

# English language test verification webinar

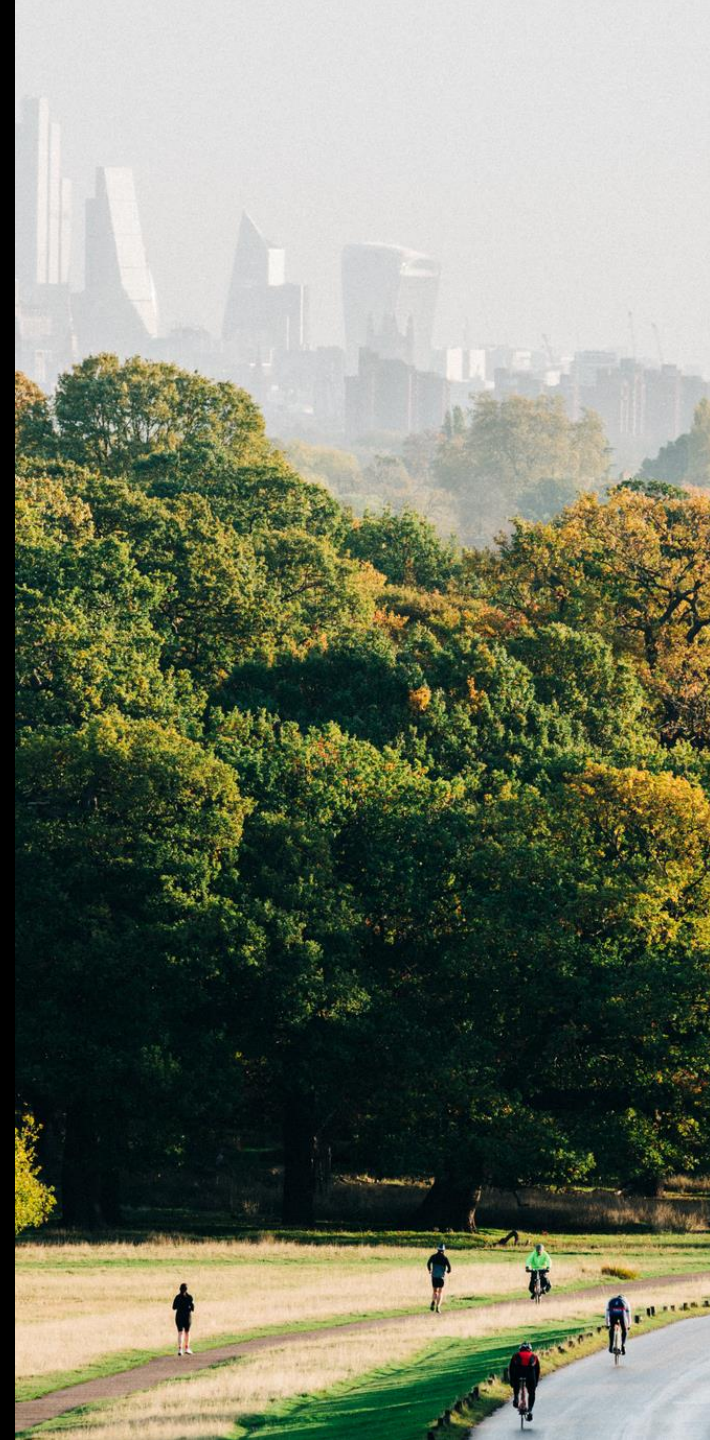
**Hosted by Caroline Waterfield**  
Director of Development and  
Employment, NHS Employers

