

Linguaskill

Terms and Conditions

For Linguaskill and Linguaskill Business



In Centre: Notice to Candidates

Please read these important rules and regulations carefully. If there is anything you do not understand you should ask your centre invigilator.

- During the test you will be monitored by a centre invigilator with the support of Artificial Intelligence (AI) invigilation. The test will be recorded.
- Using the computer's webcam, the AI invigilation service will take your test day photo.
- You need to remain within the camera frame during the test. The AI invigilation service will monitor any suspicious behaviour, use of additional devices or unauthorised items.

WARNING

If you do not follow the rules and regulations, or if Cambridge has evidence of cheating, including any evidence found in post-test checks, you will not receive a result.

✓ DO

Arrive well before the scheduled start time.

Bring the same photo ID that you registered with for the test (passport or government-issued identity card) which is original, valid and in date.

Have on your desk only what is allowed for the test (login details, pens, pencils, water bottle & ID).

Listen to the centre invigilator and follow their instructions.

Read and follow all instructions carefully.

Put up your hand if:

- your personal details displayed on the screen in the Cambridge English Test Portal (Metrica) are wrong
- your headphones/microphone are not working
- you think you have the wrong test, or the questions are incomplete, missing or badly presented
- you are not sure what to do (no explanation of the test questions can be asked for or given).

Tell the centre invigilator if you do not feel well.

✗ DO NOT

Keep watches or any electronic items (for example, mobile phones, and cameras) in the test room or access these items during any breaks.

Have with you at your desk any items which are not allowed.

Cheat, copy, help another candidate, or give anything to or take anything from another candidate during the test.

Talk to, try to communicate with, or disturb other candidates during the test.

Use offensive language.

Attempt to move away from the test window or use any other electronic devices or access unauthorised material/websites.

Smoke, vape, eat, or drink (except water) in the test room.

Leave your seat until you are allowed to.

Leave the test room for any reason without the permission of the supervisor.

Take any rough paper out of the test room.

Make any noise in or near the test room.

Remote: Notice to Candidates

Linguaskill Remote uses video/image data, audio and event logs to monitor you throughout the test.

WARNING

All Linguaskill tests are monitored for potential malpractice. Malpractice constitutes any attempt to breach test security and obtain a fraudulent result that is not a true reflection of your level of English. Linguaskill tests taken remotely will be reviewed after the test event and if you are seen to have engaged in an activity that is or could be interpreted as malpractice, you will have your result disqualified.

✓ DO

Read and follow all instructions carefully.

Download the secure browser, have open and ready to take the test.

Ensure you have the required equipment which meets the minimum technical requirements.

Complete the technical check at least 24 hours before the test.

Close all programs (except your browser) and all browser tabs on your PC or laptop, including closing/uninstalling any artificial intelligence (AI) software.

Set up your room for the test check that requirements are met.

Have on your desk only what is allowed for the test, Login details, photo ID, pens, pencils, blank paper, bottle of water (no label), or water in a clear cup, tissues and any medicine approved by your centre.

Have the same photo ID that you registered with for the test (passport or government-issued identity card) which is original, valid and in date.

Check the information from your centre, you need to know the date of the test, start time and how to contact them in case of any issues.

Take a break before the test, you cannot leave your seat once you start the test. If you do need to take a break, this must be between modules and for no more than 20 minutes.

Be ready to take the test before the scheduled start time.

✗ DO NOT

Have with you at your desk any items which are not allowed.

Keep watches or any electronic items (for example, mobile phones, and cameras) in the test room. The exception would be medical support devices, which your centre must be aware of before the test, or a mobile phone where you experience technical difficulties.

Attempt to move away from the test window or use any other electronic devices or access unauthorised material/websites.

Cheat, copy, help or receive help from another person during the test.

Use offensive language.

Smoke, vape, eat, or drink (except water) in the test room.

Talk or whisper aloud, except during the Speaking module.

Cover your mouth with either an object or your hand.

Look around the room, the reviewer could interpret this behaviour as suspicious.

Disconnect from the test, the reviewer could interpret this as potential malpractice where this happens on multiple occasions and/or for extended periods of time.

Leave the test room, unless you take a break between modules.

