



# OET@Home<sup>®</sup>

## Listening, Reading & Writing

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### User Guide



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# Welcome to the OET@Home® User Guide

The OET test that you can take safely and securely in the comfort of your own home.

We have put together this guide to help you prepare for test day so you'll be more confident when the time comes. The more you know what to expect, the more comfortable you'll feel about taking OET@Home®!



## Where to sit OET@Home®

You can choose where to sit OET@Home®. Most importantly, it should be a quiet place where there are no other people or distractions. Set up a comfortable workplace, including a desk/ table and chair.

Additional requirements:

- Your testing location must be indoors, fully enclosed with solid walls, and well-lit. Transparent glass panels or walls are not permitted.
- You must be alone during the test. Nobody can enter the room. If this happens, the Proctor will end your test and you will not receive your test results.
- Your workspace must be clean and free of clutter. There should be no notes or materials in the area around you.

We have put together some pictures that show you clearly how your workspace should and should not look while you sit OET@Home®. You'll find them on pages 16-17 of this guide.



## What to bring



- ✓ Valid ID. You must have your original, valid (unexpired) and accepted ID for OET with you on test day.
- ✓ Your computer along with a webcam, wired headphones, stable internet connection and all system requirements. See system requirements on page 6.
- ✓ A clear plastic bottle of water, with no label. Any labels must be removed beforehand.
- ✓ You will need a medium to a large mirror (e.g. 30cm x 30cm) for the environment check.

## What not to bring



- ✗ Bags of any type, including a pencil case
- ✗ Mobile phone
- ✗ Watch
- ✗ Any electronic devices (including cameras)
- ✗ Pens or pencils
- ✗ Dictionaries
- ✗ Paper/notepad (you'll be able to highlight in approved areas of the test)
- ✗ Correction fluid/ tape

# System requirements

Setup	Windows	Mac
Accepted Devices	Use a laptop or desktop PC with webcam.  NOTE: Microsoft Surface or similar can only be used when configured in laptop mode and your browser zoom must be set at 100%.	Use a laptop or desktop PC with webcam
	Tablets, company-issued devices or dual monitors are NOT allowed.	
Power source for your device	Plug your device directly into a power source, unattached from a docking station.	
Web camera	You must have a webcam. If you have a desktop computer, the webcam must be external so a 360-degree environment check can be performed. Your webcam can be a wired or built into your laptop. . Bluetooth is not allowed.	
Headset or headphones	A wired (i.e., plug in) headset/earphones must be plugged in at all times. Bluetooth is NOT allowed.	
Correct screen resolution & scaling	Make sure your screen resolution is set to 1920 x 1080 and your screen scaling is set to 100%.	2014 and newer computers should all exceed the recommended resolution. Please ensure scaling is set to the default setting.
Compatible Operating System	Windows 8.1 or higher.	MacOS 12.0 or higher (except for 13.0 through to 13.2.1)
Web browser	Google Chrome.	
Internet Connection	We recommend connecting an Ethernet/LAN cable directly to the router. Please ensure the cable is long enough to allow you to conduct the 360-degree environment check.	
Internet Connection Speed	5.0 Mbps or greater download speed. 1.0 Mbps or greater upload speed.	

## Tech tips:

- ✓ Run a speed test before test day
- ✓ Disconnect other devices. For strong internet connection, you can use an ethernet connected directly to the router.
- ✓ If you are using WiFi, position your device where you can receive the strongest signal.
- ✓ If you have previously installed the ProProctor Application, please uninstall it and reinstall it again
- ✓ Close all other apps/programs as they may limit ProProctor's ability to secure your computer for the test

## About each sub-test

The order your sub-tests come in depends on your individual test timetable. The Listening, Reading and Writing sub-tests will always be delivered together in this order in one test sitting via Prometric's Pro-Proctor system, while the Speaking test will be delivered separately.

Your Listening, Reading and Writing sub-test sitting will begin with a 10-minute tutorial. Pay attention to this carefully as it will help you to familiarise yourself with the test system.

