

The Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students

Administration  
Report  
Test Window 1  
16 May – 6 June  
2016



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Confidential

## The Literacy and Numeracy Test for Initial Teacher Education Students

### Pre-Test Administration

#### Publicity

Information on the test was stated on the ACER test website. A link to the Department of Education and Training website was also provided. The News Flash section of the website was updated regularly throughout the registration and test periods with important news and reminders concerning the registration deadline, admission tickets, test day, and the release of results.

#### Preparation Materials

Sample Questions were available on the ACER test website. An interactive version was also accessible to registered candidates. Answers were provided for all questions.

#### Communication with Candidates

Email and telephone were the principal means of communication with candidates. Enquiries were generally responded to within 24 hours.

Additional information regarding the proceedings of the test day was emailed to all candidates prior to the test day. In total, five reminder emails were sent to candidates sitting the test by remote proctoring, and four reminder emails were sent to candidates sitting the test at test centres, in the week leading up to the test window.

Despite clear information from DET and ACER on the test website and FAQ documents, ACER and DET had to manage a number of requests from candidates who did not read the test information and had unrealistic expectations. These expectations included requests for: deferrals to future test windows; rescheduling of test sessions after registrations had closed; and refunds after the refund deadline.

#### Registrations and Refunds

Registrations for Test Window 1 opened on 7 March 2016 and closed at 5p.m. AEST on 22 April 2016.

All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. The registration process went smoothly.

There was quite a lot of confusion amongst candidates and Higher Education Providers about who was required to sit the test. This, coupled with different state policies, resulted in 312 refunds being processed. Due to the conflicting information provided by different parties, ACER waived the refund administration fee for this test window.

#### Admission Tickets

Admission tickets were released to candidates on 9 May 2016. The admission tickets of those sitting at test centres stated the candidate's personal details and test reporting time and address of the candidate's test centre. The tickets of the candidates sitting the test by remote proctoring stated their personal details as well as the usernames required to access the tests.

Admission tickets were delivered electronically. Candidates were sent an email informing them that their admission ticket could be accessed via their online candidate account.

Emails were sent to remind candidates to notify ACER immediately if they had not received the ticket notifications or if there was an error in their personal particulars on the admission ticket. Candidates were reminded that they needed to have a printout of their admission ticket to be permitted to sit the test.

## Test Day

### A snapshot of the attendance for Test Window 1

Test Centre	Candidate Type	Registered	Present	Absent	Absentee Rate	Centre Overall Absentee rate
Adelaide	New Candidate	29	25	4	13.79%	12.50%
	Resitter	3	3	0	0.00%	
Albury	New Candidate	50	50	0	0.00%	0.00%
	Resitter	10	10	0	0.00%	
Brisbane	New Candidate	414	401	13	3.14%	3.07%
	Resitter	10	10	0	0.00%	
Canberra	New Candidate	190	185	5	2.63%	2.51%
	Resitter	9	9	0	0.00%	
Darwin	New Candidate	7	7	0	0.00%	0.00%
Hobart	New Candidate	49	44	5	10.20%	10.20%
Melbourne	New Candidate	1015	989	26	2.56%	2.69%
	Resitter	24	22	2	8.33%	
Newcastle	New Candidate	196	193	3	1.53%	1.46%
	Resitter	9	9	0	0.00%	
Perth	New Candidate	50	44	6	12.00%	11.54%
	Resitter	2	2	0	0.00%	
Sydney	New Candidate	1060	1033	27	2.55%	2.80%
	Resitter	83	78	5	6.02%	
Townsville	New Candidate	10	10	0	0.00%	0.00%
Remote Proctoring	New Candidate*	810	759	51	6.30%	6.09%
	Resitter <sup>^</sup>	27	27	0	0.00%	
<b>Test Centre Total</b>		<b>3220</b>	<b>3124</b>	<b>96</b>		<b>2.98%</b>
<b>Remote Proctoring Total</b>		<b>837</b>	<b>786</b>	<b>51</b>		<b>6.09%</b>
<b>Overall Total</b>		<b>4057</b>	<b>3910</b>	<b>147</b>		<b>3.62%</b>

### Test Dates

Test Window 1 was held from Monday 16 May 2016 to Monday 6 June 2016.

### Reporting and Test Start Times

Candidates sitting the test at test centres were advised to report to their test centre at 7.30a.m. for the morning test session and at 1.30p.m. for the afternoon test session. After check-in procedures (i.e. photo identification and admission ticket checks) had been completed, the test commenced at 8a.m. for the morning session and at 2p.m. for the afternoon session. At the test centres, candidates sat the 2-hour literacy test, followed by a 20-minute rest break before checking in again for the 2-hour numeracy test.

Candidates sitting by remote proctoring were told to be seated and ready to begin their test at their scheduled test time. A grace period of 15 minutes was given in case candidates had any difficulty connecting to the online proctor.

Candidates were reminded via emails that they should allow at least 5½ hours for all testing procedures to be completed. No uncertainty or misunderstanding about the total test duration, the reporting time, or the test start time was reported by the candidates.

### Candidates with Special Testing Conditions

Twenty-two (22) applications for special testing conditions were received and approved by ACER for Test Window 1. These included 17 applications from candidates sitting the test at the test centres and 5 applications from those sitting by remote proctoring. All these applications were approved after supporting documentation, such as medical certificates and/or psychologist reports, was reviewed by the committee. Accommodations granted included permission to use medication, consume food/drinks during the test, rest breaks and/or extra testing time. Special testing accommodations were well managed by the test supervisors and online proctors.

### Test Centres and Test Supervision

Test centres were available in all capital cities: Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth, Sydney. Regional test centres were also established in Albury, Newcastle and Townsville.

Test centres were set up and Test Supervisors were trained according to ACER guidelines for high stakes online assessments, to ensure standardised testing conditions. The web browsers and all the computers were locked down to prevent misconduct and partition screens were also utilised to ensure candidates could not observe the screens of other candidates. Test forms were randomly assigned to candidates across venues, to enhance security and reduce the potential for cheating. The secure lockdown browser and test form assignment worked well.

ACER received daily summary reports from the Chief Supervisor at each test centre as well as full incident reports for individual events. For this test window, ACER trialled a new online incident reporting system for two test centres (Melbourne and Sydney). This system enabled a faster response to reported incidents. ACER will investigate expanding this system to additional test centres.

Following a review of all test centre incident reports, it was established that the test rules and procedures were enforced fairly and in accordance with instructions provided by ACER for secure high stakes test administration.

### *Incidents*

Incidents were reported at 8 of the 11 test centres: Albury, Brisbane, Canberra, Melbourne, Newcastle, Perth, Sydney and Townsville. There were no incidents reported at the Adelaide, Darwin and Hobart test centres.

On the whole, incidents reported during this test window were of a minor nature and related to:

- Candidates arrived at the test centre after the registration period had closed. As the test had started, these candidates were denied entry to the test room as per the test rules. A handful of candidates also presented to the test on the wrong day or for the wrong session.
- There were inconsistencies with candidates' name details (registration vs. photo ID documentation). A number of candidates registered with their given and surnames names reversed, or with name details that were inconsistent with their photo ID on the test day (e.g. maiden name). These incidents were handled by the test supervisors on the day and escalated to ACER where required.
- Candidates queried the test content/interpretation of questions and in some cases, there was a perception that there were multiple correct answers or no correct answers to test questions. In all cases, test supervisors instructed the candidates concerned to answer the questions to the best of their ability. ACER compiled a record of all such reports and sent these to our test development team for review. No errors were found in the test questions.

- There were technical issues logging into the test. In most instances, the issue was incorrect typing of login details. Spare logins were available at all centres, however these were not needed as the test supervisors and IT support staff managed these incidents at the time. In instances where there was a login delay, affected candidates were granted the equivalent extra test time at the end of the session.
- Technical issues with the test display required either a restart of the lockdown browser or moving the candidate to an alternative PC. Delays generally lasted up to 5 minutes and extra time was granted to affected candidates.
- Several candidates had their mobile phones on them or did not turn them off when placing them at the front of the test room. This caused some disruption in several test centres and the test supervisors gave a warning and reiterated the test rules regarding mobile phones to all candidates. Those candidates with their phone on them consented to their phones being confiscated for the remainder of the test session.
- Several candidates across test centres attempted to start the test early by clicking through the tutorial screen to the start of the test. These candidates were given a warning by the test supervisors and their monitors were turned off until the test start time. As the monitors were switched off, no candidate received an advantage in terms of additional test time.
- A handful of candidates experienced some anxiety during the test. Test supervisors counselled these candidates and managed the incidents with discretion. Affected candidates left the test room to recover and were able to complete the test.
- At the Melbourne test centre, one candidate had a severe coughing fit that was distracting to other candidates. It was not possible to re-seat the candidate, however after a brief rest outside the test room her condition improved. One candidate seated nearby lodged a complaint and the test supervisors made a note of all of the other candidates seated in the vicinity, in case there were further complaints raised to ACER. No additional complaints were received after the test sitting.
- At the Sydney test centre, a similar incident occurred with a coughing candidate, however in this instance the candidate was able to be moved to a separate room where she was supervised alone. This incident was well managed by the test supervisors on the day.
- At the Sydney centre, one candidate requested a time and place to carry out prayers. The request was accommodated.
- At the Brisbane test centre, one candidate disobeyed the test supervisor's instructions after requesting to leave the test room during the test to move his bike. The candidate was warned that an incident report would be filed. After further investigation, ACER decided that no further action was required and that the candidate would receive his results.
- At the Newcastle test centre, there was an evacuation alarm lasting approximately 10 minutes. Test conditions were maintained as candidates were escorted from the building and supervised at all times. Candidates were given extra time to make up for the delay.
- The Newcastle test centre proved slightly problematic with noise from an adjacent training room in the facility during one test session. The Chief Supervisor asked the group to quieten down, however this was not forthcoming. Candidates were offered earplugs and one formal complaint was made by a candidate who found the noise disruptive. It was also noted by the test supervisors that parking was an issue around the venue. Based on such feedback, ACER will ensure that the Newcastle test centre is:
  - in the short term, only used when ACER has exclusive occupation of the building; and
  - if possible, replaced with a more suitable venue for all subsequent test windows.

### Remote Proctoring

Remote proctoring was offered, for the first time, as another method to sit the test. It was initially only available for candidates who resided more than 90 minutes travel time from a listed test centre but was

later also offered to candidates who were reasonably unable to attend a physical test centre on the available dates. It was also available to those in locations where test centres were filled to capacity.

As candidates were unfamiliar with this test delivery method and the technological requirements, ACER provided significant guidance and support during the registration and test periods. This included checking and reminding candidates that they had to register for the test with ACER and schedule their test session with the remote proctoring provider ProctorU, using the same email address and personal details.