Candidate Terms and Conditions

This fourth version of the candidate Terms and Conditions was released in April 2026. They are updated periodically as required.

These are the Terms and Conditions under which Linguaskill tests are provided. Further information about Linguaskill can be found on cambridgeenglish.org and a list of Linguaskill Centres can be found on our website [here](#). Anyone who requires additional information should contact their nearest Linguaskill Centre.

Important note

Cambridge University Press & Assessment accepts Linguaskill test entries on the basis that Authorised Linguaskill Centres and candidates fully understand the Regulations contained within these Terms and Conditions. Linguaskill Centres may ask candidates to confirm that this is the case. It is the Centre's responsibility to ensure that all candidates are made aware of the information contained in these Terms and Conditions at the time of registration.

If any of these regulations and conditions are deemed invalid, void or for any reason unenforceable, that regulation or condition will be deemed severable and will not affect the validity and enforceability of any remaining condition.

Definitions

Cambridge English/Cambridge /we/us/our	Experts in English language assessment, responsible for creating and marking the Cambridge English Linguaskill test. Cambridge English is part of Cambridge University Press & Assessment.
Linguaskill Centre	Cambridge Authorised Linguaskill Centre means an institution approved by Cambridge to offer any of the Linguaskill Tests.
Candidate(s), you or your	Someone who has registered with a Centre to take a Linguaskill test. References in these Terms and Conditions to 'You', 'Your' or 'Candidates' are interchangeable.
Metrica	The Cambridge English Test Portal, more frequently known as Metrica, is an online portal used to administer Linguaskill Tests. It is controlled and operated by Cambridge English which is part of Cambridge University Press & Assessment.
Linguaskill Test or Test Material	The test and any associated documentation, software or other material.

Linguaskill is a modular online multi-level test of English language proficiency that reports results on an internationally recognised reference framework called the Common European Framework of Reference for Languages (CEFR). Linguaskill has two variants: Linguaskill and Linguaskill Business.

By entering and using the Cambridge English Test Portal (Metrica) and any other websites notified to the candidate as part of registration, the candidate is confirming that they agree to these Terms and Conditions and regulations under which the Linguaskill and Linguaskill Business tests are provided.

Regulations

1. Registering for the Linguaskill Test

- 1.1 Candidates can only register for a Linguaskill test through an Authorised Linguaskill Centre. The Centre will advise on matters such as the test date, invigilation method and test fees.
- 1.2 The Linguaskill test is designed for adult English language learners and intended for candidates aged 18 years or over.
- Candidates aged 16 or 17 may take the Linguaskill test in centre only, subject to the provision of valid parental or legal guardian consent.
- Candidates aged 15 may be permitted to take the Linguaskill test in centre only and on an exceptional basis, provided that:
- completed parental or legal guardian consent has been obtained; and
 - all applicable local legislation permits the testing of candidates of this age, including the collection and processing of personal data and photographic capture.
- Candidates taking the Linguaskill Remote test must be aged 18 years or over.
- 1.3 A candidate's contract is with the Linguaskill test centre, and test fees will be paid directly to them. Fees may vary from region to region, depending on variations in local costs.
- 1.4 Linguaskill is a modular test, and candidates can take any combination of the modules on a test date subject to them being run and administered by the centre on that date.
- 1.5 Linguaskill test centres decide whether to accept a registration or not. Once registration is paid, candidates cannot transfer their test entry to another Linguaskill test centre.
- 1.6 Linguaskill tests use an AI invigilation service in addition to face-to-face invigilation for in centre tests. The AI invigilation service uses video/image data, audio and event logs for the purpose of assessing test security. Recordings will be retained for 6 months.
- 1.7 Linguaskill tests taken remotely, using the record and review remote invigilation service, use video/image data, audio and event logs to monitor the candidate. Recordings will be retained for 6 months
- 1.8 Candidate responses to the Speaking test will be recorded and are kept for the purpose of result assessment and validation, and product research and development.
- 1.9 Attempts to breach regulations may result in the registration being cancelled without any refund of fees and/or a candidate result being withheld temporarily during investigation, or permanently if regulations have been breached.
- 1.10 Wherever possible, Cambridge provides access arrangements for candidates with special requirements (e.g., extra time, online modified adaptive Listening and Reading version or off-line modified papers). Enquiries about this service must be made to the Linguaskill Centre as soon as possible.
- Access arrangement online versions with extra time and taken in-centre need to be made 48 hours (2 working days) prior to the required test date.
 - Access arrangement online versions with extra time and taken remotely need to be made at least 96 hours (4 working days) prior to the required test date. This is to ensure there is enough time to set up the session and submit the entry before the 48-hour Linguaskill Remote entry deadline.
 - Requests for offline paper-based modified versions should be made at least three weeks prior to the required test date.
- 1.11 Where a candidate is unable to attend the Linguaskill test or is disadvantaged on the test day owing to illness, injury, or an exceptional event, we request that you notify your centre, in writing, for special consideration. Supporting evidence should be provided and the request should be made at the earliest possibility and no later than 48 hours after the Linguaskill test date. Requests for special consideration cannot be made after results have been released.