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## Taking the Listening sub-test

🕒 40 minutes

The [Listening sub-test](#) is divided into 5 sections (each task is one section) and a total of 42 question items based on general healthcare topics.

You will have time at the end of each section to review your answers.

Remember to keep your answers for short — just a word or short phrase. If your response is too long, you will not be able to see it all on the computer.





## Taking the Reading sub-test

🕒 60 minutes

The [Reading sub-test](#) consists of three parts and has a total of 42 question items. The time is split into 15 minutes for Part A and 45 minutes for Parts B and C.

You need to scroll down to view the full texts in the PDF Viewer for Reading Parts A and C. For Part A, remember to keep your answers short — just a word or short phrase. If your response is too long, you won't be able to view it all on the computer.



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## Taking the Writing sub-test

🕒 45 minutes

The [Writing sub-test](#) takes 45 minutes and is specific to your profession. You will need to scroll down to view the full text of the case notes in the PDF viewer.

You will have 5 minutes of reading time to familiarise yourself with the case notes before writing your response.



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## Will I get any break in the test?

You will be given one scheduled 10-minute break after Reading Part A. If you want to leave the room during the break, you will need to notify the proctor and leave your camera on. If you fail to notify the proctor or turn your camera off, your test will be forfeited. You will also have to undergo a full security check within the 10-minute break when you return. If you need to take an unscheduled break, please advise the proctor and leave your camera on. You will need to undergo a security check when you return.

**Please note:** If it is time for your scheduled break, make sure the proctor has acknowledged your request before you take the break.

### Tip:

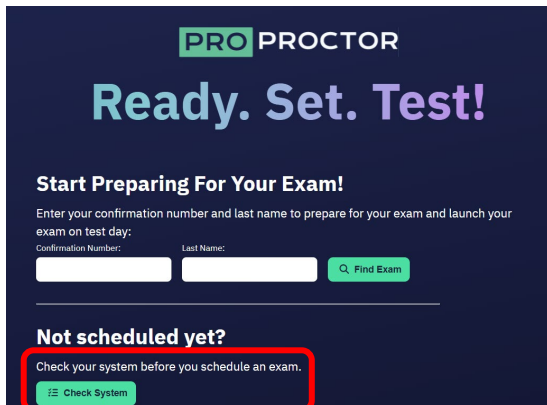
Make sure you check your timetable in the confirmation email:

- ✓ The local time for Listening Reading and Writing via ProProctor



# Checks before test day

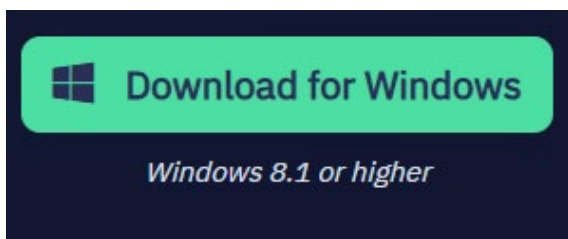
## System Check and ProProctor installation on Windows



### System Check

Before installing the ProProctor application that OET@Home® runs on, you need to do a system readiness check to confirm whether your computer can install and run the ProProctor application. The link to the system check is here:

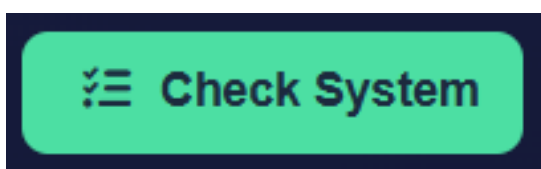
<https://rpcandidate.prometric.com>



### Download & Install the ProProctor Application

Once your computer has been validated, you are ready to download and install the ProProctor application that delivers the OET test. Please do so 24 hours before test day.

Important: If you have previously installed the ProProctor Application, please uninstall and reinstall it again.