During the registration period, despite many reminder emails from ACER, some candidates failed to schedule their test session with ProctorU by the stipulated deadline of 22 April 2016. ACER extended the deadline to 31 May 2016. Candidates were told to check and ensure their computer device and internet connectivity met the minimum technical requirements to sit the test by remote proctoring, before they registered to do so. A flowchart was created by ACER to guide candidates through the required steps. However, during the test period, a number of candidates (including a few living in very remote areas) experienced technical issues such as internet connectivity and firewall blockage. In cases where technical issues could not be resolved immediately, candidates were told to check their computer device again and to reschedule their test session. Incident reports listing these details were sent to ACER by ProctorU on a daily basis.

A few candidates did not adhere to the test rules and turned up for their test session without a printed admission ticket. They were not permitted to sit the test. A number of candidates also failed to log in for their scheduled test session, without any valid reason. This was treated as a “No Show” and ACER informed ProctorU and the candidates that they were not permitted to reschedule and sit the test during this test window.

## Post-Test Administration

### Results

The results of Test Window 1 were provided to DET via secure MyCloud on 20 June 2016. Results were also released to the nominated contacts of the Higher Education Providers on the same day. Candidates received their results via their online candidate account on 27 June 2016. Candidates were sent an email notification about the release with instructions on how to access the results and a document on how to interpret their report. An announcement about the release of results was also published on the ACER test website.

### Cancellation of Results

No results were cancelled for Test Window 1.

## Conclusion

The test was administered smoothly and successfully in the first test window of 2016. Despite some confusion around the requirement to sit the test, candidates generally responded positively to the test and adhered to the test rules.

The Literacy  
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Test for  
Initial  
Teacher  
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Administration  
Report  
Test Window 2  
15 August – 29  
August 2016



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## The Literacy and Numeracy Test for Initial Teacher Education Students

### Pre-Test Administration

#### Publicity

Information on the test was stated on the ACER test website. A link to the Department of Education and Training website was also provided. The News Flash section of the website was updated regularly throughout the registration and test periods with important news and reminders concerning the registration deadline, admission tickets, test day, and the release of results.

#### Preparation Materials

Sample Questions were available on the ACER test website. An interactive version was also accessible to registered candidates. Answers were provided for all questions.

#### Communication with Candidates

Email and telephone were the principal means of communication with candidates. Enquiries were generally responded to within 24 hours.

Additional information regarding the proceedings of the test day was emailed to all candidates prior to the test day. In total, five reminder emails were sent to candidates sitting the test by remote proctoring, and four reminder emails were sent to candidates sitting the test at test centres, in the week leading up to the test window.

Information on test policies and rules concerning refunds, deferrals and rescheduling was provided in on the test website. These sections were updated to reinforce the test policies and provide candidates with more clarity resulting in fewer enquiries regarding such matters.

#### Registrations and Refunds

Registrations for Test Window 2 opened on 4 July 2016 and closed at 5p.m. AEST on 25 July 2016.

All candidates were required to register online at the ACER test website. Upon registration, they received an email confirming their registration details and payment. Candidates had to register for the Literacy and Numeracy test components separately. This meant greater flexibility for candidates as they could choose to sit the test components on different test dates or during different test windows. The registration process went smoothly.

#### Admission Tickets

Admission tickets were released to candidates on 5 August 2016. The admission tickets of those sitting at test centres stated the candidate's personal details and test reporting time and address of the candidate's test centre. The tickets of the candidates sitting the test by remote proctoring stated their personal details as well as the usernames required to access the tests.

Admission tickets were delivered electronically. Candidates were sent an email informing them that their admission ticket could be accessed via their online candidate account.

Candidates were reminded that they needed to have their admission ticket to be permitted to sit the test. Candidates who sat the test by remote proctoring were permitted to show an electronic copy of their admission ticket to their proctors.



## Test Day

### A snapshot of the attendance for Test Window 2

Test Centre	Literacy			Numeracy		
	Registered	Present	Attendance Rate	Registered	Present	Attendance Rate
Adelaide CBD	31	26	83.87%	30	25	83.33%
Albury	37	36	97.30%	37	35	94.59%
Armidale	39	36	92.31%	39	36	92.31%
Ballarat	40	40	100.00%	40	40	100.00%
Bathurst	20	18	90.00%	20	18	90.00%
Brisbane CBD	247	236	95.55%	247	236	95.55%
Bundaberg	9	9	100.00%	9	9	100.00%
Canberra CBD	62	58	93.55%	63	58	92.06%
Darwin	5	5	100.00%	5	5	100.00%
Hobart	6	6	100.00%	8	8	100.00%
Melbourne CBD	1149	1118	97.30%	1147	1124	97.99%
Mildura	19	19	100.00%	19	19	100.00%
Newcastle	159	153	96.23%	160	153	95.63%
Parramatta	143	137	95.80%	143	136	95.10%
Perth CBD	32	32	100.00%	32	32	100.00%
Sunshine Coast	48	46	95.83%	47	45	95.74%
Sydney CBD	916	886	96.72%	916	888	96.94%
Wagga Wagga	40	40	100.00%	40	40	100.00%
Warrnambool	28	28	100.00%	31	30	96.77%
Wollongong	59	57	96.61%	59	57	96.61%
<b>Test Centre Total</b>	<b>3089</b>	<b>2986</b>	<b>96.67%</b>	<b>3092</b>	<b>2994</b>	<b>96.83%</b>
<b>Remote Proctoring Total</b>	<b>528</b>	<b>505</b>	<b>95.64%</b>	<b>525</b>	<b>494</b>	<b>94.10%</b>
<b>Grand Total</b>	<b>3617</b>	<b>3491</b>	<b>96.52%</b>	<b>3617</b>	<b>3488</b>	<b>96.43%</b>

#### Test Dates

Test Window 2 was held from Monday 15 August 2016 to Monday 29 August 2016.

#### Reporting and Test Start Times

There were four test sessions per day at most of the test centres. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30a.m. The morning numeracy test session had a reporting time of 10.30a.m. Candidates who registered to sit the afternoon literacy test session had to report at 1.30p.m. and those sitting the afternoon numeracy test session were told to report at 4.30p.m. After check-in procedures (i.e. photo identification and admission ticket checks) had been completed, the test commenced promptly.

Candidates sitting by remote proctoring were told to be seated and ready to begin their test at their scheduled test time. A grace period of 15 minutes was given in case candidates had any difficulty connecting to the online proctor.

Candidates were reminded via emails that they should allow at least 2½ hours for all testing procedures to be completed for each test component.

#### Candidates with Special Testing Conditions

Twenty-one (21) applications for special testing conditions were approved by ACER for Test Window 2. These included 17 applications from candidates sitting the test at the test centres and 4 applications from those sitting by remote proctoring. All these applications were approved after supporting documentation, such as medical certificates and/or psychologist reports, was reviewed by the committee. Accommodations granted included permission to use medication, consume food/drinks during the test and extra testing time. Special testing accommodations were well managed by the test supervisors and online proctors.

#### Test Centres and Test Supervision

Test centres were available in the following locations:

- Adelaide
- Albury
- Armidale
- Ballarat
- Bathurst
- Brisbane
- Canberra
- Darwin
- Hobart
- Melbourne
- Mildura
- Newcastle
- Parramatta
- Perth
- Sunshine Coast
- Sydney
- Wagga Wagga
- Warrnambool
- Wollongong

Test centres were set up and test supervisors were trained according to ACER guidelines for high stakes online assessments, to ensure standardised testing conditions. The web browsers and all the computers were locked down to prevent misconduct and partition screens were also utilised to ensure candidates could not observe the screens of other candidates. Test forms were randomly assigned to candidates across venues, to enhance security and reduce the potential for cheating. Upon entry to the test room, candidates were also allocated to random rows at either side of the room. This was to ensure that close friends who walked in together were split up where possible. The secure test procedures, lockdown browser and random test form assignment worked well.

ACER received daily summary reports from the Chief Supervisor at each test centre as well as full incident reports for individual events. The online incident reporting trialled during Test Window 1 was rolled out to all test centres for Test Window 2. This system was well utilised by the test supervisors and will now be used for all future test windows.

Following a review of all test centre incident reports, it was established that the test rules and procedures were enforced fairly and in accordance with instructions provided by ACER for secure high stakes test administration.

### *Incidents*

Incidents reported for Test Window 2 are summarised by category below.

#### Registration:

- There were several cases of mistaken test date by candidates. These candidates were not permitted to enter the test centre as they were not listed on the Admission Roll.
- One candidate confused the test centre in Armidale NSW as the suburb Armadale in Melbourne. This candidate presented at the Melbourne test centre and was declined entry.

#### Technical issues:

- There were a number of minor technical issues requiring IT support on the day. A handful of blank screens were fixed by resetting the web browser. Candidates experiencing blank screens were given extra time to make up for the interruption however most did not use it.
- Another technical issue experienced related to question display. Candidates reported that part of the question on the computer screen was cut-off and that they could not see the whole question. This was resolved by utilising the zoom in/out function.
- There was an internet outage at the Ballarat test centre on 27 August 2016. The interruption lasted approximately 10 minutes while the centre connected to their secondary internet service maintained as a redundancy on the site. Once service was reconnected to all machines, candidates re-commenced the test without further interruption or issue.

#### Test content:

- A number of candidates submitted queries about test content. These queries were collated and sent to the ACER test developers for review.

#### Noise:

- On 15 August 2016 at the Bundaberg test centre there was a disruptive hammering noise from an adjacent building (mechanics workshop). One candidate complained to the test supervisors on the day and an incident report was filed. The candidate was satisfied with this and completed the exam early. ACER has since followed up with the test centre provider regarding the suitability of the venue.

#### Medical and unknown special testing conditions:

- At the Sydney test centre, one student fell over as she went to her workstation. She fell quite heavily but when the invigilator went to her assistance she stressed that she was OK. When approached again by the invigilator at the end of the test she confirmed that she was OK and that her test had not been impacted by her fall.
- At the Sydney and Melbourne test centres respectively, two candidates experienced faint/dizzy spells during the test. Both were accommodated at the venue. Test supervisors gave the

candidates water and biscuits and asked if they needed further medical assistance. Both were fine to continue with the test and did not feel disadvantaged with the loss of time. One of these candidates had another test session the following day and was fit to attend.

- One candidate with visual dyslexia complained about glare on the screen. This candidate did not submit a special testing conditions request to ACER.