Your Linguaskill centre will consider the request and may provide an alternative test date or offer a full or partial refund of the fee. Requests for refunds for other reasons will only be considered in exceptional cases.

- 1.12 Taking the Linguaskill test requires uninterrupted access to the internet, power supply and devices or services that are not owned or controlled by Cambridge English. Cambridge English has no control over and assumes no responsibility for such access, devices, or services. When booking a Linguaskill test, you or your parent/guardian acknowledge and agree that Cambridge will not be responsible or liable, directly, or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such access, devices, or services.

2 Photo ID and Photo Upload

- 2.1 The candidate must provide their passport/ID number to the centre at the time of registration and bring the same ID to the Linguaskill test. When taking remotely the pre-test check will capture a photo of the photo ID or alternatively it can be uploaded to the platform. The Centre should be informed of any change to the identity document before the test date. A candidate ID must be valid, original, and unexpired. This must be a passport or government-issued national identity card or other another form of ID approved by Cambridge.
- 2.2 If a candidate does not bring their ID to the Linguaskill test they may not be allowed to take the Linguaskill test or if the ID is not captured when taken remotely, they may not receive a result.
- 2.3 For Linguaskill tests the candidate identity document number will be displayed on the Certificate and added to the Results Verification Service website.
- 2.4 Verification of identity may also include biometric checks such as finger/thumb printing, reading of biometric data stored on identity documents, and voice and facial identification. Other verification measures may include signature/handwriting comparison, photographing/video surveillance, and other forms of electronic confirmation. The verification of identity is carried out by centre staff and if necessary, this is supported by Cambridge staff.
- 2.5 Only the person registered for the Linguaskill test can take the test. If Centre staff doubt your identity, you will not be allowed to sit the test.
- 2.6 On the day of the test candidates are required to have a photo(s) taken. This is a mandatory requirement and is one of the methods for checking identity. By registering for the Linguaskill test, a candidate, or their parent/guardian, acknowledges that a digital photo is required. If the candidate does not have a test day photo taken, they will not be able to start the test.
- 2.7 Using the computer's webcam, the AI invigilation service will take the test day photo. The candidate needs to remain within the camera frame for the test day photo and during the test. The AI invigilation service will monitor for any suspicious behaviour, use of additional devices or unauthorised items.
- 2.8 The photo will be displayed on the Certificate and on the Results Verification Service website cambridgeenglish.org/verifiers. Candidates choose who can view it by sharing their result via the Cambridge English Test Portal (Metrica) with their chosen institution.
- 2.9 Cambridge English will use the photo and photo/passport ID number for malpractice checks.

3 Taking the Linguaskill test in centre

- 3.1 Candidates must not keep watches or any electronic items, such as mobile phones, recording devices, audio/video players, smart watches, etc. in the test room during the test. Any candidate who breaches these conditions will not receive a Linguaskill test result or be eligible for a refund. The exception would be medical support devices or items which you must notify your centre of before the test. While the centre will take all reasonable measures to secure your items in the belongings area, they cannot be held responsible for any loss.
- 3.2 Centres or Cambridge English representatives may use electronic detection scanning devices such as hand-held metal detectors/wands.