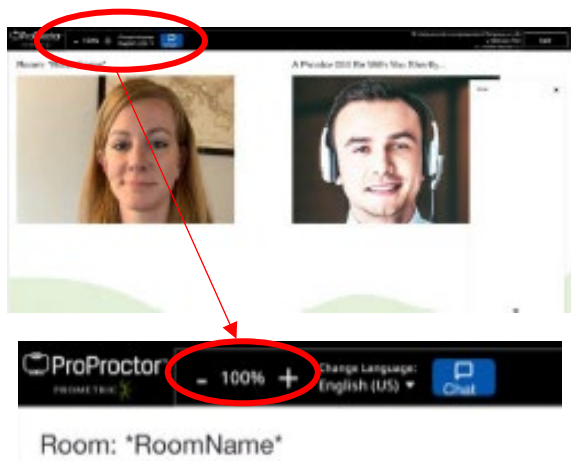
### Conduct a system readiness check in the ProProctor application

Open the ProProctor application.

Enter your confirmation number and the letters found in your booking confirmation email.

Click **Check System** to complete the System Readiness Check. Here you will be able to:

- Uncover any technical issues before test day
- Try out the PDF zoom function

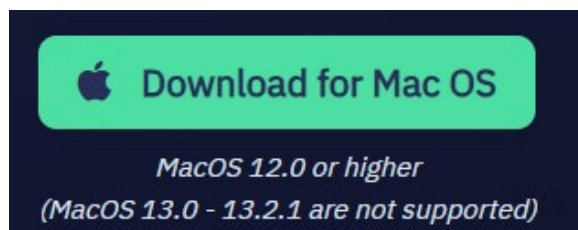


## ProProctor PDF zoom function

You may need to zoom in or out using the ProProctor zoom function at the top of the window.

## Mac Guidelines

Follow this guide [Mac OS Users](#) for installing ProProctor on Mac OS



- Please follow the instructions on the Prometric website to download and install ProProctor on Mac
- Check and change screen resolution on your Mac
- It's important that your screen resolution is set to 1920 x 1080 and zoom scaling as the default setting. You can find instructions on how to do this on the [Apple Support](#) page.



## On test day: Launching your test

On the day of your test, please make sure you are ready to launch your test and start the checking-in process 15-30 minutes before your scheduled test time. When you are sitting comfortably at your prepared desk/table, go to the Prometric ProProctor site at

<https://rpcandidate.prometric.com/Home/LaunchExam>

### Launch your test

Prior to launching your test, please ensure your setup meets the requirements. This includes:

- Limiting anyone in your household from using the internet, i.e. ask a family member to not use Netflix.
- Checking your screen resolution is set to 1920 x 1080 and scaling is at 100% (for Windows).

**To launch your test** (at least 15-30 minutes before the start time):

1. Open your booking confirmation email. This is the email you received when you first booked the test.
2. Enter your confirmation number.
3. Enter the four letters displayed in your booking confirmation email.



# Checking in



## 1. Image capture

Simply position your face using the guides on the screen and click the **Capture** button. Make sure you check that the image clearly shows your face and is not blurry.

Click **Proceed**.



## 2. ID Capture

Position your ID (the same document you used when booking OET), using the guides on the screen and click the **Capture** button. Make sure you check that all text is readable. Then click **Proceed**.



## 3. Checklist

Read the on-screen checklist to be sure you have everything required to take your test. When you are ready, click **Proceed** to alert the Prometric Readiness Agent who will appear on-screen in a few moments.

# Meeting your Prometric Readiness Agent

Your Prometric Readiness Agent will guide you through **three** security checks before starting your test. Please note that you may need to wait several minutes until a Readiness Agent is ready to assist.

## 1. Candidate Detail Confirmation

Your Readiness Agent will confirm with you your name, ID details, address and test details via live video chat.



## 2. 360° Environment Check

Your Readiness Agent will ask you to show them a 360° view of your environment, your computer screen and keyboard as well as your work surface, using your webcam. They may request that you remove items, move items or make other changes to ensure that the environment meets our requirements.



**IMPORTANT:** Do not have your laptop connected to a docking station during the set-up of your exam. This can cause connectivity issues. Make sure to clear your workspace and put away all personal items.