#### Reported potential misconduct:

- Two candidates were observed writing on their arms during the test. As these candidates complied when asked to remove the writing from their arms by test supervisors, the warning was deemed sufficient and ACER did not cancel their results.
- One candidate did not comply with the test supervisor's instructions to stop typing at the conclusion of a literacy test session in Melbourne. He told them "I am still doing the test" and claimed that he was only attempting to log out of the test as per the instructions. ACER looked into this case and consulted with the Chief Supervisor. It was established that this was likely to be a misunderstanding. As the candidate complied fully with the test supervisors instructions for the next test session, it was decided that there was no significant misconduct. ACER did not cancel the candidate's results.
- Rowdy candidate – a candidate confronted test supervisors when he was informed that water was not to be placed on his desk in the test room. He disputed this as he was told otherwise. The test supervisors advised the candidate of the rules in relation to drinks and that water is available at the front of the room. The candidate reluctantly concluded that this was 'miscommunication'. When the candidate arrived at the venue he was agitated and already complaining about having to complete the test and the length of time he was required at the venue for. The candidate took a phone call before moving into the testing room and was heard loudly advising the caller that the test was a stupid waste of his time. This candidate was the first to leave the test shortly after a warning was given to him for laughing out loud. For his second test session on the same day, the candidate was warned for interrupting the test by laughing out loud, as he had been previously warned in the earlier session. The candidate left early from his exam. This behaviour was deemed disruptive. However, as there were no complaints from other candidates, ACER decided not to cancel his results.

#### Most entertaining candidate award:

- At the Melbourne test centre, a candidate asked for a bathroom break and prior to returning to the test room, asked the accompanying test supervisor if he could s 22 which was approved. Following s 22 the candidate s 22 and asked him to return to the test room which he did. The candidate reviewed his answers s 22 and admitted that he had not provided any advance information to ACER regarding this condition. The Chief Supervisor pointed out that the normal examination facility envisaged s 22 and if his individual condition necessitated other than that, prior notification and approval was required. The candidate said that no report of his condition or needs was made known to ACER. Noting that the candidate was also registered for the following numeracy test, the candidate was advised that he would be separated as much as possible from other candidates at the back of the test room, noting that there were insufficient supervisors to permit extended room absences or s 22

## Remote Proctoring

Remote proctoring was once again available for Test Window 2 for candidates residing more than 90 minutes travel time from a listed test centre, for those who were reasonably unable to attend a physical test centre on the available dates and in circumstances where all test centre places within the test window were filled.

In general, candidates sitting the test by remote proctoring in this test window experienced fewer issues compared to Test Window 1. Continually improving communication channels between ACER, test candidates, and the remote proctoring provider (ProctorU) saw a fall in the number of escalation reports to ACER. An increasingly proactive approach by ProctorU to managing technical issues in real time also enabled ACER to reach out and assist candidates with their test bookings and reported issues. The summary report provided by ProctorU at the end of the test window showed a total of eight issues logged. These were split evenly between connection issues and reports of unpermitted breaks.

A countdown timer was implemented in the ACER test delivery system for the first time during Test Window 2 for all sessions conducted by remote proctoring. The timer was applied for all test sessions, with the exception of candidates with approved special testing accommodations and required extra testing time. The connectivity issues mentioned above impacted the timer for these candidates as the countdown function is not currently set to stop when a connection with the server is lost. This meant that these candidates had to reschedule their session and ACER reopened their tests so they could complete the test with the remaining time allowed. Work is currently underway to upgrade the timer for Test Window 3 so that it can be stopped/started at any time by the proctors when they lock and unlock the tests. This should reduce the number of test sessions requiring rescheduling.

As per the test rules, several candidates had their rescheduled test sessions cancelled because they did not attend the initial session they booked (no show).

A summary of candidate survey comments is compiled by ProctorU at the conclusion of each test window. For Test Window 2, a total of 73% of candidates completed the survey and the responses were quite encouraging. 64% of candidates rated their remote proctoring experience at the highest score of 5 – very satisfied. 26% rated their experience with a score of 4, 6% were neutral (3), 1% were dissatisfied (2) and 0.69% (1) were very dissatisfied. Some candidate comments are included below:

*“They were organised and made sure the instructions I needed to follow were clear.”*

*“Quick to set up. Instructions were clear & I got plenty of emails prior to the exam. I especially liked the personal support of the person on the chat box.”*

*“Super easy to use and very convenient if you cannot travel to test centres”.*

*“It’s remote and a real person is there to guide you”*

*“It was convenient. And well supported. Proctor was great with any problems.”*

*“Fairly easy to use especially since it was my first time.”*

*“I liked how ProctorU helped you through the process step by step.”*

*“Given the long distance it takes me to travel to some tests, this is so much more practical.”*

*“I found it surprisingly easy to use. Plus I got to sit an exam in my pjs :)”*

## Post-Test Administration

### Results

The results of Test Window 2 were provided to DET via secure MyCloud on 19 September 2016. Results were also released to the nominated contacts of the Higher Education Providers on the same day. Candidates received their results via their online candidate account on 26 September 2016. Candidates were sent an email notification about the release with instructions on how to access the results and a document on how to interpret their report. An announcement about the release of results was also published on the ACER test website.

### Cancellation of Results

No results were cancelled for Test Window 2.

## Conclusion

The test was once again administered smoothly and successfully. There was less confusion around the requirement to sit the test for this test window and candidates generally adhered to the test rules.

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Test for  
Initial  
Teacher  
Education  
Students

Administration  
Report  
Test Window 3  
17 Oct – 31 Oct  
2016



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## The Literacy and Numeracy Test for Initial Teacher Education Students

### Pre-Test Administration

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Sample Questions were available on the ACER test website. An interactive version was also accessible to registered candidates. Answers were provided for all questions.

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Email and telephone were the principal means of communication with candidates. Enquiries were generally responded to within 24 hours.

Additional information regarding the proceedings of the test day was emailed to all candidates prior to the test day. In total, five reminder emails were sent to candidates sitting the test by remote proctoring, and four reminder emails were sent to candidates sitting the test at test centres, in the week leading up to the test window.

Information on test policies and rules concerning refunds, deferrals and rescheduling was provided on the test website. These sections were updated to reinforce the test policies and provide candidates with more clarity resulting in fewer enquiries regarding such matters.

#### Registrations and Refunds

Registrations for Test Window 3 opened on 5 September 2016 and closed at 5p.m. AEST on 27 September 2016.

All candidates were required to register online at the ACER test website. Upon registration, they received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. The registration process went smoothly.

The refund deadline was 5p.m. AEST on 27 September 2016. 80 refund requests were received and processed by the deadline. 9 further refunds were processed on compassionate grounds after the deadline, resulting in a total number of 89 refunds made for this test window.

#### Admission Tickets

Admission tickets were released to candidates on 7 October 2016. The admission tickets of those sitting at test centres stated the candidate's personal details and test reporting time and address of the candidate's test centre. The tickets of the candidates sitting the test by remote proctoring stated their personal details as well as the usernames required to access the tests.

Admission tickets were delivered electronically. Candidates were sent an email informing them that their admission ticket could be accessed via their online candidate account.



Candidates were reminded that they needed to have their admission ticket to be permitted to sit the test. Candidates were permitted to show either an electronic or printed copy of their admission ticket.

## Test Day

### A snapshot of the attendance for Test Window 3

Test Centre	Literacy				Numeracy			
	Capacity	Registered	Present	Attendance Rate	Capacity	Registered	Present	Attendance Rate
Adelaide CBD	54	53	50	94.34%	54	53	51	96.23%
Albury	40	40	40	100.00%	40	40	40	100.00%
Armidale	40	25	25	100.00%	40	25	25	100.00%
Ballarat	80	80	80	100.00%	80	80	80	100.00%
Bathurst	30	29	28	96.55%	30	30	29	96.67%
Brisbane CBD	415	352	329	93.47%	415	359	334	93.04%
Bundaberg	18	9	8	88.89%	18	10	9	90.00%
Canberra CBD	63	40	39	97.50%	63	43	43	100.00%
Darwin	20	15	13	86.67%	20	15	13	86.67%
Melbourne CBD	1296	1053	1029	97.72%	1296	1059	1036	97.83%
Mildura	26	8	7	87.50%	26	8	8	100.00%
Newcastle	160	158	155	98.10%	160	159	156	98.11%
Parramatta	144	144	137	95.14%	144	144	136	94.44%
Perth CBD	34	17	17	100.00%	34	17	16	94.12%
Sunshine Coast/Maroochydore	46	23	21	91.30%	46	21	18	85.71%
Sydney CBD	1468	765	746	97.52%	1468	787	762	96.82%
Wagga Wagga	40	33	31	93.94%	40	35	33	94.29%
Warrnambool	30	19	19	100.00%	30	21	21	100.00%
Wollongong	60	60	59	98.33%	60	59	58	98.31%
Remote proctoring		343*	329	95.92%		354*	342	96.61%
<b>Grand Total</b>	<b>4064</b>	<b>3266</b>	<b>3162</b>	<b>96.82%</b>	<b>4064</b>	<b>3319</b>	<b>3210</b>	<b>96.72%</b>

\*One candidate was refunded on compassionate grounds after results were released for Test Window 3. This candidate was unable to sit the both the literacy and numeracy tests due to exceptional and unfortunate circumstances in the family. The candidate was included in the original registered candidate statistics when the psychometric analysis was performed. The actual registration figure is 342 for literacy and 353 for numeracy.

### Test Dates

Test Window 3 was held from Monday 17 October 2016 to Monday 31 October 2016.

### Reporting and Test Start Times

There were four test sessions per day at most of the test centres. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30a.m. The morning numeracy test session had a reporting time of 10.30a.m. Candidates who registered to sit the afternoon literacy test session had to report at 1.30p.m. and those sitting the afternoon numeracy test session were told to report at 4.30p.m. After check-in procedures (i.e. photo identification and admission ticket checks) had been completed, the test commenced promptly.

Candidates sitting by remote proctoring were told to be seated and ready to begin their test at their scheduled test time. A grace period of 15 minutes was given in case candidates had any difficulty connecting to the online proctor.

Candidates were reminded via emails that they should allow at least 2½ hours for all testing procedures to be completed for each test component.

#### Candidates with Special Testing Conditions

Seventeen (17) applications for special testing conditions were received and approved by ACER for Test Window 3. These included 12 applications from candidates sitting the test at the test centres and 5 applications from those sitting by remote proctoring. All these applications were approved after supporting documentation, such as medical certificates and/or psychologist reports, was reviewed by the committee. Accommodations granted included permission to use medication, consume food/drinks during the test and extra testing time. Special testing accommodations were well managed by the test supervisors and online proctors.