# IELTS

# How To Combat Exam Fraud

NHS Employers English language Test Verification

Alan Addison  
October 2023





# Introducing IELTS

Alan Addison  
October 2023



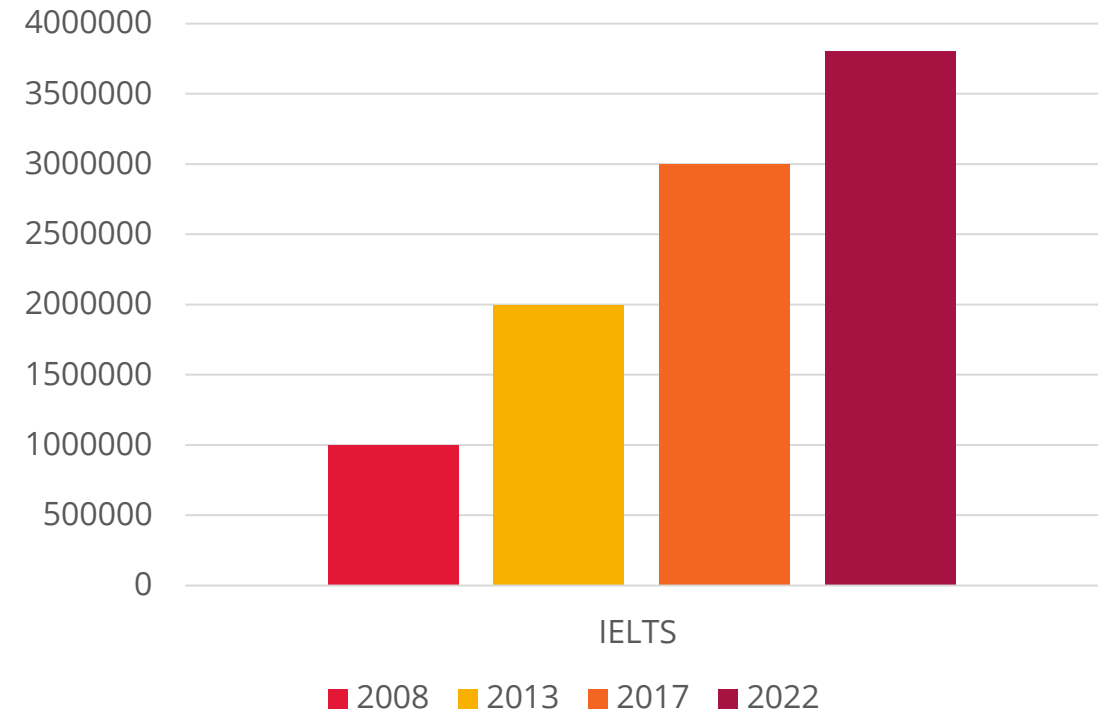
# IELTS



# The world's most popular English test for study and work

- Up to 4M tests taken per year, with over 1M taken in India
- Over 3,095 test locations worldwide in over 110 countries or territories
- Over 150 test locations in China alone
- Almost 12,000 organisations accepting IELTS scores

## IELTS tests globally



# IELTS is the test you can count on

## Validity

- Task design
- Question production process

## Reliability

- Consistency in overall band scores
- Trained, certified Examiners, not raters

## Fairness

- Multiple formats (paper, computer, and online)
- Special needs provisions

## Accessibility

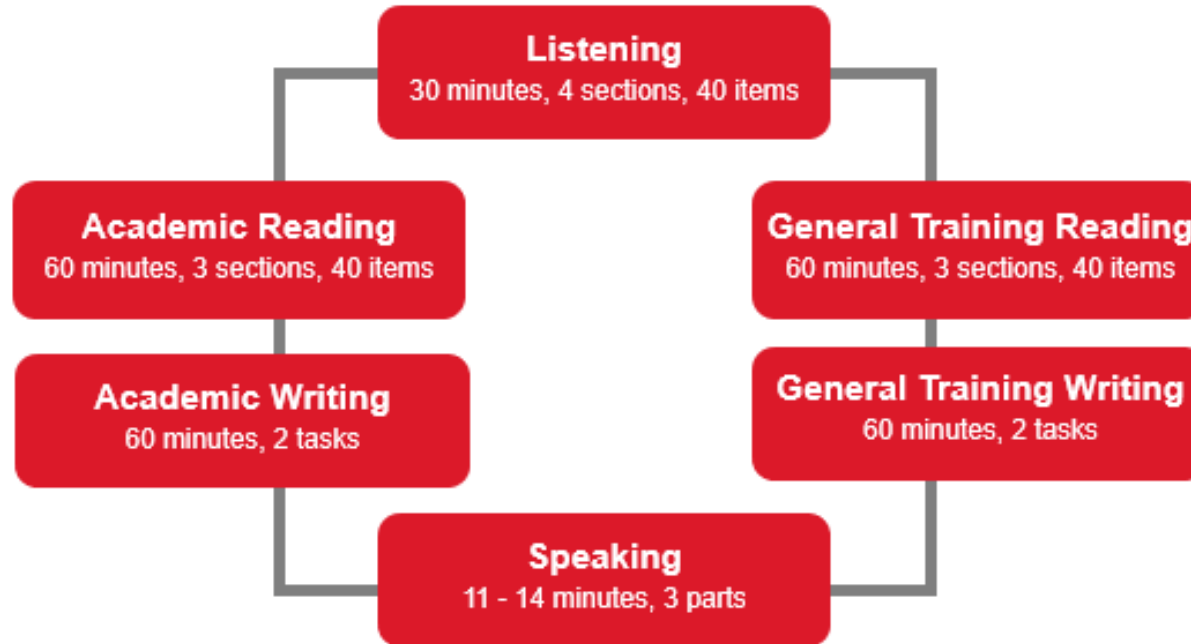
- Available in 140 countries

## Transparency

- Published assessment criteria



# The four sections of the IELTS test



**Note:** The IELTS on computer Listening test has slightly different timings to IELTS on paper. IELTS on paper requires test takers to transfer their answers to an answer sheet. This step becomes redundant when answering directly on a computer.