## 3. Candidate Person Check

Your Readiness Agent will ask you to stand up to do a scan of your person.

This will include (but is not limited to) the following:



- You will need to raise your pants legs above your ankles.
- Empty and turn all pockets inside-out.
- Raise shirt sleeves above your wrists.
- If you are wearing eyeglasses, you will be asked to take them off for visual inspection to ensure they don't contain a recording device.
- You are not allowed to wear any large jewellery during the test.
- If you have long hair that covers your ears, you will be asked to pull your hair back to ensure nothing is attached to your ear, such as a Bluetooth earpiece.

If you are bringing a transparent water bottle to the test, you will need to show this to the Readiness Agent.

**Note:** Take off jewellery and empty out your pockets before launching the test.



## Taking the test

Now you are ready to take the Listening, Reading and Writing sub-tests of OET@Home®. The OET Speaking Sub-test will take place separately.

Although you will not see your Proctor during the Listening, Reading and Writing sub-tests, they will monitor you throughout the test and will be available to help you if any issues arise at any point during the test. Simply use the LIVE PROCTOR feature on the right of your screen to either speak to your Proctor or send a message asking for help.

If you experience a technical issue and it cannot be fixed with the Proctor, please contact [Prometric Technical Support](mailto:ehelp.prometric.com/proproctor/s/): [ehelp.prometric.com/proproctor/s/](mailto:ehelp.prometric.com/proproctor/s/)

**Note:** This means you will need to end your test to contact technical support.

### If the Internet drops out

If your Internet connection drops out during the test, your answers from the previous sections will have been saved i.e. you will not lose this work. However, once your connection comes back, you will need to go through the security check again and you will have to restart the test section that you were on when the Internet failed. Please note the time allowed for the sub-test you are working on will not pause if your internet connection drops out. Additionally, if your connection drops out more than three times, your test will be terminated.

If your Internet drops out for 20 minutes or longer, your test will end; you will not be allowed to continue taking the test.

**Note:** If you disconnect more than three times, you will not be able to resume your test.



## Digital literacy

Digital literacy means having the skills you need to live, learn and work in a society where communication and access to information is largely through online platforms. When overseas-trained healthcare professionals start work in English-speaking environments such as in the UK, Australia and the US, they are often surprised at how much they need to use a computer as part of their daily work.

One computer skill that will help you both in your future work and with OET@Home® is the ability to type well. If you can't type at least as fast as you can write by hand, you may be better off taking OET on paper. On the other hand, if you can type faster than you can write by hand, you'll be at a big advantage in some parts of OET, such as in the Writing Sub-test. So why not start working on your typing skills now?