#### Test Centres and Test Supervision

Test centres were available in the following locations:

- Adelaide
- Albury
- Armidale
- Ballarat
- Bathurst
- Brisbane
- Bundaberg
- Canberra
- Darwin
- Melbourne
- Mildura
- Newcastle
- Parramatta
- Perth
- Sunshine Coast
- Sydney
- Wagga Wagga
- Warrnambool
- Wollongong

The attendance table on page 2 for the third 2016 test window is indicative of the underutilisation of test centre spaces at some test centres and the challenge of estimating the possible attendance at the test centres. Underutilisation of test window spaces, particularly with the regional centres, impacts significantly on the cost of managing the Literacy and Numeracy test.

Of the main test centres, Canberra only filled 63% of its capacity, Melbourne 81%, Perth 50% and Sydney 52%. With the regional centres a minimum of 20 candidates is required to cover mandatory costs, if the centre can accommodate 20 or more candidates. Bundaberg (18 spaces) only operated at 50% capacity,

Darwin (20 spaces) 75% capacity, Mildura (26 spaces) 31% capacity, Wagga Wagga (40 spaces) 83% capacity, and Warrnambool (30 spaces) 63% capacity.

For the third test window the Hobart centre did not operate due to an insufficient number of candidates. All 3 candidates who registered for the centre agreed to sit the test by remote proctoring instead. Alice Springs, Cairns and Townsville test centres were not offered in Test Window 3, due to no or minimal patronage in the second test window.

Test centres were set up and test supervisors were trained according to ACER guidelines for high stakes online assessments, to ensure standardised testing conditions. The web browsers and all the computers were locked down to prevent misconduct and partition screens were also utilised to ensure candidates could not observe the screens of other candidates. Test forms were randomly assigned to candidates across venues, to enhance security and reduce the potential for cheating. Upon entry to the test room, candidates were also allocated to random rows at either side of the room. This was to ensure that close friends who walked in together were split up where possible. The secure test procedures, lockdown browser and random test form assignment worked well.

ACER received daily summary reports from the Chief Supervisor at each test centre as well as full incident reports for individual events. The online incident reporting system for test supervisors was utilised by all test centres for Test Window 3.

Following a review of all test centre incident reports, it was established that the test rules and procedures were enforced fairly and in accordance with instructions provided by ACER for secure high stakes test administration.

### *Incidents*

Incidents reported for Test Window 3 are summarised by category below.

#### Registration:

- There were a handful of candidates who presented without appropriate ID (i.e. expired) and another small group of candidates who presented at the test centre with a different name compared to the attendance roll (mostly due to married name changes). Those without appropriate ID were not permitted to sit the test and those requiring name changes were accommodated.
- Another handful of candidates presented late or for the wrong test session/day. These candidates were not admitted to the test.

#### Technical issues:

- There were a number of minor technical issues requiring IT support on the day. These included error messages requiring a restart of the browser and in some cases, moving candidates to alternative PCs. One candidate had an issue with the mouse not working which was resolved quickly. A couple of candidates had issues logging into the test. It transpired that one candidate was not entering the password correctly and another candidate needed to use a spare test login. All candidates experiencing technical or login issues were provided with extra time to make up for the disruption.
- The Warrnambool test centre lost internet connection for approximately 25 minutes on 22 October 2016. . Once service was reconnected to all machines, candidates re-commenced the test with extra time granted.
- There was an internet outage at the Sunshine Coast test centre on 27 October 2016. The loss of connection resulted in a delay of almost 1 hour while the internet service was restored. The loss

of connection was related to a power issue at the site. Once service was reconnected to all machines, candidates re-commenced the test with extra time granted. The length of the delay impacted the start time for the scheduled numeracy test session. One candidate could not stay to complete the numeracy test. As the delay was significant, this candidate was granted a full refund for the missed numeracy test session.

- There was an issue at the Newcastle test centre with the initial setup of the PCs. This caused a 15 minute delay to the scheduled literacy start time. Candidates were allotted the full 2 hour test time once the session began.

#### Test content:

- A number of candidates submitted queries about test content including a perception that there was no correct answer, or that the test content was ambiguous. Test supervisors advised the candidates to answer the question to the best of their ability. Candidates were also notified that an incident report would be filed. These queries were collated and sent to the ACER test developers for review.

#### Noise:

- There were general noise issues at the Brisbane test centre (emergency sirens) and Sunshine Coast/Maroochydore (recycling bins being emptied in the street). Ear plugs were available for the candidates upon request. No comments regarding noise were made to the supervisors.
- On 23 October 2016 at the Brisbane test centre, there was also a noise complaint filed by the Chief Supervisor. Candidates who finished their exam from Literacy session and were waiting for Numeracy session were talking quite loudly. The Chief Supervisor received a comment from an invigilator to say it could be heard in the room. An announcement was made to ask them to be a bit quieter - 3 times. The Chief Supervisor also walked out to the breakout area to try and show them they were getting loud. They would quiet down and get loud again. The Chief Supervisor noted that it was very disappointing that they could not follow instructions.
- As with previous test windows, mobile phones ringing during the test continue to be an issue despite clear instructions given by supervisors to switch off all phones.

#### Medical incidents:

- There were several candidates who experienced illness on the test day. At the Wollongong test centre, one candidate experienced an anxiety attack and was aided by the test supervisors.
- One candidate attended the Ballarat test centre with certificate from her GP advising an aid for her wrist must be worn while using a computer. The candidate had not requested special testing accommodations. The supervisors checked the aid for any signs of writing and once given the all clear, the candidate was permitted to use the guard.

#### Other issues:

- At the Ballarat test centre, on the test day it became apparent that one of the supervisors had a known association with one of the test candidates. This was not identified prior to the test session. Following due protocol, the test supervisor was excused from duty.

#### Remote Proctoring

Remote proctoring was available for all candidates for Test Window 3. A similar number of candidates completed the test by remote proctoring as for Test Window 2.

An upgraded countdown timer was implemented in the ACER test delivery system. It can be stopped/started at any time by the proctors when they lock and unlock the tests, which had reduced the number of test sessions requiring rescheduling by ACER during Test Window 3.

A summary of candidate survey comments is compiled by ProctorU at the conclusion of each test window. For Test Window 3, a total of 86% of candidates completed the survey and the responses were quite encouraging. 65% of candidates rated their remote proctoring experience at the highest score of 5 – very satisfied. 23% rated their experience with a score of 4, 8% were neutral, 2% (12) were dissatisfied and 2% (8) were very dissatisfied.

## Post-Test Administration

### Results

The results of Test Window 3 were provided to DET via secure MyCloud on 7 November 2016. Results were also released to the nominated contacts of the Higher Education Providers on the same day. Candidates received their results via their online candidate account on 14 November 2016. Candidates were sent an email notification about the release with instructions on how to access the results and a document on how to interpret their report. An announcement about the release of results was also published on the ACER test website.

### Cancellation of Results

No results were cancelled for Test Window 3.

## Conclusion

The test was once again administered smoothly and successfully. The number of candidates registering for remote proctoring remained consistent with Test Window 2.

Emails were sent before the test window to reiterate the test rules. Announcements were also made at the beginning of each test session to remind candidates to turn off their mobile phones and leave their phones in their bags. As a result, candidates generally adhered to the test rules and while there were some technical problems during Test Window 3, these were managed on the test day. The internet outage at the Warrnambool and Sunshine Coast test centres was looked into immediately and again following the test sessions to ensure that the outage did not occur again for subsequent test sittings. No major incidents were reported.

ACER continues to conduct post-test review meetings internally, and with external partners Cliftons and ProctorU at the completion of each test window to ensure any issues that have arisen are resolved promptly and processes are reviewed and improved on. ACER also updates the test supervisor and proctor guidelines for incident management based on lessons learnt from Test Window 3 and all prior test windows.

The Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students

Administration  
Report  
Test Window 4  
30 Nov – 8 Dec  
2016



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Confidential

## The Literacy and Numeracy Test for Initial Teacher Education Students

### Pre-Test Administration

#### Publicity

Information on the test was stated on the ACER test website. A link to the Department of Education and Training website was also provided. The News Flash section of the website was updated regularly throughout the registration and test periods with important news and reminders concerning the registration deadline, admission tickets, test day, and the release of results.

#### Preparation Materials

Sample Questions were available on the ACER test website. An interactive version was also accessible to registered candidates. Answers were provided for all questions.

#### Communication with Candidates

Email and telephone were the principal means of communication with candidates. Enquiries were generally responded to within 24 hours.

Additional information regarding the proceedings of the test day was emailed to all candidates prior to the test day. In total, five reminder emails were sent to candidates sitting the test by remote proctoring, and four reminder emails were sent to candidates sitting the test at test centres, in the week leading up to the test window.

Information on test policies and rules concerning refunds, deferrals and rescheduling was provided on the test website.

#### Registrations and Refunds

Registrations for Test Window 4 opened on Wednesday 2 November 2016 and closed at 5p.m. AEDT on Wednesday 16 November 2016.

All candidates were required to register online at the ACER test website. Upon registration, they received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. The registration process went smoothly.

In response to University of Queensland (UQ)'s request to pay for its students to sit the test, the ACER registration system was modified to enable eligible UQ students to register for the test without making the payment for Test Window 4. UQ staff logged into the ACER system on a daily basis during the registration period to approve/not approve the registrations within 2 business days from the day the students registered for the test. The process worked smoothly and successfully.

The refund deadline was 5p.m. AEDT on 16 November 2016. 72 refund requests were received and processed by the deadline. A further 4 refunds were processed on compassionate grounds after the deadline, resulting in a total number of 76 refunds made for this test window.

#### Admission Tickets

Admission tickets were released to candidates on 20 November 2016. The admission tickets of those sitting at test centres stated the candidate's personal details and test reporting time and address of the candidate's

test centre. The tickets of the candidates sitting the test by remote proctoring stated their personal details as well as the usernames required to access the tests.

Admission tickets were delivered electronically. Candidates were sent an email informing them that their admission ticket could be accessed via their ACER online candidate account.

Candidates were reminded that they needed to have their admission ticket to be permitted to sit the test. Candidates were permitted to show either an electronic or printed copy of their admission ticket.