# The IELTS band score scale – constant for over 30 years

<b>9</b>	<b>Expert user</b>	Has fully operational command of the language: appropriate, accurate and fluent with complete understanding.
<b>8</b>	<b>Very good user</b>	Has fully operational command of the language with only occasional unsystematic inaccuracies and inappropriacies. Misunderstandings may occur in unfamiliar situations. Handles complex detailed argumentation well.
<b>7</b>	<b>Good user</b>	Has operational command of the language, though with occasional inaccuracies, inappropriacies and misunderstandings in some situations. Generally handles complex language well and understands detailed reasoning.
<b>6</b>	<b>Competent user</b>	Has generally effective command of the language despite some inaccuracies, inappropriacies and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations.
<b>5</b>	<b>Modest user</b>	Has partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. Should be able to handle basic communication in own field.
<b>4</b>	<b>Limited user</b>	Basic competence is limited to familiar situations. Has frequent problems in understanding and expression. Is not able to use complex language.
<b>3</b>	<b>Extremely limited user</b>	Conveys and understands only general meaning in very familiar situations. Frequent breakdowns in communication occur.
<b>2</b>	<b>Intermittent user</b>	No real communication is possible except for the most basic information using isolated words or short formulae in familiar situations and to meet immediate needs. Has great difficulty understanding spoken and written English.
<b>1</b>	<b>Non user</b>	Essentially has no ability to use the language beyond possibly a few isolated words.
<b>0</b>	<b>Did not attempt the test</b>	No assessable information provided.



# IELTS Test Report Form

**IELTS** IELTS Online

Test Report Form ACADEMIC

Note: It is recommended that the candidate's language skills are verified by the Test Report Form as published after the exam. For the date of the test, the Test Report Form will be published after the exam. Please refer to the IELTS website for more information.

Centre Number: 20191    Date: 19/05/2022    Candidate Number: 80195

**Candidate Details**

Family Name: SMITH 

First Name(s): JOHN MICHAEL

Candidate ID: 20220002

Date of Birth: 22-12-1999    Sex (M/F): M    Scheme Code: Private Candidate

Country or Region of Origin: UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND (THE)

Country of Nationality: UNITED KINGDOM

First Language: ENGLISH

**Test Results**

Listening: 9.0    Reading: 9.0    Writing: 9.0    Speaking: 9.0    Overall Band Score: 9.0    CEFR Level: C2

**Administrator Comments**

Recognising organisations must verify this score of this organisty 

Date: 22/05/2022    Test Report Form Number: 2220001000A/19A



# Nursing & Midwifery Council English language requirements

Reading  
7.0

Listening  
7.0

Writing  
6.5

Speaking  
7.0

We will accept an IELTS Academic test result that confirms you achieved at least 7 for reading, listening, and speaking, and at least 6.5 for writing.

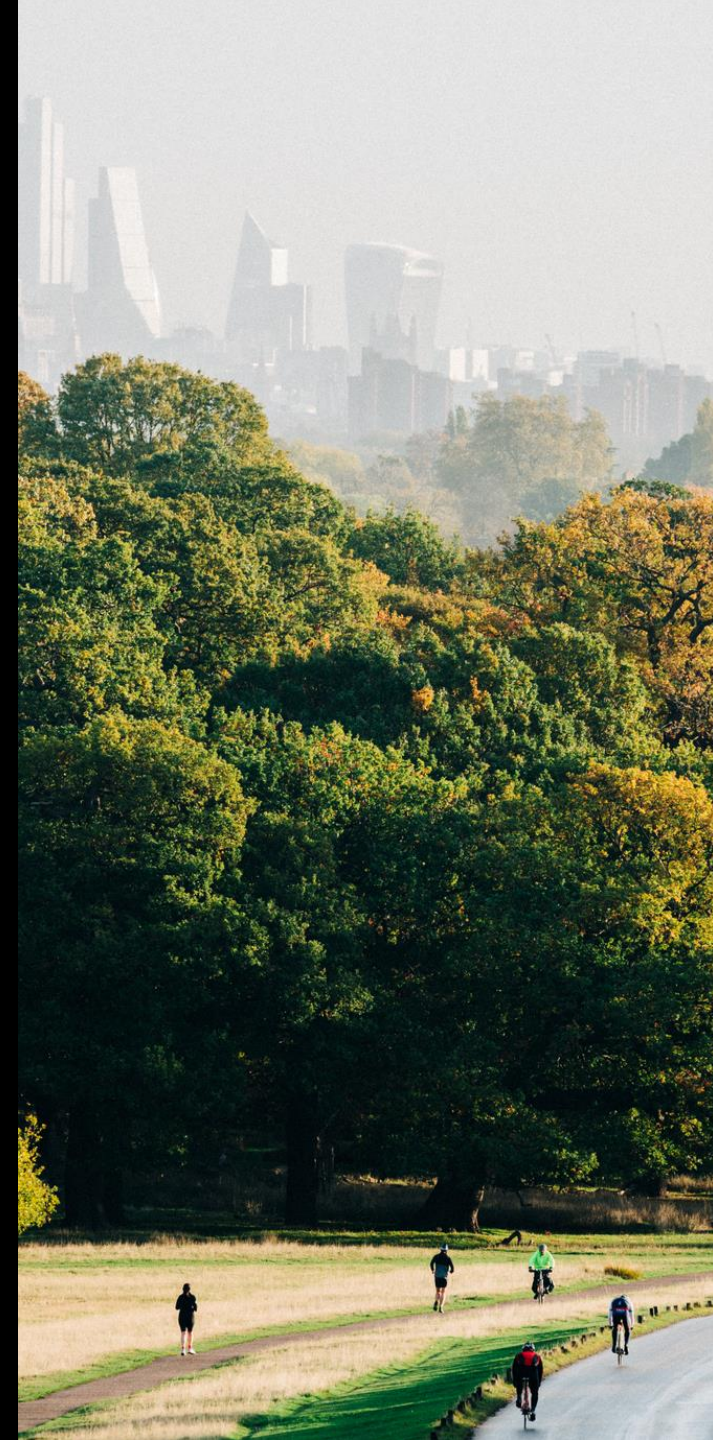
If combining two tests, no scores in either of the two test sittings are below 6.5 for listening, reading, and speaking, or below 6 for writing.