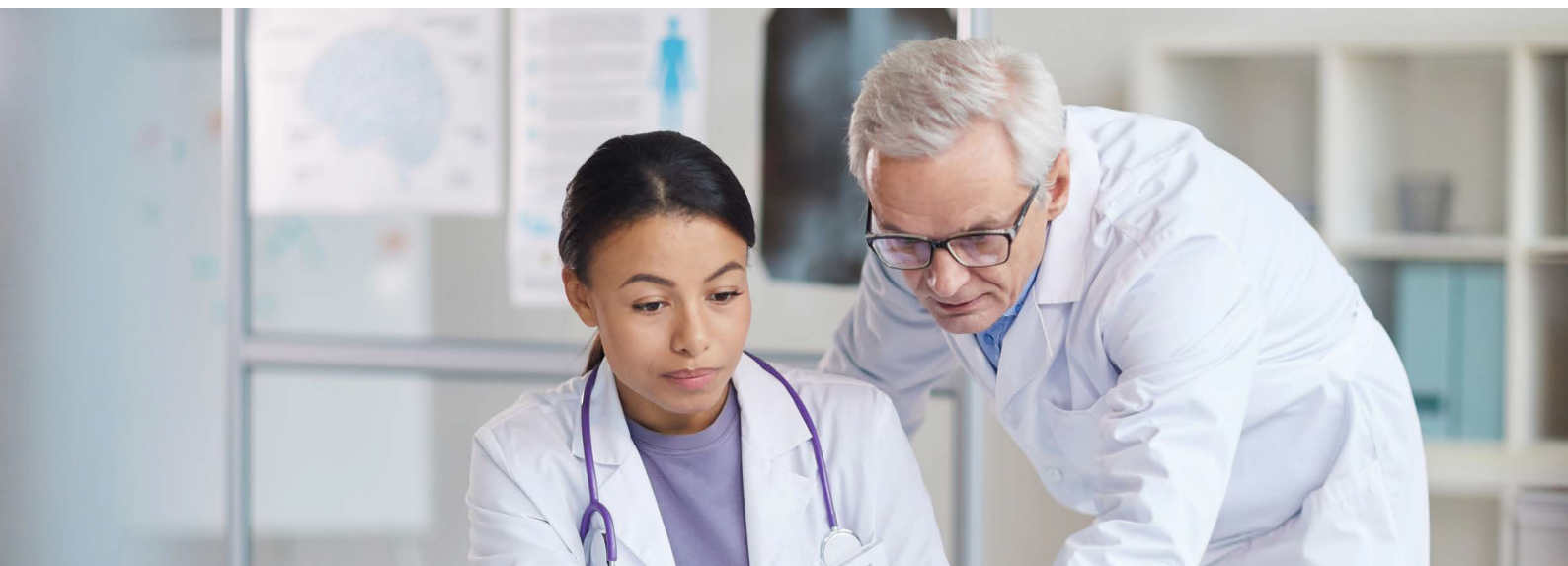
Here are some free online resources that will help you to improve your typing skills and general digital literacy.

[Typing.com](#) — teaches keyboarding (typing), computer basics and online safety

[Speed Typing Online](#) — teaches typing and is particularly good for beginner typers. There are also typing games for practice

[TypingClub](#) — hundreds of typing lessons plus lessons that focus on speed

[Microsoft Digital Literacy Course](#) — a comprehensive course broken down into separate learning units





## Test environment reference imagery | Do

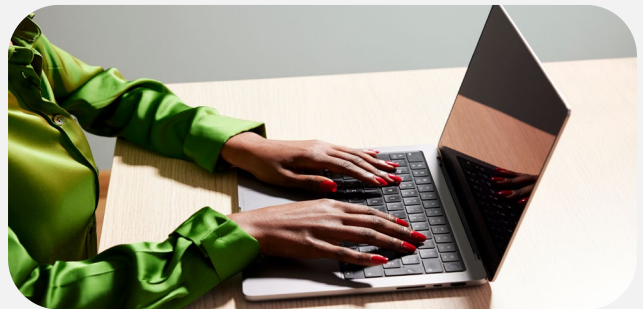
Do



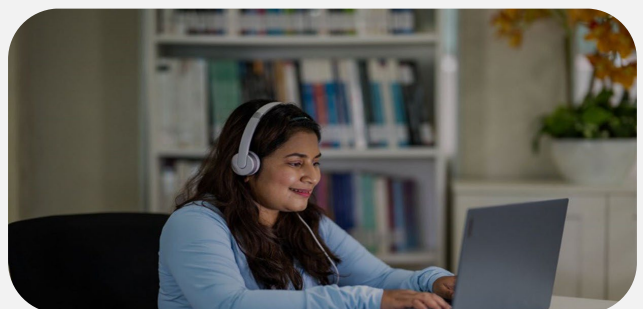
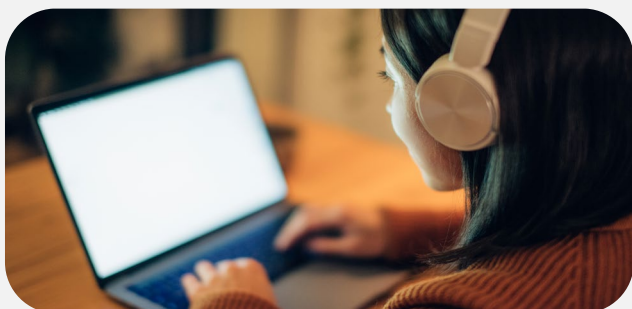
Clear, orderly and well-lit room/workspace