## Test Day

### A snapshot of the attendance for Test Window 4

Test Centre	Numeracy				Literacy			
	Capacity	Registered	Present	Attendance Rate	Capacity	Registered	Present	Attendance Rate
Adelaide CBD	30	30	29	96.67%	31	31	30	96.77%
Albury	20	20	18	90.00%	20	20	19	95.00%
Armidale	40	40	38	95.00%	40	40	38	95.00%
Ballarat	60	60	57	95.00%	60	60	57	95.00%
Bathurst	20	20	19	95.00%	20	20	19	95.00%
Brisbane CBD	384	382	372	97.38%	384	383	374	97.65%
Bundaberg	20	20	20	100.00%	20	20	20	100.00%
Canberra CBD	30	30	30	100.00%	30	29	29	100.00%
Darwin	10	10	10	100.00%	10	10	10	100.00%
Melbourne CBD	720	720	699	97.08%	721	721	696	96.53%
Newcastle	81	81	79	97.53%	81	81	80	98.77%
Parramatta	97	97	95	97.94%	96	96	93	96.88%
Perth CBD	36	35	32	91.43%	36	35	32	91.43%
Sunshine Coast/Maroochydore	60	60	59	98.33%	60	60	60	100.00%
Sydney CBD	501	501	487	97.21%	500	500	487	97.40%
Wagga Wagga	20	20	19	95.00%	20	20	19	95.00%
Wollongong	30	30	30	100.00%	30	30	30	100.00%
Remote proctoring		941	897	95.32%		906	871	96.14%
<b>Grand Total</b>		<b>3097</b>	<b>2990</b>	<b>96.55%</b>		<b>3062</b>	<b>2964</b>	<b>96.80%</b>

### Test Dates

Test Window 4 was held from Wednesday 30 November 2016 to Thursday 8 December 2016.

### Reporting and Test Start Times

There were four test sessions per day at most of the test centres. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30a.m. The morning numeracy test session had a reporting time of 10.30a.m. Candidates who registered to sit the afternoon literacy test session had to report at 1.30p.m. and those sitting the afternoon numeracy test session were told to report at 4.30p.m. After check-in procedures (i.e. photo identification and admission ticket checks) had been completed, the test commenced promptly.

Candidates sitting by remote proctoring were told to be seated and ready to begin their test at their scheduled test time. A grace period of 15 minutes was given in case candidates had any difficulty connecting to the online proctor.



Candidates were reminded via emails that they should allow at least 2½ hours for all testing procedures to be completed for each test component.

#### Candidates with Special Testing Conditions

11 applications for special testing conditions were received and approved by ACER for Test Window 4. These included 9 applications from candidates sitting the test at the test centres and 2 applications from candidates sitting by remote proctoring. 2 of the special testing applications for test centres were received and processed after the closing date of Wednesday 16 November 2016.

All these applications were approved after supporting documentation, such as medical certificates and/or psychologist reports, was reviewed by the committee. Accommodations granted included permission to use insulin medication, consume food/drinks during the test and extra testing time. Special testing accommodations were well managed by the test supervisors and online proctors.

#### Test Centres and Test Supervision

Test centres were available in the following locations:

##### **Capital cities**

Adelaide

Brisbane

Canberra

Darwin

Melbourne

Perth

Sydney

##### **Regional locations**

Albury

Armidale

Ballarat

Bathurst

Bundaberg

Sunshine Coast/Maroochydore

Newcastle

Parramatta

Wagga Wagga

Wollongong

Test centres for Test Window 4 were well patronised, with most centres operating at or close to full capacity. Alice Springs, Cairns, Hobart, and Townsville test centres were not offered this time due to lack of demand in previous test windows. During the registration period for Test Window 4, ACER monitored the number of registrations for each test centre and added additional seats to Armidale, Brisbane, Sunshine Coast, Sydney and Melbourne based on candidate demand, to ensure that final year students had the opportunity to complete the test in 2016. The University of Queensland contacted ACER to request additional spaces be made available in Brisbane during this test window and this was accommodated.

It is hoped that the data from 2016 will assist capacity estimates for 2017. Furthermore the regional test centre data provides strong support for the recommendation of only opening less patronised regional centres for one test window each year.

Test centres were set up and test supervisors were trained according to ACER guidelines for high stakes online assessments, to ensure standardised testing conditions. The web browsers and all the computers were locked down to prevent misconduct and partition screens were also utilised to ensure candidates could not observe the screens of other candidates. Test forms were randomly assigned to candidates across venues, to enhance security and reduce the potential for cheating. Upon entry to the test room, candidates were also allocated to random rows at either side of the room. This was to ensure that close friends who walked in together were split up where possible. The secure test procedures, lockdown browser and random test form assignment worked well.

ACER received daily summary reports from the Chief Supervisor at each test centre as well as full incident reports for individual events. The online incident reporting system for test supervisors was utilised by all test centres for Test Window 4.

Following a review of all test centre incident reports, it was established that the test rules and procedures were enforced fairly and in accordance with instructions provided by ACER for secure high stakes test administration.

### *Incidents*

Incidents reported for Test Window 4 are summarised by category below.

#### Registration:

As with previous test windows, a handful of candidates presented without appropriate ID, with mismatched personal details, or turned up for the wrong test session or too late to sit the test (i.e. after the test session had already started as per the schedule).

Candidates who arrived late or with insufficient/inappropriate ID were not admitted to sit the test.

Despite the numerous reminder emails and communications sent to candidates asking them to ensure their personal details are correct prior to sitting the test, these cases persisted. To support candidates further to reduce inconsistencies with personal details and ID issues, ACER implemented a number of revised measures for Test Window 4 including:

- New instructions for test supervisors to record all incorrect details on the attendance roll at the point of candidate check-in. All incorrect details (name and DOB) were recorded in a column next to the candidate's name on the attendance roll. Test supervisors were also instructed to remind candidates to contact ACER as soon as possible after their test session to confirm their correct personal details so these could be updated in the registration system. This ensures that the candidate statement of results is produced in the correct name and with the right DOB. It is important that these discrepancies are resolved well before the psychometric analysis of test results as changes to personal details cannot be made after the final results statement is generated.
- In previous test windows and during Test Window 4, several candidates presented with an expired ID document and a temporary renewal notice. The most common issue is when a candidate has applied to renew or update their licence (for example learners permit to full licence or probationary to full) shortly before the test date. In some states, the photo ID permit is collected and a temporary paper document is provided while the full photo licence is processed. On the test website and in the reminder emails sent to candidates leading up to the test day, candidates were advised that a temporary ID document without a photograph will not be accepted as valid identification at the test centre, even if the candidate can also present with the expired photo ID. This is to ensure fairness for all candidates due to the different licence processing arrangements in each state. The following message was added to the identification page on the test website and in the reminder emails to candidates:

**“IMPORTANT NOTE:** if you are intending to use your driver's licence as identification and need to renew or update your licence before the test date (for example changing from a learner's permit to a probationary licence or from a probationary licence to a full licence), please ensure you allow adequate time to receive the new licence. A temporary licence without a photograph will not be accepted as identification at the test centre or by the online proctor.”

#### Technical issues:

Minor technical issues impacted a small group of candidates across test centres. These included a handful of test login issues and some candidates experienced error messages requiring a browser restart during the test sitting. However these were resolved quickly and all candidates experiencing technical or login issues were provided with extra time to make up for the disruption.

Internet connection issues affected the Sunshine Coast test centre on all scheduled test days (6 – 8 December). A number of incident reports were recorded highlighting network connection failures with delays of up to 5 minutes for candidates. Candidates were able to reconnect and log back into the test and extra time of 3-5 minutes was granted at the end of the session. The majority of candidates did not require the additional time to complete the test and chose to leave at the end of the 2 hour session. Following the conclusion of the test window, ACER reviewed the test delivery logs to investigate the root cause of the connectivity issues. The test was being delivered at the same time in other test centres with no issues so ACER servers were not the problem. The venue provider was also asked to check all PCs set up at the site and it was confirmed that there was no hardware issue, leaving internet connectivity as the prime issue. Similar issues had occurred in Test Window 3 at the Sunshine Coast test centre and technical checks were conducted at the test venue before the commencement of Test Window 4. It is disappointing to know that despite the measures that had been undertaken, the same issues occurred again. Therefore, a decision has been made to discontinue use of the facility and to source a new venue for the next Sunshine Coast test sitting in May 2017.

#### Test content:

As with previous test windows, a small number of candidates submitted queries about test content including a perception that there was no correct answer, or that the test content was ambiguous. Test supervisors advised the candidates to answer the question to the best of their ability. Candidates were also notified that an incident report would be filed. These queries were collated and sent to the ACER test developers for review.

#### Noise:

There were reports of low level noise disturbances lasting a few minutes from other rooms at the Brisbane, Sydney, and Sunshine Coast test centres. Test supervisors responded promptly in addressing these concerns as soon as they were raised during the test sittings. No complaints were reported to ACER.

There were no reports of mobile phones ringing during the test sessions for Test Window 4.

#### Medical incidents:

A few candidates experienced illness during the test sessions in Sydney and Melbourne. One candidate had an anxiety attack during the test session. The candidate was supported by the test supervisors and was able to complete the test within the scheduled time. The other episodes of illness were managed with bathroom breaks.

#### Remote Proctoring

Remote proctoring was available for all candidates for Test Window 4. The number of candidates who registered and completed the test by remote proctoring during this test window more than doubled, as compared to those who sat by remote proctoring in Test Window 3.

Due to the significant increase in the number of candidates, there was also an increase in the number of test sessions that had to be rescheduled due to technical issues. It was discovered that despite the numerous reminders, many of the candidates did not have their equipment and internet connectivity tested by ProctorU's online technicians prior to their test sessions.

A summary of candidate survey comments is compiled by ProctorU at the conclusion of each test window. For Test Window 4, a total of 68% of candidates completed the survey and the responses were quite encouraging. 55% of candidates rated their remote proctoring experience at the highest score of 5 – very satisfied. 34% rated their experience with a score of 4, 7% were neutral, 2% (26) were dissatisfied and 1.4% (17) were very dissatisfied.

#### Misconduct:

Two candidates breached the test rules in this test window and their actions were deemed misconduct. In the first instance, the candidate's test was remotely accessed, on two occasions during the literacy test, by a person outside the test room using the TeamViewer program. On both occasions, the proctor closed the program that allowed the remote access and logged an incident report. ACER advised ProctorU to stop the candidate's literacy test and cancelled this candidate's scheduled numeracy test.

In the second case, the candidate attempted to use a forbidden Windows application (Hey Cortana), a voice-activated personal assistant. The application was opened by the candidate after the proctor had shut all applications on the candidate's computer. The proctor identified that the application had been opened, closed it and advised the candidate that speaking out loud was not permitted and logged an

incident report. The candidate completed the literacy test. There was no incident with this candidate's numeracy test.

ACER informed DET about both cases. Following a review of both cases, DET agreed that the candidate in the first instance would need to register and pay to sit both the literacy and numeracy tests during a subsequent test window. The literacy test result of the candidate in the second case was cancelled. Should further breaches occur, an exclusion timeframe or possible disqualification to sit the test in the future may be put in place. Both candidates and their institutions were informed of the candidates' misconduct and the action that had been taken.

