking test is paramount, and any Examiner, whether in-person or on video-call, must declare if they have had any contact with a test taker in advance. If that is the case, a different Examiner is assigned. Therefore, there is no difference between the two delivery modes.

***Q. How is the call encrypted?***

A. The live conversation between the Examiner and the test taker is encrypted by the Zoom platform using Advanced Encryption Standard (AES) 256 algorithm.

***Q. Can you take the call from anywhere?***

A. No, all test takers need to be in a test centre.

***Q. Will there be a premium price for this service?***

A. No – this is not a product enhancement, so the fee will remain the same however the Speaking test is taken.

***Q. Is the invigilator present in the test room with the test taker?***

The security format is exactly the same as for the in-person test; the invigilator accompanies the test taker into and out of the test room, ensuring maximum security for the test.

***Q. What happens if the technology fails?***

A. All centres have contingency plans in place to help ensure the test continues in the event of technology failure.

<https://www.ielts.org/about-ielts/ielts-on-computer>