- 3.3 Centres must tell candidates before the test day about the arrangements for electronic items, so that candidates can decide whether to bring these with them.
- 3.4 Arrive at the test centre/venue before the scheduled test start time. If you arrive late, you may not be allowed to take the test and you may not be eligible for a refund.
- 3.5 Leave all personal belongings in the designated belongings area. The only items that candidates may bring into the test room are their registered identity document, standard pen(s), pencil(s) and a bottle of water (label-free). All electronic devices and all watches must be left in the belongings area and must be switched off.
- 3.6 When entering login information to start the Linguaskill test on the Cambridge English Test Portal (Metrica) candidates should carefully check the information in the Candidate Information Screen, particularly for any incorrect spellings. Any corrections should be drawn to the attention of the Linguaskill Centre immediately.
- 3.7 Candidates will be asked to provide Candidate Information which will be used as part of Cambridge English's research programme to improve the quality of the Linguaskill tests. The information provided is treated anonymously and is strictly confidential. It is essential that candidates enter the same email address each time so that the system can link their accounts and produce a multi-skill Certificate.
- 3.8 Some key rules and regulations on what candidates can and cannot do during the Linguaskill test are provided in the Notice to Candidates. Candidates will be provided with a link to the Notice to Candidates via their email confirmation.
- 3.9 Inform the invigilator at once if your headphones/microphone are not working or you don't see the correct test on your computer screen or if the test is incomplete or illegible.
- 3.10 Raise your hand if you need to ask the invigilator something. Candidates may not ask for, and will not be given, any explanation of the test questions.
- 3.11 Candidates must not:
- talk to or disturb other candidates once the test has started.
 - lend anything to, or borrow anything from, another candidate during the test.
 - eat, smoke or vape in the test room.
 - leave the test room without the permission of the invigilator.
 - leave the test room at the end of the test until you have been told you can leave.
 - engage in any form of malpractice which may damage the integrity and security of the Linguaskill test. Further information on Malpractice can be found in section 4.
- 3.12 The use of offensive, such as rude or racist, language in Linguaskill test responses will not be accepted and a Linguaskill test will not be marked, or a result given. The decision by Cambridge English on this is final.
- 3.13 The use of AI software, or similar AI assistance applications must not be installed or accessed during the Linguaskill Test. An application is not permitted if it can be used to gain marks illegitimately for example to:
- identify spelling, punctuation, and grammar errors
 - suggest improvements to written text
 - draft text for responses.
- This includes any Input Method Editor (IME) software or keyboard-based translation software, which must be closed or disabled for the test
- 3.14 Invigilators and supervisors may detect and report Malpractice. This may also be detected by an AI invigilation service, Linguaskill examiners during marking and by statistical checks applied to candidates' answers.
- 3.15 Cambridge English regularly monitors its Centres to ensure that they are administering Linguaskill tests according to its strict regulations and to check quality of service.
- 3.16 Only the candidates, supervisor, invigilators, and authorised Cambridge English representatives, are permitted in the test room.