# IELTS

# How To Combat Exam Fraud

NHS Employers English language Test Verification

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October 2023



# Fraud is everywhere, every day

Be aware – include document checks in your application process

Understand the implications – what can happen a Trust falls victim of fraud ?

Mitigate risk – check documents

Record keeping

# Working in Partnership



## Deterrant

Clear notification to applicants that you verify all results



## IELTS multi-layered security

The exhaustive process at IELTS counts for nothing unless....



## Verification

NHS Trusts use the verification service



## A way forward

IELTS has a wealth of free support and practise materials

## Multi-layered approach to test security

- Security is an ongoing priority
- Embedded multi-layered processes within our test delivery operations to systematically prevent, detect and mitigate the risk of fraud or malpractice
- No single measure alone can ensure security; the role of Institutions is also critical





# How can you protect your NHS Trust?

IELTS results play a key role in supporting your decision-making process

You must be confident that the results you are accepting are genuine, by:

- Using the secure IELTS Results Verification Service
- Verifying every Test Report Form online
- Viewing the results as recorded in our global master database

Using the IELTS Results Verification Service will ensure that your organisation will not be defrauded.

# Registration

- Register for the new IELTS Results Service at:

[https://cambridgeenglish.formstack.com/forms/ielts\\_results\\_service\\_application](https://cambridgeenglish.formstack.com/forms/ielts_results_service_application)

- Receive your welcome email from the service that includes:
- **Immediately** log in to the Results Service and accept the Terms & Conditions :

This must be completed within 5 days of receiving the welcome email ; if not completed within 5 days a password re-set will be required.

## On registration completion:

- You are now ready to use the NEW IELTS Results Service
- Add new users and secondary administrators to your account
- Ensure you delete any users who no longer need access to your account, due to change of posts or leaving your organization – as you are responsible for the personal data in your account.
- Bookmark the URL and share it with all users and the secondary administrators (<https://www.ielts.org/en-us/ielts-for-organisations/new-ielts-results-service> )
- Share the name of your IELTS account (NO codes!) on all appropriate Admissions websites

# How can you protect your NHS Trust?

The screenshot displays the IELTS Results Beta web application interface. At the top left, the logo reads "IELTS Results Beta". To the right of the logo, the user is logged in as "Welcome, Liz Robinson" with a "LOGOUT" link. Further right is a notification bell icon with a "2" badge and a "SEND FEEDBACK" button. Below this is a navigation menu with links for HOME, E-DELIVERY, VERIFICATION, TEMPLATES, USERS, SETTINGS, HELP, and DEMO TOOLS. The main content area features a large heading "Welcome to the IELTS Results Service" and a message stating "There are no new test results available to download". The footer contains a list of links: "About us", "Disclaimer", "Legal", "Privacy", and "Statement on Modern Slavery | Accessibility", followed by the logos for "BRITISH COUNCIL", "idp", and "Cambridge Assessment English". The copyright notice at the bottom left is "© 2019 IELTS Copyright notice".

## Verify a result on IRS





# Best practice



## Josie Wise (She/Her)

HR International Recruitment Advisor  
Solent NHS Trust and Southern Health NHS Foundation Trust  
Working collaboratively

WhatsApp: 07789 271595

Email: [internationalresourcing@solent.nhs.uk](mailto:internationalresourcing@solent.nhs.uk)

Follow us on Twitter @SolentRecruit and Facebook @SolentNHSTrustRecruitment

# Using the IELTS Results Service



Southern Health  
NHS Foundation Trust

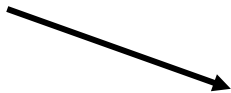
Solent  
NHS Trust

- We use the verification portal as part of our pre-employment checks
  - It's simple and easy to use
- It only takes a couple of seconds to show the results and information you need

# Verifying IELTS Results



Name and date of birth matches passport



Personal Information

TRF Number	[REDACTED]
Date of Birth	19/07/1988
Gender	M
Email	[REDACTED]
Candidate ID Document Number	[REDACTED]

Test Results

Module	IELTS Academic		7.0
			Overall
Candidate Number	8.5	6.5	
	Listening	Reading	
Centre Number	6.0	7.5	
	Writing	Speaking	
Test Date	19 Jul 2023		

Picture matches passport photo



Scores for each section clearly shown



# Verifying IELTS Results

## Invalid test example 1

No match is found for the TRF number provided on the certificate



Southern Health  
NHS Foundation Trust



Solent  
NHS Trust

### Verify a Test Report Form Number

Test Report Form Number (see bottom right corner of the Test Report Form)



SEARCH

No match found.