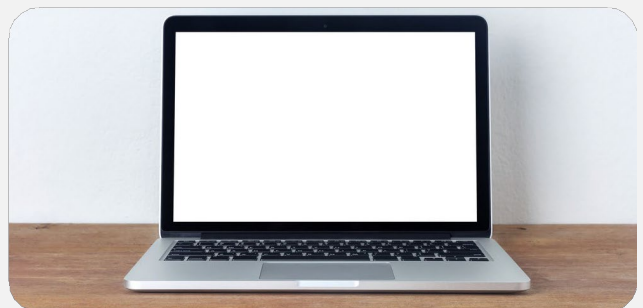
Candidate is sitting in an upright position



Candidate is alone during the assessment



The computer must be on a table/desk

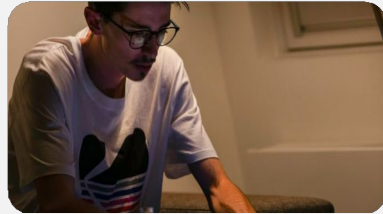


# Test environment reference imagery | Do not

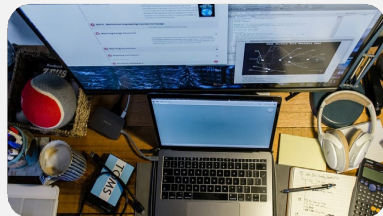
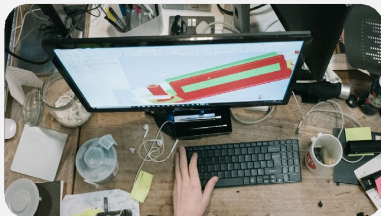
**Do not**



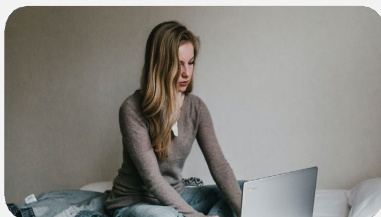
Poorly lit room or workspace



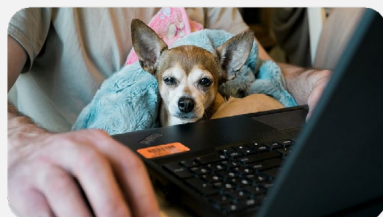
Cluttered or crowded room or workspace



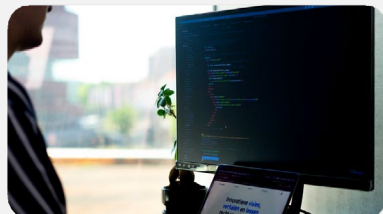
Candidate is sitting/reclining on a bed or couch with computer on lap



Person(s) or pet(s) present in room or area at any time



Use a dual-monitor configuration to take the test



# Contact and support

## Prometric

If you experience issues accessing the Platform, logging in, or staying connected you can contact Prometric support directly.

- Live chat support is available via the Platform link or the [ProProctor Support](#) site. You will need to provide your OET@Home® confirmation number when contacting support.
- Phone support is also available:
  - USA, U.S. Territories and Canada (Toll free): 1 800 813 6779
  - International: +1 443 455 6299
- Email support: You can also contact support via email at [pro-proctor@prometric.com](mailto:pro-proctor@prometric.com). You will need to include your full name, OET@Home® confirmation number and a brief description of the issue.

## OET support

For general questions, test information, or issues not related to technical access:

- Support Centre: Visit the OET [Support Centre](#)
- Live chat: Available on the support centre during business hours
- Email: [applications@oet.com.au](mailto:applications@oet.com.au)
- Phone support:
  - Australia: +613 8658 3963
  - United Kingdom: +44 1202 037333 or 01202 037333 (within the UK)
  - USA: +1 855 585 0125