4 Taking the Linguaskill test remotely

- 4.1 Candidates must follow all requirements detailed in the Candidate Instructions provided ahead of the test. The Instruction Booklet should not be on the desk when taking the test.
- 4.2 Candidates must have all the right equipment which meets the technical requirements to take the Linguaskill test. The Technical check must be completed at least 24 hours before taking the test.
- 4.3 Candidates must ensure that their test room and desk meet the following requirements:
- The room is in a private residence or in a private space of a public building.
 - The test **cannot** be taken in a public place shared with other people, e.g. library, café, open-plan office or in a vehicle
 - The test may be taken in a room booked in a public building, e.g. a hotel room, a study room in a university library, if you can guarantee you will not be disturbed during the test.
 - If the room has glass walls, it must have curtains or blinds which are closed to ensure privacy.
 - The room is quiet with no excessive background noise, e.g. traffic noise that may distract you.
 - Please ensure the door to your room is closed during the test.
 - You must be alone in your test room during the test. If another person is seen, you will not receive a result.
 - The room is well lit, and your surroundings are always clearly visible.
 - You should take the test sitting or standing at a desk or table.
 - Your computer/laptop is on desk or table, a low table e.g. coffee table is not permitted.
 - You cannot take the test with a laptop on your lap, sitting on a sofa or lying down etc.
 - Any desk drawers are closed.
- 4.4 Candidates must ensure that their desk is tidy and free from clutter and only has the following items:
- Computer/laptop (computer stand) and charger
 - Keyboard, Mouse and Mouse Mat
 - Headset with the microphone on a boom, if taking the Speaking test. External speaker(s) are permitted for the Listening, if not taking the Speaking module.
 - External webcam
 - Login details
 - Photo ID. This must be the valid identity document (passport or national ID card) that you applied for the test with.
 - Pens, pencils, blank note paper
 - Bottle of water without label, or water in a clear glass/transparent cup
 - Tissues/handkerchief and medicine, confirmed and approved by your centre.
- 4.5 Candidates must not keep watches or any electronic items, such as mobile phones, recording devices, audio/video players, smart watches, etc. in the test room during the test. The exceptions would be:
- medical support devices or items which you must notify your centre of before the test.
 - accessing a mobile phone if you experience any technical difficulties during the test to contact your centre. This must be kept outside the test room and only accessed if needed.
- Any candidate who breaches these conditions will not receive a Linguaskill test result or be eligible for a refund.
- 4.6 Using the computer's webcam, the remote invigilation service will take the candidate test day photo and will video record the candidate throughout the test. Candidates must remain within the camera frame during the test. The recording will be reviewed for any suspicious behaviour, not following requirements, use of additional devices or unauthorised items. If any evidence of cheating is either flagged by AI or the human review, which may include evidence found in post-test checks, you will not receive a result.
- 4.7 The secure browser must be installed before starting the test. The secure browser prevents other windows and applications from being opened during the test. The test will not open if the secure browser is not installed.
- 4.8 Candidates must ensure that no AI software, or similar AI assistance applications are installed or accessed during the Linguaskill Test. An application is not permitted if it can be used to gain marks illegitimately in the test, for example to:

- identify spelling, punctuation, and grammar errors
- suggest improvements to written text
- draft text for responses.

This includes any Input Method Editor (IME) software or keyboard-based translation software, which must be closed or disabled for the test.

- 4.9 Candidates should ensure that they know the date of the test and start time and how to contact their centre in case of any issue. Candidates must be ready before the scheduled test start time. Starting late for the test may mean that not all parts of the test can be completed and a refund may not be provided.
- 4.10 Candidates should be aware that if you disconnect from the test on multiple occasions and for extended periods of time, this may be considered potential malpractice, and you may not receive your result.
- 4.11 Candidates should not leave the test room, unless taking a break between modules and for no more than 20 minutes.

5 Malpractice

- 5.1 Anyone not following Cambridge English regulations and instructions, or not following the Centre's instructions, or whose behaviour is disruptive, may be stopped from taking the test or may be subject to Cambridge English Malpractice procedures.
- 5.2 Cambridge English values the integrity and reliability of the Linguaskill test and has strategies, such as statistical analysis, that counter attempts at cheating and other forms of malpractice. The investigation of suspected malpractice cases may delay results.
- 5.3 Malpractice includes, but is not limited to:
- obtaining unauthorised access to test material
 - attempting to obtain an unfair advantage (cheating or deception) in any way, including using or trying to use unauthorised material or websites
 - copying/collusion or attempted copying/collusion with others
 - disruptive behaviour or not following the instructions of test administrators including the use of prohibited devices
 - impersonation (pretending to be someone else) or having another candidate impersonate you)
 - copying the work of another candidate
 - disrupting the test in any way
 - reproducing any part of the test in any medium
 - reproducing any part of the exam in any medium including memorising test material to gain or give an unfair advantage
 - altering or attempting to alter the data on the Certificate or any results document in any medium
 - any other form of cheating or gaining of an unfair advantage.
- 5.4 Malpractice is likely to be noticed by the invigilator or supervisor but may also be detected by AI remote invigilation, examiners during marking and by statistical checks applied to candidates' answers.
- 5.5 Further malpractice prevention measures include voice identification checks which are conducted on pseudonymised candidate recorded speaking test responses and raised for further investigation by Cambridge English.
- 5.6 A candidate will not receive a result if they are found to have been involved in malpractice or where Cambridge English does not consider the scores to be a reliable indicator of their ability. Cambridge English reserves the right to cancel Linguaskill test results for the entire Linguaskill test session, if it considers their rules and regulations were breached for any of the modules and/or the scores are not valid due to malpractice. Candidates have the right to appeal, via their Linguaskill Centre, against any decision relating to malpractice.
- 5.7 Candidates are not entitled to a refund if their results are cancelled or withheld due to malpractice.