Please check the result you are verifying is less than three years old and try again, paying particular attention to the digits and letters (e.g. zeros and ones).

If there is still no match, then please [contact us](#).

# Verifying IELTS Results



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## Invalid test example 2

TRF Number [REDACTED]

Date of Birth [REDACTED]

Gender M

Email [REDACTED]

Candidate ID Document Number [REDACTED]

**Test Results**

Module	Academic		0.0
			Overall
Candidate Number	Withheld	Withheld	
	Listening	Reading	
Centre Number	Withheld	Withheld	
	Writing	Speaking	
Test Date	19 Jun 2022		

One or more of the details shown does not match the passport. In this example, the photograph of the person did not match

The scores on this certificate are also withheld



# IELTS are here to support your NHS Trust

If you find a result that does not match, or if you have a question, please contact us at

[https://cambridgeenglish.formstack.com/forms/ielts\\_results\\_service\\_support\\_request](https://cambridgeenglish.formstack.com/forms/ielts_results_service_support_request)

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# Deterrent

# How can your NHS Trust discourage fraud?

You must provide your IELTS TRF number when completing the overseas nursing registration process. Your TRF number is the 15-18 digit alpha/numeric combination number found in the bottom right of your Test Report Form as shown on the document below.

The NHS Trust will use the IELTS Results Service to independently verify all IELTS results.

The image shows a screenshot of an IELTS Test Report Form (TRF) for an Academic test. The form includes the following fields and information:

- IELTS Online Test Report Form** (ACADEMIC)
- Note:** This report is valid for 2 years from the date of the test. For details on how to use this report, please refer to the IELTS Test Report Form User Guide.
- Centre Number:** 2171 | **Date:** 18/05/2022 | **Candidate Number:** 88138
- Candidate Details:**
  - Family Name:** SMITH
  - First Name(s):** JOHN MICHAEL
  - Candidate ID:** 22222222
  - Date of Birth:** 01/12/1999 | **Sex (M/F):** M | **Scheme Code:** Private Candidate
  - Country or Region of Origin:** UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND (UK)
  - Country of Residency:** UNITED KINGDOM
  - First Language:** ENGLISH
- Test Results:**
  - Listening:** 22 | **Reading:** 22 | **Writing:** 22 | **Speaking:** 22 | **Overall Band Score:** 22 | **CEFR Level:** C2
- Administrator Comments:** (Empty field)
- Test Report Form Number:** 22222222222222222222 (indicated by a red arrow)

Logos for the British Council, IDP, and Cambridge Assessment English are visible at the bottom of the form.

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# How IELTS supports test takers

# Test Takers have asked... we have listened!

*IELTS provides a host of free materials that will support applicants as they develop their English language skills*

*Flexible, supported and targeted learning to help your applicants to achieve the scores they need to meet the NMC English language requirements*

