

UAT-UK Test Incident Policy

UAT-UK and Pearson aim to ensure that your test goes ahead in the best possible way. However, occasionally, things can go wrong, and tests can be disrupted or, in very rare instances, stopped entirely. When this happens, we have procedures in place to put things right and ensure that candidates are not disadvantaged.

If something goes wrong during your test, **ask for your Case ID Number** to ensure this has been reported to Pearson and UAT-UK. All incidents must be reported within **24 hours** of your test, at the latest, by contacting **Pearson Customer Services**. See below for more information.

If your case was reported at the Test Centre, and you do not believe it was appropriately resolved, you must request an investigation within **three days** of your test.

Only reports and complaints made through the outlined channels will be accepted. We will be unable to address complaints made via other means.

This policy is intended for those candidates who are affected by circumstances that came about **during their test**. If you know of illness, injury or personal circumstances that might affect your test sitting ahead of your test booking, you should refer to the **UAT-UK Special Consideration Policy** instead.

1. General Principles

- 1.1 In most cases, for example an unexpected fire alarm, the Test Centre will endeavour to minimise the disruption and allow you to continue and complete your test.
- 1.2 If there is a significant and obvious disruption to your test, the incident will be logged proactively by Test Centre staff, however you should ensure that you report any issues to an invigilator that they otherwise might not know about.
- 1.3 You should report a test incident to an invigilator or member of Test Centre staff immediately. **You must obtain a test incident number at the Test Centre for us to investigate effectively.**

- 1.4 Test incidents reported more than **24 hours** after the test booking will not be considered under any circumstances.
- 1.5 If you fall ill during your test, you must inform an invigilator as soon as possible, regardless of whether or not you continue to test. You should request a case ID number so we can verify the time you fell ill. You should then contact the UAT-UK office via your online account.

2. Making an Incident Investigation Request

- 2.1 Where Test Centre staff were unable to adequately resolve the incident during testing, Pearson customer services may contact affected candidates shortly after the test sitting.
- 2.2 In most cases, the issuing of an incident case number does not automatically result in UAT-UK or Pearson taking any action unless the candidate requests an incident investigation.
- 2.3 Candidates should submit their incident investigation request **within three days of testing**. This must be done by phone or email to **Pearson Customer Services**. Requests submitted after this time will not normally be accepted.
- 2.4 Candidates who fell ill during their test should notify the UAT-UK office as soon as possible after testing. This can be done by completing our online form, and submitting an enquiry relating to our **Special Consideration Policy**.
- 2.5 When making your request, you must provide:
 - Your case ID number
 - A brief explanation of the incident
 - Which part of the test you were sitting when the incident occurred
 - Any action taken by yourself or the Test Centre staff
 - An estimate of any test time lost (if relevant)

3. Incident investigation requests that will be considered

For those testing in a centre:

- 3.1 The following reasons for raising an incident investigation request will normally be accepted by UAT-UK and Pearson:
 - 3.1.1 Technical issues with Pearson owned hardware or software
 - 3.1.2 Significant disruption caused by another candidate in the Test Centre
 - 3.1.3 Significant noise disruption from outside the Test Centre
 - 3.1.4 A fire alarm or anything else that causes evacuation from the Test Centre
 - 3.1.5 Loss of power to the Test Centre
- 3.2 UAT-UK and Pearson will **not** normally accept investigation requests that relate to the issues listed below.
 - 3.2.1 Normal levels of noise due to usual Test Centre conditions, for example, other candidates entering or leaving the room or using keyboards, or Test Centre staff providing general assistance to candidates.
 - 3.2.2 Where access to the test is refused due to late arrival or where the incorrect ID is presented – see the **UAT-UK Admission and ID Policy**.

For those testing via OnVUE (online proctored service):

- 3.3 Any technical problems relating to the OnVUE software, only, will be accepted. Hardware remains the responsibility of the candidate.
- 3.4 Candidates may also report any unavoidable and significant disruption to your test environment.
- 3.5 UAT-UK and Pearson will **not** normally accept investigation requests that relate to the issues listed below.

- 3.5.1 Any technical issues encountered with the candidate's own hardware or equipment.
- 3.5.2 Any disruption to their test environment that could have been avoided.
- 3.5.3 Where access to the test is refused due to late check-in or where the incorrect ID is presented, or a parent/guardian is not present with the correct ID – see the **UAT-UK Admission and ID Policy**.

For ALL candidates

- 3.6 All candidates should report any issues encountered that affect agreed access arrangements.
- 3.7 Appeals against test scores will **not** be permitted by UAT-UK or Pearson. All UAT-UK tests are computer-based tests which are marked automatically in the system. Rigorous checks are made to ensure that the scoring system is applied accurately.
- 3.8 Admission decisions are made by each respective institution and any concerns about these decisions should be addressed to the University to which you applied. UAT-UK will not involve itself in any appeals against admission decisions.
- 3.9 UAT-UK and Pearson will **not** normally accept investigation requests that relate to the issues listed below.
 - 3.9.1 Problems that were not reported at the time of testing and therefore cannot be evidenced.
 - 3.9.2 Issues reported to Pearson more than **24 hours** after the test sitting, or appealed to UAT-UK more than two days after a response has been provided by Pearson.
 - 3.9.3 Injury, illness, or personal circumstances that were known ahead of testing and therefore should have been reported under the **Special Consideration Policy**.
 - 3.9.4 Lack of access arrangements, if not arranged and approved in advance of their test under the **Access Arrangements Policy**.

4. What happens next?

- 4.1 Pearson will review all incident investigation requests received within five working days of the investigation request and confirm one of the following outcomes:
- **No action to be taken:** This would apply to incidents where the candidate has not followed the correct incident process, where the incident is considered to be of a minor or trivial nature or where no evidence of an incident has been found. Candidates can appeal to UAT-UK by submitting the appeals form on their dashboard within **two days** of the outcome being issued.
 - **Referral to UAT-UK Office for action:** If Pearson conclude that an incident was sufficiently serious and may have impacted on test performance, Pearson will advise that they have referred the case to UAT-UK. UAT-UK will then decide the best course of action. Candidates do not need to take further action and await communication from UAT-UK.
- 4.2 **UAT-UK or Pearson will not, under any circumstance, make an adjustment to any test score.**
- 4.3 Candidates who are unhappy with the outcome of the Pearson investigation may request their case to be further reviewed by the UAT-UK office.
- 4.4 This request must be made within **2 days** of the outcome of the Pearson investigation and must be done so via the form on your online account. Appeals will not be accepted via any other channel.
- 4.5 The decision of the UAT-UK office is final. There are no addition rights to appeal.
- 4.6 Candidates who wish to raise a complaint about any aspect of service from Pearson, including the handling of a test incident or subsequent investigation, should raise this with **Pearson Customer Services** directly in the first instance either by phone or email.