- 5.8 Cambridge English may share the outcomes of test security investigations and information about candidates whose results have been cancelled with institutions, parents/guardians, government agencies, or law enforcement.
- 5.9 Cambridge English welcomes legitimate reports of suspected fraud, malpractice, misconduct, suspicious activity, and threats to the security or integrity of the Linguaskill test. If anyone believes they have witnessed, suspects or is aware of any reportable matters, Cambridge English invites them to report the matter.

6 Results and Certificates

- 6.1 Cambridge English aims to issue a candidate result via the Cambridge English Test Portal (Metrica) within 3-5 days of taking the Linguaskill test when taken in-centre, unless you have been informed otherwise by your test centre.

Results for Linguaskill Remote will be released to candidates within 6-8 days after the test. Results can take up to 10 days to be released where held for review and further investigation.

- 6.2 A candidate result may not be issued within the timeframe if Cambridge decides that it is necessary to review and investigate any matter associated with the taking or administration of the test. To assist any investigation, a candidate may be required to provide writing and speaking samples.
- 6.3 A candidate result may be cancelled after it has been issued if any irregularity is subsequently identified.
- 6.4 Candidates can view their results and download their Certificate by logging back into the Cambridge English Test Portal (Metrica) with their username, password and centre number. Candidates can also share their results to selected Recognising and Receiving Organisations via the Cambridge English Results Verification Service. Candidate identity information, provided as part of registration, is linked to the Linguaskill test, the test result and on the Certificate. This enables candidates to share their result with Recognising and Receiving Organisations and for them to verify the result.
- 6.5 For a candidate to access and see their results for multiple tests, taken over various test dates, the candidate is required to take all the tests under the same centre, with the same centre number. Where a candidate takes Linguaskill tests at various centres a separate candidate account will be created under that centre ID to access and view results.
- 6.6 The Certificate includes:
- an indication of whether the Linguaskill or Linguaskill Business test was taken
 - the Cambridge English Scale score for each skill tested
 - the Common European Framework of Reference (CEFR) Level for each skill tested – the CEFR is the international benchmark for describing language ability
 - an average Cambridge English Scale score and associated CEFR level
 - an explanation of what each score means in terms of English language ability
 - Candidate Photo
 - Candidate Identity Document Number
 - Test Venue
 - Invigilation method: In centre or Remote
 - Results Verifications Number.
- 6.7 If any of the data on the Certificate has been altered in any way, the original test result will be cancelled.
- 6.8 Name amendments are only allowed under certain circumstances. For further information, see cambridgeenglish.org. A request for a name amendment received more than two years after sitting the Linguaskill test may not be accepted.
- 6.9 Feedback on individual performance is not provided. All available information is provided in the Certificate. No further information will be given to a candidate or Linguaskill Centre. Under no circumstances will Cambridge English provide access to test responses submitted by the candidate.