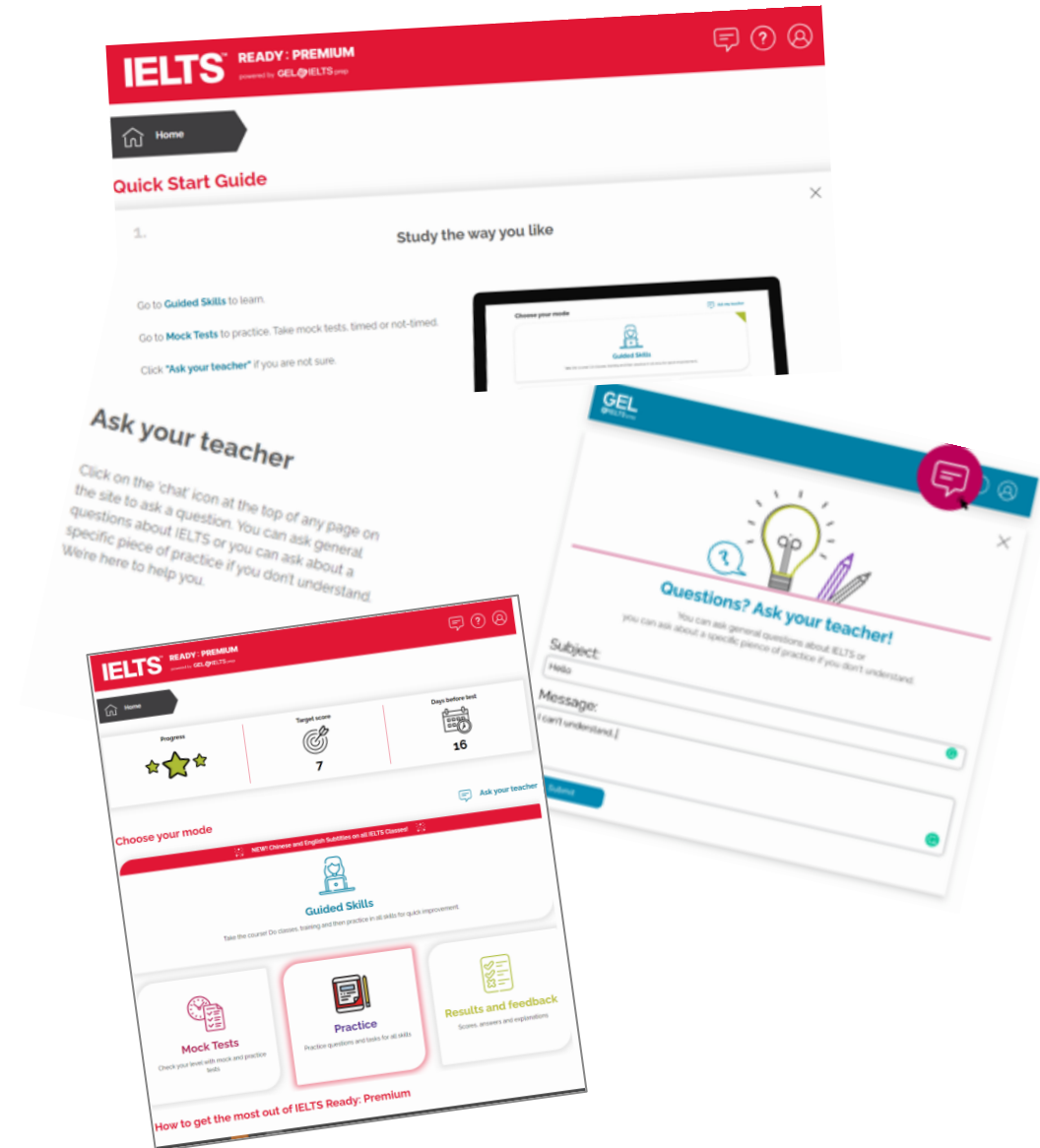




# IELTS Ready: Premium

- IELTS Ready: Premium is **available to all test takers** who purchase any form of IELTS from the British Council.
- **FREE** to all test takers from when they pay for IELTS **until test day**.
- Explore a **large series of practice tests and exercises**, uniquely presented in a web portal to help you refine your skills for your upcoming exam.
- The practice tests are modelled to **reflect real IELTS** exams questions, **drawn together adaptively** to best support you based on your previous attempts
- There are **25** Academic and **15** General exams available, exercises in all **4** skills, plus **live** and **recorded lessons**.
- **Real-time** comparison of your progress against target score
- **Guided learning plans** based on expert advice.
- **Ask the teacher** function allows **any question answered by an IELTS expert**
- IELTS Ready: Premium is **powered by GEL IELTS** and is **mobile friendly**.

IELTS Ready: Premium is the British Council's new post-registration preparation platform



# TakeIELTS

## TakeIELTS

TakeIELTS is the British Council website which is the home to IELTS and base for IELTS preparation.

As a portal to all things IELTS, there are links to IELTS Ready and British Council IELTS prep resources.

## Social Media

Hints, tips, advice and news – Facebook, Twitter and YouTube also provide the hub for the British Council IELTS community.

Here you can find live, expert led webinars, tutorial videos and keep abreast of the latest IELTS updates.

## British Council IELTS Prep App

Available on IOS and Android, IELTS Prep App is easy to download, use and offers lots of free practice material, including exercises and tests.

With over 5 million downloads it is the worlds leading IELTS app.

# An IELTS test centre near you

## IELTS

**Number of venues, location**

<b>Ireland:</b>	
1 Cork	1 Hull
4 Dublin	1 Lancaster
2 Galway	1 Leeds
1 Limerick	1 Liverpool
<b>UK:</b>	
6 London	
1 Aberdeen	3 Manchester
1 Bath	1 Milton Keynes
1 Bedford	1 Newcastle
1 Belfast	1 Norwich
1 Birmingham	2 Nottingham
1 Bournemouth	2 Oxford
2 Brighton	1 Peterborough
1 Bristol	1 Plymouth
2 Cambridge	1 Portsmouth
1 Canterbury	1 Reading
1 Cardiff	1 Rugby
1 Chelmsford	1 Sheffield
1 Chester	1 Southend-on-Sea
1 Coventry	1 Surrey
1 Exeter	1 Swindon
1 Eastbourne	1 Watford
2 Edinburgh	1 Wolverhampton
1 Glasgow	1 York
1 Guildford	

