

## Academic Support Programmes

### Frequently asked questions

#### Online Diagnostic Test

##### ***What is the purpose of taking the online test?***

The online test provides a diagnostic or 'snapshot' of a candidate's English language level on the day it is completed. Recommendations to attend in-session courses are based on test results. It is also how students become registered for in-session courses.

##### ***How and when can I take the online diagnostic test?***

The online diagnostic test can be accessed via at <http://elpt.ulc.manchester.ac.uk/>. Remember to have your student username and password to access the test.\* You can take the test at any point during the year. There are no deadlines to take the test (unless stated otherwise by your school).

**\*We recommend that you use a university computer cluster to take this test as any other personal device such as an iPad, mobile phone, or other electronic device may not allow you to view/complete/submit answers properly. For further technical issues, please see the bottom of this document.**

##### ***Is the online diagnostic test compulsory for international students?***

No, it is not compulsory, unless your school or prospective school has confirmed that you must do one. However, you do need to complete this test if you wish to register for in-session courses.

##### ***Is it possible to prepare for the online diagnostic test?***

No, the University Language Centre's online test is a diagnostic or 'snapshot' of your English language level on the day so you should not prepare for it.

##### ***How long does the test take?***

The test should take you about 1 hour to complete. However, you should allow a maximum of 1.5 hours to take this test. This will allow you the time to read the instructions and take the test. You should complete the test in one sitting to ensure all elements of the test are submitted and saved once you log out.

##### ***Does the online diagnostic test include speaking and listening?***

No, the test comprises two timed multiple-choice sections, one in vocabulary and one in grammar and usage, and a timed piece of free writing on a set theme.

##### ***What happens if I have arrived at the University late in the term? Can I still take the test?***

Yes, it is possible to access this test at any time during the academic year. However, we recommend that you take the test as soon as possible following your arrival at the University. Your results will be given immediately after taking the test along with recommendations. At this stage, you can join in-session classes if you choose to.

##### ***I was a student on a ULC Pre-session course – do I have to do the online diagnostic test?***

Yes, students who have completed one of our Pre-session courses should also take the test.

##### ***I was a student on a ULC Gateway course – do I have to do the online diagnostic test?***

Yes.

##### ***I have an IELTS / TOEFL / Cambridge score of (\_\_\_) – do I still have to do the online diagnostic test?***

Yes, the University Language Centre's online test is a diagnostic of a student's language level at the time taken and forms the basis of recommendations to attend in-session courses. It is also the method of registering students onto the in-session programme.

The ULC online diagnostic test has no connection with any other English language testing system.

***What happens if I fail the online diagnostic test?***

The online test is a *diagnostic* not a formal examination and there is no 'pass' or 'fail' – it simply provides an indication of whether a student should attend language classes or not. A student's score in this test has no direct bearing on their academic career - unless their School has made attendance of classes compulsory due to their test score.

***Is the online diagnostic test an alternative to IELTS for University admissions purposes?***

No, this online diagnostic test is used for post-registration students only and has no direct relationship or equivalency with IELTS, TOEFL or any other testing or examination system.

***I have already completed this diagnostic test last year – do I have to do another one this year?***

No, a student only needs to complete one online diagnostic test with the ULC during their time at the University.

***How do I get my test results?***

Results will be calculated and will appear immediately, once all answers have been submitted. Students can also log into the site again at any time following testing to review test scores. For more information, please see the bottom of this document.

***Can I get my test results by email or telephone?***

For data protection reasons, we never give test results out over the telephone as it is impossible to verify the identity of the caller. We might consider issuing them by email in special circumstances where a student cannot access the site using their username and password; proof of identity (e.g. contact via University email account and provision of student ID number and name of School) would be required in these cases before results are released.

***I am a visiting fellow / international member of staff – can I do the online diagnostic test?***

No, only those who are registered as students can and need to take the test.

***Is the online diagnostic test just for first-year students?***

No, all international students, no matter what level, are welcome to complete the online diagnostic test.

***I cannot access the test with my username and password. Can I arrange to take this test some other way?***

No, you must complete the diagnostic test online as this is how students register for in-session courses; the sooner you complete the test, the sooner you can sign-up for and start classes. If necessary, contact the IT helpdesk to check that there are no technical issues.

***Can you provide me with a printout of my test results?***

Yes, we can provide a test results report (from our results database) if a student or their tutor / supervisor needs one.

***Is the ULC online diagnostic test available to members of the public?***

No.

## **Technical issues regarding online testing/test results**

**Please note: We strongly recommend that you use a computer in a University computer cluster to avoid any problems with accessing the testing system.**

### ***I am unable to access the system using my university login. What should I do?***

Check that you have entered your username and password correctly. If it is correct, then you should contact the University IT department on 0161 306 5544 to ensure you are registered to an IT account.

### ***I completed the first (or second) section of the test, but my computer system closed/logged me out. I'm not sure if my answers were saved. What should I do?***

You can log into the system again to continue with remaining sections of the test. You can then check with the Academic Support Programmes Officer whether your answers were saved.\*

\*Please note that if some sections are not completed, you may need to complete the test again. In order to avoid system problems, please use a computer in a University computer cluster.

### ***I have completed all sections of the test and have received my percentage score, what do I need to do next?***

On the results page, underneath your score, you received further advice (which may have been a recommendation from us) and a link to in-session support classes on our website. You should visit the site and view timetable information for our classes. There will be information regarding sign up on the individual courses pages.

### ***I completed the online test, but I have forgotten my results. Can my results be emailed to me?***

Results are not sent by email, but you can login to the test site again at any time to remind yourself of your score, any recommendation we made and further advice regarding sign-up to classes.

### ***I completed the full test, but have not received a score for my writing. Will I receive this separately?***

No. As stated on the results page, at the bottom, the writing response completed during the test will not be marked but will instead be kept by the ULC for future reference. Any recommendations are made from the first two sections of the test.