## Post-Test Administration

### Results

The results of Test Window 4 were provided to DET via secure MyCloud on 9 January 2017. Results were also released to the nominated contacts of the Higher Education Providers on the same day. Results will be released to candidates via their online candidate account on 16 January 2017. Candidates will be sent an email notification about the release with instructions on how to access the results and a document on how to interpret their report. An announcement about the release of results will be published on the ACER test website.

From 1 January 2017, the inclusion of the Literacy and Numeracy Test for Initial Teacher Education Students is an accreditation requirement for all Initial Teacher Education (ITE) programs offered by Victorian Higher Education Providers. A person currently enrolled in an ITE program accredited by the Victorian Institute of Teaching (VIT) and offered by a Victorian Higher Education Provider which does not contain the test must successfully complete the test to qualify for provisional teacher registration in Victoria. Following discussions with the VIT and DET, it was agreed that VIT would contact ACER on a weekly basis for the results of those cases where individuals have been provided provisional registration by VIT pending sitting the test and where they have already finished their ITE courses.

### Cancellation of Results

A candidate's literacy test result was cancelled for misconduct. The incident is detailed in the "Remote Proctoring" section on page 6.

## Conclusion

The test was administered smoothly and successfully. The number of candidates registering for remote proctoring had more than doubled as compared to the previous test window. This could be due to the flexibility and convenience of this mode of sitting the test.

Emails were once again sent to all registered candidates before the test window to reiterate the test rules. Announcements were also made at the beginning of each test session to remind candidates to turn off their mobile phones and leave their phones in their bags. As a result, for the first time, there was no disruption caused by mobile phones. The internet outage at the Sunshine Coast test centre was looked into immediately and again following the test sessions.

Two candidates who sat the test by remote proctoring were found to be in breach of the test rules as they attempted to use prohibited aids during their test sessions. Following extensive investigations, their actions were deemed misconduct and their test sessions or results were cancelled.

To ensure that the test continues to be administered successfully, ACER conducts both an internal and external post-test review at the conclusion of each test window. ACER also reviews and streamlines its test processes and procedures based on lessons learnt from the test windows.

ACER's recommendations for 2017 are as follows:

1. ACER to source a more suitable venue for Sunshine Coast.
2. Based on the uptake of the regional test centres in 2016, it is recommended that the less patronised regional centres are only available for one test window each year.
3. ACER will include a field in the registration system for graduates to indicate that they are registering to sit the test for teacher registration purpose.
4. ACER will review the communication with remote proctoring candidates requiring them to check both the technical capability of their computers and to connect with a ProctorU technician to assess the suitability and stability of their internet connection, before registering for the test and before scheduling their test sessions.
5. ACER will continue to work closely with ProctorU and Cliftons in preventing candidates' attempts to cheat. ACER is in the process of developing a secure application that should identify prohibited applications. This application will also identify disconnections between the proctor and the candidate during the test session. If a disconnection is identified, the test will be locked. The candidate will see a text box that says that the test has been locked; the candidate will then be redirected to the home page to contact the proctor.
6. ACER is in the midst of developing a portal that will enable DET, Higher Education providers and Teacher Registration Boards to access and search for candidate results.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2017 Test  
Window 1  
20 February – 5  
March 2017**



Confidential

## Introduction

The first test window of 2017 for the Literacy and Numeracy Test for Initial Teacher Education Students was scheduled for Monday 20 February to Sunday 5 March 2017. For the first time since the national implementation of the test in July 2016, the test was advertised and offered as a remote proctoring only test window. All previous test windows have had test sessions available at capital city and regional test venues, and by remote proctoring.

The number of registrations received indicated that there was strong candidate demand to sit the test in Test Window 1. A total of 8865 unique test session bookings (i.e. a 2 hour Literacy or Numeracy test) were received by the close of the registration period. This represented the largest number of remote proctoring test sessions booked during a single test window since the test was implemented. Further information regarding candidate attendance is provided in this report, along with the key activities, challenges and lessons learnt from the administration of Test Window 1, exclusively by remote proctoring.

This report also documents further developments and improvements that occurred during this period, including the launch of the new portal for Higher Education Providers (HEPs), and a new ACER online test application to enhance test security for sessions conducted by remote proctoring. Based on the continuous review of test administration procedures, a number of recommendations for future test windows are also provided, with a specific focus on remote proctoring.

## Pre-Test Activities and Candidate Communication

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### Website

As for previous test windows, the test website was the main information source for candidates to find out about the test, how to register, and to locate important test administration procedures. The teacher test email and phone helpdesk was also in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 hours.

The remote proctoring section of the test website was updated prior to the opening of registrations for the test. The website was utilised to reinforce key messages to candidates about how to successfully register for, and complete the test by remote proctoring. This included emphasising the importance of the remote proctoring technical readiness checks, and engaging with the live equipment test support team from ProctorU.

All references to test centres were removed from the website to avoid causing confusion for candidates. Information about the new ACER online test application was also added to the website. To maintain control of the implementation of the online test application, it was decided not to publish the download links on the test website. The links to download the online test application for PCs and Macs were sent to registered candidates as part of the reminder emails, and the links were also available for candidates to access via their ACER online candidate account. This information was also provided in the candidate email communication, as detailed below.

### Email Reminders

Registered candidates were sent three targeted reminder emails leading up to the start of the test window. The first email was sent to notify candidates that Admission Tickets had been released. Candidates were reminded to set up their account with ProctorU and to schedule their test session(s). In this email, candidates were provided with instructions on how to download and install the ACER online test application.

The second reminder email focused on reinforcing the remote proctoring test rules and test room requirements, along with information about permitted items and misconduct. Candidates were also reminded to download the ACER online test application if they had not already done so. The third reminder email summarised the important test day information, including advice about how to set up



the test room and connect with the proctor. Information about rescheduling was also provided, including support mechanisms for significant technical issues experienced during the scheduled remote proctoring test session(s).

During the pre-test period, the most substantial number of enquiries related to the new ACER online test application. A number of candidates attempted to log into the test application immediately after downloading it (i.e. before their scheduled test session). Candidates also tried to log into the application using login details for their ACER online candidate account, or their ProctorU account, not realising that they would only be able to log in and access the application (which appears as a browser) on the test day. ACER clarified this information and provided candidates with guidance.

### **Preparation Materials**

Sample Questions were available on the ACER test website. An interactive version was also accessible to registered candidates. Answers were provided for all questions.

An accessible form of the sample questions for visually impaired candidates was also made available upon request to ACER.

### **Registrations and Refunds**

Registrations for Test Window 1 opened on Friday 20 January 2017 and closed on Sunday 5 February 2017.

At the request of the Victorian Institute of Teaching, ACER included a field in the registration system for graduates to indicate that they were registering to sit the test for teacher registration purpose. Queensland University of Technology (QUT) joined The University of Queensland (UQ) in paying for their students to sit the test. The ACER registration system was modified to enable eligible QUT and UQ students to register for the test without having to make any payment. QUT and UQ staff logged into the ACER system on a daily basis during the registration period to approve/not approve the registrations within 2 business days from the day the students registered for the test. The process worked smoothly and successfully for both universities.

All candidates were required to register online at the ACER test website. A total of 4413 candidates registered for the literacy test, and a total of 4452 candidates registered to sit the numeracy test.

Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

Upon registration, candidates were instructed to schedule their test sessions with ProctorU. Test session bookings were monitored by ACER and candidates were reminded to book their sessions during the test window, if they had not already done so. The registration process went smoothly overall.

The refund deadline was Sunday 5 February 2017. 86 refund requests were received and processed by the deadline. A further 4 refunds were processed on compassionate grounds after the deadline, resulting in a total number of 90 refunds made for this test window.

### **Admission Tickets and Photo Identification**

Admission tickets were released to candidates on Monday 13 February 2017. The admission tickets stated the personal details of candidates and the usernames required to access the tests. Admission tickets were delivered electronically. Candidates were sent an email informing them that their admission ticket could be accessed via their ACER online candidate account.

Candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

### Attendance

For Test Window 1, a total of 4413 candidates registered for the literacy test, and a total of 4452 candidates registered to sit the numeracy test. At the end of the test window, 4264 candidates sat the literacy test, and 4287 candidates sat the numeracy test.

The table below (Table 1) provides a summary data of attendance for Test Window 1.

**Table 1: A summary data of attendance by Higher Education Provider for Test Window 1**

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Australian Catholic University	528	514	97.35%	550	534	97.09%
Australian College of Physical Education	6	5	83.33%	5	3	60.00%
Avondale College	21	21	100.00%	20	20	100.00%
Central Queensland University	35	34	97.14%	32	31	96.88%
Charles Darwin University	37	37	100.00%	38	38	100.00%
Charles Sturt University	122	117	95.90%	121	114	94.21%
Christian Heritage College	14	14	100.00%	15	15	100.00%
Curtin University of Technology	195	193	98.97%	193	191	98.96%
Deakin University	175	175	100.00%	180	177	98.33%
Eastern College Victoria	1	1	100.00%	1	1	100.00%
Edith Cowan University	2	2	100.00%	2	2	100.00%
Excelsia College	3	3	100.00%	3	3	100.00%
Federation University Australia	37	36	97.30%	34	32	94.12%
Flinders University	3	2	66.67%	3	2	66.67%
Griffith University	98	96	97.96%	102	100	98.04%
Holmesglen Tafe	3	3	100.00%	4	4	100.00%
James Cook University	26	26	100.00%	27	27	100.00%
La Trobe University	74	72	97.30%	73	67	91.78%
Macquarie University	152	151	99.34%	152	149	98.03%
Melbourne Polytechnic	2	2	100.00%	2	2	100.00%
Monash University	134	132	98.51%	131	130	99.24%
Morling College	1	0	0.00%	1	0	0.00%
Queensland University of Technology	228	191	83.77%	237	199	83.97%
RMIT University	28	28	100.00%	31	31	100.00%
Southern Cross University	153	149	97.39%	156	152	97.44%
Swinburne University of Technology	209	207	99.04%	220	218	99.09%
The University of Adelaide	37	34	91.89%	38	36	94.74%
The University of Melbourne	36	34	94.44%	34	32	94.12%
The University of New England	145	143	98.62%	146	144	98.63%
The University of New South Wales	216	212	98.15%	214	209	97.66%
The University of Newcastle	422	410	97.16%	416	406	97.60%
The University of Notre Dame Australia	75	75	100.00%	83	82	98.80%
The University of Queensland	282	267	94.68%	279	259	92.83%
The University of Sydney	184	180	97.83%	183	181	98.91%
The University of Western Australia	16	15	93.75%	15	14	93.33%
University of Canberra	13	12	92.31%	13	12	92.31%
University of Southern Queensland	200	190	95.00%	199	187	93.97%
University of Tasmania	11	11	100.00%	11	11	100.00%

University of Technology Sydney	30	29	96.67%	29	29	100.00%
University of the Sunshine Coast	57	56	98.25%	58	58	100.00%
University of Western Sydney	174	166	95.40%	169	162	95.86%
University of Wollongong	150	145	96.67%	156	151	96.79%
Victoria University	78	74	94.87%	76	72	94.74%
<b>Summary</b>	<b>4413</b>	<b>4264</b>	<b>96.62%</b>	<b>4452</b>	<b>4287</b>	<b>96.29%</b>

### ACER Online Test Application

ACER developed and launched an online test application for remote proctoring test sessions. The application was introduced for the first time during this test window. It detects unpermitted programs and lost internet connectivity. The application is designed to lock and block access to the test immediately when unpermitted programs are opened during test sessions or the connection between candidates and their proctors is lost during test sessions.