## test centres in the UK & Ireland

**Testing locations in UK and Ireland**





**Let's keep  
talking !**

[alan.addison@britishcouncil.org](mailto:alan.addison@britishcouncil.org)

**IELTS**



# Test Security & Results Verification

6 October 2023



# Agenda

- Test security
- How to verify OET results





# Test security

The English language test for healthcare professionals



# Test security across the candidate journey



Malpractice checks throughout the test process



World-class identification technology



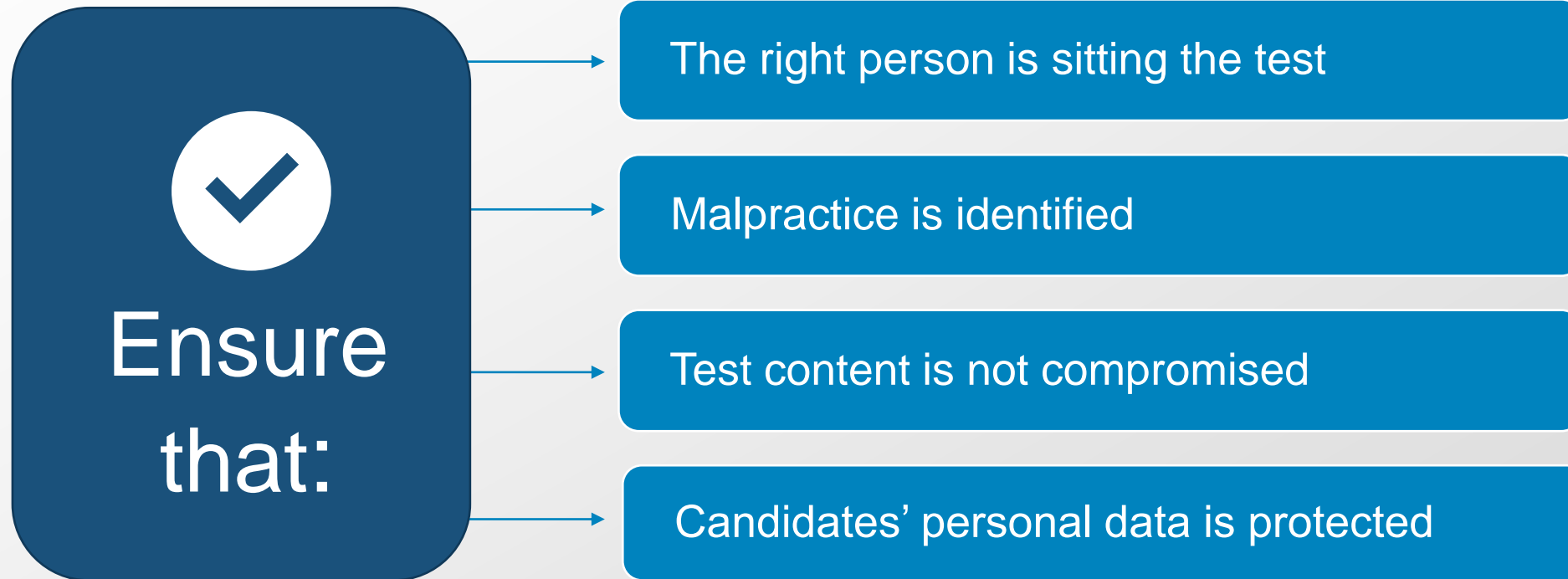
Double-marked by trained assessors



Secure online portal for results verification


# Security principles

Whatever the delivery mode, the overriding principles remain the same:




# Security throughout the process

Prior to the test:




Candidate booking requires valid ID

...




Notifications of malpractice, and investigations

...




Online monitoring and sweeps for OET test materials – takedown of offending posts and sites

On test day:




Multiple identity checks including ID and image capture

...




Environmental and candidate person checks

...




Constant monitoring by trained invigilators/proctors


After the test:



**Statistical analysis**  
Statistical analysis of results to identify abnormal score patterns.



**Malpractice Committee**  
Reviews test-day security breaches and candidate results and anomalies.



**Test Venue Audits**  
Unannounced site visits and follow-up audits

# Verification of results

# How to verify OET results

The only way to verify results is using our Results Verification Portal

**1. Ensure you are a recognising organisation:**

Go to <https://oet.com/for-partners/recognising-oet>

**2. Recognise OET:**

Once you recognise OET, authorised personnel will receive access to our Online Results Verification Portal, as well as access forms, user guides and training.

**3. Ensure candidates have shared their results:**

Contact candidates directly to ensure they have shared their results with you via the portal (GDPR).

**4. Access the verification portal to find results:**

For candidates who take OET on Paper, access myOET. For candidates who take OET on Computer or OET@Home, access OET Account.