- 6.10 Cambridge English may amend candidate results under exceptional circumstances. Cambridge English reserves the right to cancel Linguaskill test results for the entire test if it considers the scores for any part are not valid.
- 6.11 The Reading and Listening modules, which are computer-adaptive, provide highly reliable test scores. Regular checks are done to maintain this high level of test reliability. The Writing and Speaking tests adopt a hybrid approach to marking in which candidates' responses are marked by either an auto-marker or human examiners. Auto-marking refers to using technology without any human involvement. For further information on the auto-marking process please see our website [here](#). Our qualified Linguaskill examiners are subject to a rigorous training and monitoring programme.
- 6.12 If a candidate believes that Cambridge English has awarded an incorrect result for their Speaking or Writing test, they can request an Enquiry on Results. Enquiries on Results are not available for Listening and Reading tests due to their adaptive nature. Linguaskill Centres can advise on the procedure, date by which requests for Enquiries on Results should be made and the fee for this service. Fees will be fully refunded in the unlikely event that Cambridge English changes the CEFR level of the test. Candidates should be aware that if a fault in marking is identified, the final test score may increase or decrease.
- If the candidate's Speaking or Writing test was 100% auto-marked, Cambridge will complete the Enquiry on Results for free. This constitutes the candidate's right to request a human review of a 100% auto-marked test. In these cases, the centre will inform the candidate and reimburse any fees accordingly.
- 6.13 If a candidate is dissatisfied with the outcome of an Enquiry on Results, a Malpractice decision or a decision relating to any reasonable adjustments made for Access Arrangements, such as Special Arrangements and Special Considerations, they can request an Appeal. Candidates should raise this through their Linguaskill Centre. Linguaskill centres can advise on the procedure, dates by which requests for appeals should be made and the fee for this service.
- 6.14 A candidate can re-sit any component for Linguaskill again. They can do this immediately, or after having studied further. For the result of the re-sit to be linked to the original test, it *must* be taken with the same login and at the same Institution/centre where the original test was taken.
- 6.15 The candidate can choose their best score achieved – a unique Linguaskill feature called My Best Score. This means that candidates do not have to practise all four skills again to ensure they pass the test. Instead, they can concentrate solely on improving the skills they need.
- 6.16 Where a candidate has retaken modules and is selecting My Best Score, if they have taken the test both in centre and with remote invigilation, the Certificate will always show the invigilation method as 'With Remote Proctoring'. Some Organisations only accept Linguaskill results which are taken in centre, so we advise candidates to check with them directly on requirements.
- 6.17 Test results are available via the Cambridge English Test Portal, Metrica indefinitely. Candidates should check with the appropriate Recognising Organisation for how long they accept results.
- 6.18 For any issues, concerns or complaints relating to the delivery of the test, a complaint can be submitted. All complaints will be dealt with in line with our Complaints Policy available on cambridgeenglish.org/help/complaints.

7 Privacy and Personal Data

- 7.1 Cambridge English recognises and supports the right of candidates to privacy and will not use the candidate's personal data for any purpose other than as described within our [Privacy Policy](#).
- 7.2 The use of Linguaskill and candidate rights in relation to auto-marking are set out within our [Privacy Policy](#).
- 7.3 Cambridge aims to protect individuals by providing a safe and trusted environment. We aim to promote safeguarding through the products and services we provide.
- 7.4 Linguaskill is delivered via the Cambridge English Test Portal, known as Metrica, which is hosted on a secure technical infrastructure within Microsoft's Azure Cloud Computing Platform and Services.

Microsoft complies fully with EU GDPR requirements, as well as any additional national legislation that imposes requirements beyond those of European regulation. All personal data recorded and processed through Metrica is stored within the EU, specifically in Microsoft data centres located in Northern Europe (Republic of Ireland) and Western Europe (the Netherlands). Microsoft offers extensive enterprise-level compliance coverage and holds numerous internationally recognised certifications, including ISO/IEC standards, CSA/CCM, ITAR, CJIS, HIPAA, and IRS 1075, among others.

Candidates taking Linguaskill tests in-centre are invigilated face-to-face by a trained invigilator throughout the test session. The invigilator serves as the primary line of security. In addition, an integrated AI-based “Lite” invigilation service, provided by Cambridge’s partner Talview, operates in the background during the test. The test is also delivered using a secure browser to further protect test integrity.

Linguaskill Remote uses a record-and-review invigilation service, combined with a secure browser supplied by Talview, Cambridge’s remote invigilation partner. This solution includes AI-based flagging and a full post-test review conducted by a trained Talview reviewer.

On behalf of Cambridge, Talview may collect candidates’ personal data, such as name, email address, candidate ID, photograph, and voice sample. All data collected is encrypted and used solely for the specified purposes. Talview hosts and processes all data within the EU using Microsoft Azure Cloud Computing Platform and Services. Data collected and processed by Talview, on behalf of Cambridge, is not shared with any third party, organisation, or individual.

8 Intellectual Property

- 8.1 Cambridge English owns all rights, licences and intellectual property of the Linguaskill product (the “**Owner**”). You cannot use, copy, or distribute Linguaskill or its results except for test purposes.
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