All candidates were required to have the application installed and sit the test using it, and the majority of them were able to do so. Candidates who were unable to install the application were permitted to sit the test using a normal browser. Those who were unable to install the application was because of the operating system on their computers not meeting the minimum requirements.

The application has achieved its designed purposes. It locked the test and stopped the test timer whenever candidates lost connection to their proctors so they did not lose any test time nor were able to access the test in such incidences. It also locked the test when an unpermitted application was detected during a test session.

### Test Dates

Test Window 1 was scheduled to be held from Monday 20 February to Sunday 5 March 2017. The test window was extended by 7 days, until Sunday 12 March, for a handful of candidates who experienced significant technical issues with their original test sessions. These candidates had their first test sessions booked over the last weekend of the published test window.

All candidates were advised to book their session(s) early in the test window, to ensure that there would be time to reschedule their session(s) in the event that they experienced significant technical issues or misadventure on their original test day.

A substantial number of candidates booked their test session(s) to occur on the first two days of the test window: Monday 20 and Tuesday 21 February 2017. Test session numbers peaked then fell towards the end of the window – 1387 sessions on 20 February, 1013 on 21 February, and averaged about 500 sessions per day for the rest of the test window.

### Reporting and Test Start Times

As there were no test centres operating for Test Window 1, remote proctoring test sessions were booked by candidates from the list of available session times in the ProctorU booking system. Capacity was provided on each day of the published test window dates.

Candidates were told to be seated and ready to begin their test at their scheduled test time. The pre-test checks and proctor connection process included confirmation that the candidate had downloaded the ACER online test application for remote proctoring. Proctors were instructed how to download the application for the candidate if the candidate had not already done so prior to their test session.

Candidates were able to reschedule their test session(s) during the test window at their convenience.

Candidates were reminded via emails they should allow at least 2½ hours for all testing procedures to be completed for each test component. Candidates were also advised to allow at least one hour between their literacy and numeracy test sessions, if they planned to sit one test straight after the other.

### Candidates with Special Testing Conditions

29 applications for special testing conditions were received and approved by ACER for Test Window 1.

All special testing conditions applications were approved after supporting documentation, such as medical certificates and/or psychologist reports, was reviewed by the committee. Accommodations granted included permission to use insulin and medication, consume food/drinks during the test and extra testing time. Special testing accommodations were well managed by the online proctors.

### Management of Incidents

The teacher test email and phone helpdesk were available throughout the test window to support candidates who experienced technical problems or other incidents during their test session(s). The ProctorU support team logged incident reports when a test session did not occur within standard test administration protocols. ACER reviewed all incident reports raised by ProctorU, and also followed up on incidents and complaints raised directly by candidates during the test window.

Overall, the number of incident reports raised was small compared to the number of candidates sitting the test in Test Window 1. Table 2 below provides a breakdown of incidents.

**Table 2: Test Window 1 Incident Summary**

Total sessions	No. of investigated incidents	Percentage	Cases with significant investigations	Percentage	Cases involving rescheduling with provision of lost time	Percentage
8576	180	2.10%	77	0.90%	29	0.34%

ACER investigated all reported incidents by reviewing the ProctorU records, the ACER test delivery system records and server logs, and information from the candidate, if provided. Cases marked as significant (77) took ACER approximately one hour each to investigate fully.

The majority of incidents involved concerns about test timing, disconnection, technical issues, use of unauthorised programs and unauthorised breaks. Where it was established that candidates lost test time due to technical issues, additional time was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU.

### Misconduct

A candidate breached the test rules in this test window and his/her actions during the numeracy test session were deemed misconduct. The candidate attempted to open an unauthorised application (i.e. computer calculator) on a few occasions to assist in completing the test. The proctor identified that the application had been opened, closed it and advised the candidate that the application was not permitted. However, the candidate ignored the proctor's instructions and attempted to open it a few more times during the test session. The proctor locked the candidate's test and advised the candidate that he/she had breached the test rules and logged an incident report and informed ACER. ACER proceeded to investigate this incident.

Upon conclusion of this incident, ACER informed DET about this case. Following a review, DET agreed that the HEP of the candidate be informed and that the candidate would need to register and pay to sit both the numeracy test during a subsequent test window. Should further breaches occur, an exclusion timeframe or possible disqualification to sit the test in the future may be put in place. Both the candidate and the institution were informed of the candidate's misconduct and the action that had been taken.

### Remote Proctoring Feedback

At the end of their test session(s), candidates were asked to complete a short feedback survey by ProctorU. About 64% of candidates who sat the test rated their experience in the survey. As indicated by the response data in Table 5 below, the majority of candidates indicated that they were satisfied with their testing experience.

Were you satisfied with your experience with ProctorU?	
Strongly Agree	48.67%
Agree	38.3%
Neutral	8.77%
Disagree	2.79%
Strongly Disagree	1.47%

### Post-test

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#### Results

The results of 2017 Test Window 1 were provided to DET via the ACER portal on Monday 27 March 2017. Results were also released via the portal to the nominated contacts of the HEPs on the same day.

Results were released to candidates via their online candidate account on Monday 3 April 2017. On the test website, candidates were advised that results would be released in the week beginning Monday 3 April 2017. ACER continues to receive requests from candidates for results to be released to them earlier.

Candidates were sent an email notification about the release with instructions on how to access the results and a document on how to interpret their report. The Latest News section of the website was also updated to notify candidates that results had been released.

#### Cancellation of Results

A candidate's numeracy test result was cancelled for misconduct. The details of this incident were stated under the Misconduct section of this report.

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### **Social Media**

ACER routinely checks social media and online platforms to ensure that test security is not compromised. Prior to Test Window 1, an external Facebook support group for the test was identified by ACER. The group offers advice about preparing and studying for the test, with various links and resources provided. ACER will continue to monitor the activities of this group and such platforms to ensure that candidates are not engaging in misconduct by publishing test content and/or infringing the copyright of the test.

### **Conclusion and Recommendations**

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Overall, the first test window of 2017 was administered successfully and this was the first time the test was delivered by remote proctoring only. ACER worked very closely with ProctorU before and during the test period to ensure candidate demand was met and that the test experience remained positive despite the extremely high volume of test sessions. Post-test internal and external review sessions are also conducted at the conclusion of the test window.

The ACER online test application was developed and implemented as an extra security measure for this test window and ACER worked with ProctorU to train the proctors on the use of the application. The application worked very well by locking a test as soon as it identified a loss of connection between the proctors and the candidates, and when it detected unpermitted programs running at any time during a test session.

On the whole, the total number of incidents was relatively small. However, the investigation and management of incidents took considerable time as the ProctorU incident reports, logs of test sessions, ACER test delivery system records and server logs of all incidents had to be reviewed each time. Additional information had to be obtained from candidates in some cases and incidents that were marked as significant (a total of 77 such cases) took ACER approximately one hour each to

investigate. Once incidents had been investigated, ACER then had to communicate with both ProctorU and the candidates to ensure both parties were clear on what to do.

What ACER has also learnt is that even though candidates may have completed their technical checks before their test session(s), there is no guarantee that they will not face technical issues during their session. This is due to external factors such as their internet connection, computer failure, the stability of connection between proctors and candidates, and the volume of concurrent test sessions conducted by ProctorU. In such cases, test sessions usually had to be rescheduled. The test window this time had to be extended for a week in order for candidates who faced technical issues during the last few days of the window to be able to reschedule their test sessions.

An ongoing challenge for delivering the test by remote proctoring is to make sure all proctors apply the test rules consistently. ACER and ProctorU work very closely to ensure all proctors are trained in the test rules. Any inconsistencies in practices are identified and brought to the attention of ProctorU immediately. The proctors are then retrained and unsuitable proctors “removed”. However, the nature of remote proctoring is such that it is very difficult to monitor what the proctors do and say to each candidate in a test session unless an incident is brought to ACER’s attention.

It also became apparent during this test window that for remote proctoring, there is a certain level of ‘account fatigue’, with candidates exhibiting confusion about when to access their ACER online candidate account, their ProctorU account, and the ACER online test application used to deliver the test. This is especially so for candidates who are not technologically-inclined. Whilst this could partially be attributed to the new requirement to use the ACER online test application, it is clear that candidates need more guidance in managing their remote proctoring test booking(s). During Test Window 1, the Latest News section of the website was continually updated to try and guide candidates in the right direction regarding the use of the ACER online test application.

Remote proctoring has proven to be a flexible and convenient delivery mode for most candidates. However, in view of the challenges and lessons that have been outlined above, ACER recommends the following measures to ensure the continued success and security of this delivery mode:

1. Limit the maximum number of test sessions a day.
2. Offer remote proctoring as a delivery mode alongside test centres.
3. Amend the instructions for candidates sitting the test by remote proctoring so that information and test session preparation requirements are presented in a more sequential manner. This will assist candidates to navigate the various pre-test, technical and test scheduling requirements.



**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2017 Test  
Window 2**

24 May – 6 June  
2017



Confidential

## Introduction

The second test window of 2017 for the Literacy and Numeracy Test for Initial Teacher Education Students was scheduled for Wednesday 24 May to Tuesday 6 June 2017. This test window offered both test centre and remote proctoring test sessions and was the first time test centres were offered in 2017, as Test Window 1 was conducted exclusively by remote proctoring.

Registration numbers for Test Window 2 were significantly higher than for all previous test windows conducted since the national implementation of the test. A total of 15560 test session bookings were received during the registration period: Tuesday 18 April to 5pm AEST Tuesday 2 May 2017. Further information regarding candidate attendance is provided in this report, including a breakdown of attendance by test centre location and remote proctoring test sessions.