# Where do I verify candidate results?

OET on Paper Candidates - MyOET

**OET**  
OCCUPATIONAL ENGLISH TEST

LOGIN  
REGISTER

**CANDIDATE PORTAL LOGIN**

USERNAME/EMAIL ADDRESS:

PASSWORD:

GO

[FORGOT PASSWORD](#)

**IMPORTANT MESSAGES**

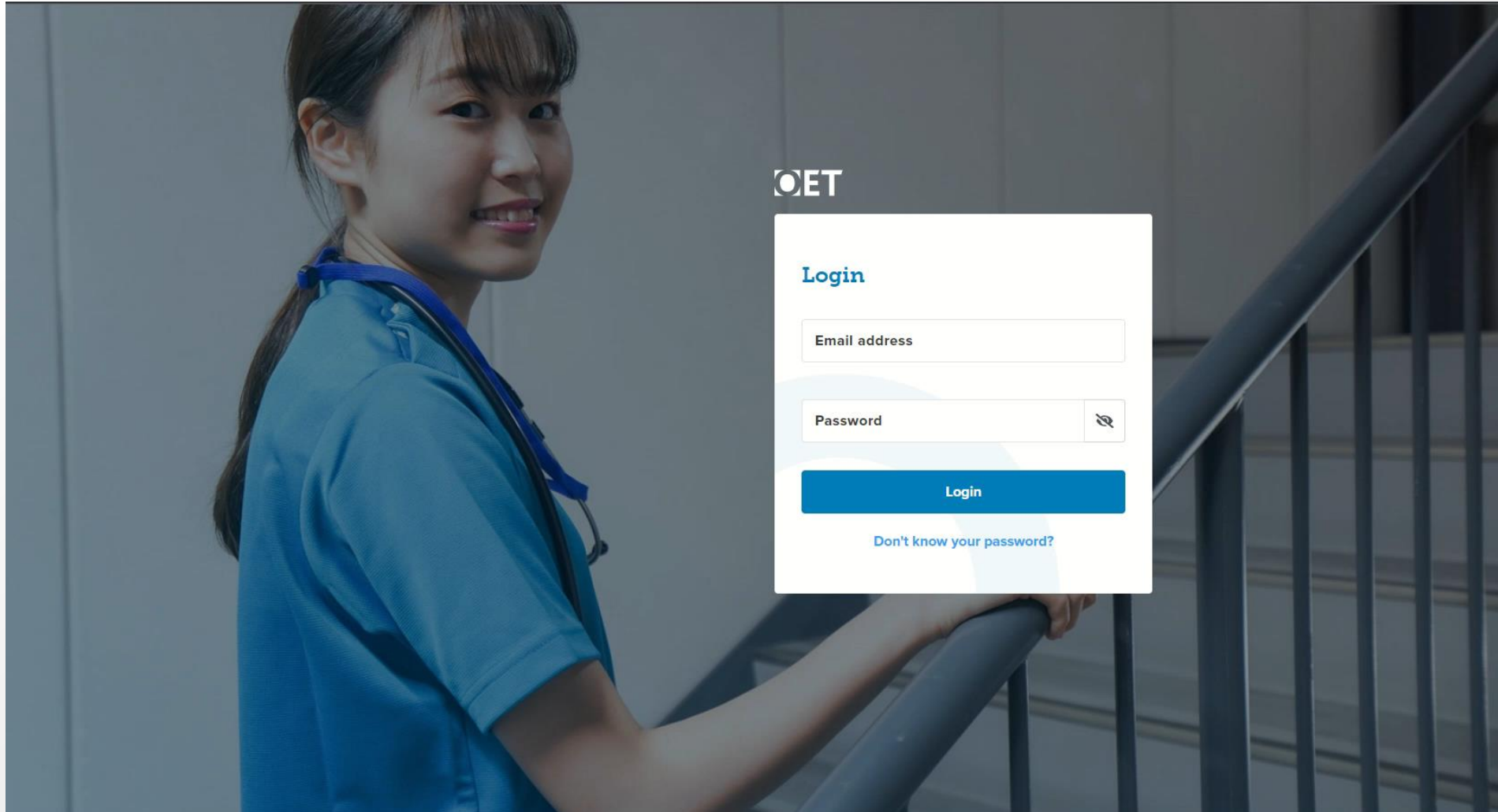
We are making some improvements to the myOET portal.  
[The portal will not be available between 6:00 pm - 11:00 pm AEDT on Wednesday 22nd Feb 2023.](#)  
Sorry for the inconvenience this may have caused you  
Passwords require a minimum of 8 characters including at least 3 lower case letters, 1 upper case letter and 1 number.  
Use the Forgot Password link

HELP TERMS & CONDITIONS PRIVACY & SECURITY



# Where do I verify candidate results?

OET on Computer & OET@Home candidates: OET Account



# Frequently Asked Questions

*Stay tuned for a document with answers to these questions post this presentation*

How can we apply to become a recognising organisation?

What is the process for verifying results?

When can I verify results?

How do I know which portal to access?

Why can't I view a candidate's results on the verification portal?

How can I add access for my colleague to the verifier portal?

I am/My colleague is experiencing a technical issue accessing the portal; how can I get help?





# Thank you

📍 Visit us at  
oet.com

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