Given the strong candidate demand, additional capacity (reserve seating) was added to a number of test centres during the registration period including Melbourne, Brisbane and Perth. On the whole, test centre and remote proctoring test sessions ran smoothly and without major incidents. There was one exception, being an unfortunate technical fault at the Parramatta test centre which impacted upon a number of candidates scheduled to sit the test at this test centre during the test window. The management of this incident, and subsequent remedial actions are described in detail in the Test Day report below.

The final section of this report documents some of the additional activities undertaken as part of the ongoing delivery of the test programme over the period April to June 2017, including additional support provided by ACER to stakeholders relating to test data and reporting.

### Pre-Test Activities and Candidate Communication

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#### Website

As for previous test windows, the test website was the main information source for candidates to find out about the test, how to register, and how to locate important test administration procedures. The teacher test email and phone helpdesk were also in operation during standard business hours to assist candidates with their enquiries. Around 3300 enquiries about pre-test, test day and post-test matters were received between early April and June 2017. All email and phone enquiries were generally responded to within 24 business hours.

All references to test centres that were removed from the test website for Test Window 1 in order to avoid confusing candidates during the remote proctoring only test window were reinstated on the relevant website pages for Test Window 2.

#### Email Reminders

Registered candidates were sent two targeted reminder emails leading up to the start of the test window. Reminder emails were customised for candidates sitting the test at test centres and by remote proctoring.

For test centre candidates, the first email was sent to notify candidates that Admission Tickets had been released. Candidates were also encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s).

The second reminder email for test centre candidates focused on reminding candidates of important test day procedures including ensuring enough travel time, the procedures for special testing conditions (if granted), permitted test items and misconduct policies, storage of valuable items at the test centre, permitted early departure times and the general test supervision procedures to be followed on the test day.

For remote proctoring candidates, the first email was sent to notify candidates that Admission Tickets had been released. Candidates were also reminded to complete the technical readiness checks, to

download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. Candidates were also advised to ensure that they had arranged an appropriate test room, as per the remote proctoring room requirements stated on the test website.

The second reminder email for remote proctoring candidates focused on test day procedures. Candidates were reminded of the permitted items and misconduct policies for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample Questions were available on the ACER test website. An interactive version was also accessible to registered candidates. Answers were provided for all questions.

An accessible form of the sample questions for visually impaired candidates was also made available to candidates upon request to ACER.

ACER continues to receive requests for more sample questions from prospective candidates. Additional practice questions (30 questions for each test component) were released as PDF booklets on the test website on 11 July 2017. Answers were provided for all questions. It is anticipated that this release will undoubtedly be welcomed by prospective test candidates. An interactive version will be made available to all registered candidates by the end of July 2017.

### **Registrations and Refunds**

Registrations for Test Window 2 opened on Tuesday 18 April and closed at 5pm AEST Tuesday 2 May 2017. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

As indicated in the introduction, registration numbers for this Test Window 2 increased dramatically in comparison to previous test windows. A total of 7758 candidates registered for the literacy test, and a total of 7802 candidates registered to sit the numeracy test. This equates to 15560 test registrations, and is around double the number of registrations received for Test Window 1 in February 2017.

ACER monitored registrations daily and upon consultation with the venue provider, opened up additional seats that were held 'on reserve' as required. Significant additional capacity was added to weekend test sessions scheduled on Saturday 27<sup>th</sup> and Sunday 28<sup>th</sup> May in Brisbane, Melbourne and Perth. Extra seats were also added to the Melbourne test centre for Monday 29<sup>th</sup> May.

During the registration period, there was confusion for some candidates studying at QUT and UQ who attempted to register to sit the test as a re-sit candidate via the university payment approvals process. The universities have indicated that they will only pay for one test sitting for each unique candidate. However there has been no formal tracking of test attempts at the universities, thus some candidates had their registrations held up while the universities decided whether to approve their registrations via the portal. This situation will be resolved for Test Window 3 as ACER has modified the registration system to enable QUT and UQ students to bypass the university approval process and submit the test fee themselves if required. The registration process for Test Window 2 went smoothly on the whole.

The refund deadline was Tuesday 2 May 2017. 70 refund requests were received and processed by the deadline. A further 7 refunds were processed on compassionate grounds after the deadline. In addition, 5 refunds were processed for candidates whose test sittings were affected by the technical disruption at the Parramatta test centre, resulting in a total of 82 refunds for this test window. Refunds were made on compassionate grounds for varied reasons such as cancer treatment, hospitalisation or death of an immediate family member. Refunds were also granted to the affected Parramatta candidates who wanted a refund for the test component that they did not manage to sit, and/or any test component(s) for which they opted for a refund.

### Admission Tickets and Photo Identification

Admission tickets were released to candidates on Monday 15 May 2017. The admission tickets stated the personal details of candidates. For test centres, the admission tickets showed the test session and venue details. For remote proctoring candidates, the admission tickets included the usernames required to access the tests. Admission tickets were delivered electronically. Candidates were sent an email informing them that their admission ticket could be accessed via their ACER online candidate account.

Candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

### Test Day

#### Attendance

For Test Window 2, a total of 7758 candidates registered for the literacy test, and a total of 7802 candidates registered to sit the numeracy test. At the end of the test window, 7508 candidates sat the literacy test, and 7540 candidates sat the numeracy test.

The table below (Table 1) provides a summary of attendance for Test Window 2.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	1	1	100.00%	1	1	100.00%
Australian Catholic University	482	465	96.47%	472	456	96.61%
Australian College of Physical Education	16	15	93.75%	17	16	94.12%
Avondale College	29	28	96.55%	29	29	100.00%
Central Queensland University	137	133	97.08%	140	134	95.71%
Charles Darwin University	39	39	100.00%	38	38	100.00%
Charles Sturt University	113	106	93.81%	114	107	93.86%
Christian Heritage College	56	54	96.43%	57	55	96.49%
Curtin University of Technology	238	234	98.32%	246	238	96.75%
Deakin University	468	460	98.29%	479	463	96.66%
Eastern College Victoria	2	2	100.00%	2	2	100.00%
Edith Cowan University	258	246	95.35%	258	246	95.35%
Excelsia College	1	1	100.00%	1	1	100.00%
Federation University Australia	191	186	97.38%	189	186	98.41%
Flinders University	5	5	100.00%	5	5	100.00%
Griffith University	283	268	94.70%	282	266	94.33%
Holmesglen TAFE	6	6	100.00%	8	8	100.00%
James Cook University	57	55	96.49%	56	55	98.21%
La Trobe University	205	201	98.05%	205	202	98.54%
Macquarie University	150	148	98.67%	144	142	98.61%
Melbourne Polytechnic	10	10	100.00%	12	12	100.00%
Monash University	1189	1157	97.31%	1195	1168	97.74%
Morling College	2	2	100.00%	2	2	100.00%
Murdoch University	27	27	100.00%	27	27	100.00%
Queensland University of Technology	387	351	90.70%	395	353	89.37%
RMIT University	189	186	98.41%	191	186	97.38%

Southern Cross University	100	98	98.00%	109	107	98.17%
Swinburne University of Technology	357	349	97.76%	347	336	96.83%
The University of Adelaide	21	20	95.24%	22	22	100.00%
The University of Melbourne	223	214	95.96%	226	220	97.35%
The University of New England	243	239	98.35%	241	235	97.51%
The University of New South Wales	176	171	97.16%	178	171	96.07%
The University of Newcastle	173	165	95.38%	178	170	95.51%
The University of Notre Dame Australia	113	108	95.58%	121	118	97.52%
The University of Queensland	150	141	94.00%	151	141	93.38%
The University of Sydney	439	427	97.27%	431	418	96.98%
The University of Western Australia	29	28	96.55%	29	28	96.55%
University of Canberra	38	38	100.00%	38	37	97.37%
University of South Australia	47	46	97.87%	44	43	97.73%
University of Southern Queensland	67	64	95.52%	70	66	94.29%
University of Tasmania	16	15	93.75%	14	13	92.86%
University of Technology Sydney	62	61	98.39%	61	59	96.72%
University of the Sunshine Coast	189	187	98.94%	190	188	98.95%
University of Western Sydney	490	472	96.33%	512	498	97.27%
University of Wollongong	73	71	97.26%	76	75	98.68%
Victoria University	211	208	98.58%	199	197	98.99%
<b>Grand Total</b>	<b>*7758</b>	<b>7508</b>	<b>96.78%</b>	<b>*7802</b>	<b>7540</b>	<b>96.64%</b>

\*includes one candidate whose registration was refunded on compassionate grounds after the test window

**Table 1: Summary of attendance by Higher Education Provider for Test Window 2**

### Test Dates

Test Window 2 was scheduled for Wednesday 24 May to Tuesday 6 June 2017. Test centres operated to a staggered schedule, with sessions available on both weekdays and weekends at the major capital city locations. Remote proctoring sessions could be scheduled by candidates between Wednesday 24 May and Saturday 3 June 2017. The remote proctoring test window was extended until Thursday 8 June 2017 for a number of candidates who experienced significant technical issues with their original test sessions. These candidates had their first test sessions booked over the last few days of the remote proctoring test window.

### Reporting and Test Start Times

At the test centres, there were four test sessions per day. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30a.m. The morning numeracy test session had a reporting time of 10.30a.m. Candidates who registered to sit the afternoon literacy test session had to report at 1.30p.m. and those sitting the afternoon numeracy test session were told to report at 4.30p.m.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

Candidates sitting at test centres were directed to the test room and the test sessions began promptly after the completion of registration. Candidates sitting by remote proctoring were told to be seated and ready to begin their test at the scheduled test time.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were advised to ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Candidates with Special Testing Conditions**

51 applications for special testing conditions were received and approved by ACER for Test Window 2. While this is a greater number of applications compared to previous test windows, the number of applications received is not excessive in proportion to the overall number of candidates who sat the test in Test Window 2.

All special testing conditions applications were approved after supporting documentation, such as medical certificates and/or psychologist reports, was reviewed by the committee which was made up of 2 or more ACER staff.

The types of accommodations granted for Test Window 2 included:

- Rest breaks
- Extra test time (a maximum of 20 minutes per test component)
- Permission to bring medication (e.g. Ventolin inhaler and diabetes/glucose monitoring kit)
- Permission to consume food/drink relating to medical condition
- Permission to stand and stretch
- Provision of a small group test environment (no more than 5 candidates per test room)
- Special seating requests for the front and back of the test room, and near the aisle
- Permission to bring support aids (cushion and mobility aids)
- Special support for candidates with limited mobility (i.e. limit time standing in the registration queue)
- Provision of additional working out paper
- Permission to magnify text and to wear Irlen glasses for visual impairment
- Provision of an Auslan interpreter for a profoundly deaf candidate.

During Test Window 2, ACER provided the accessible test form for one candidate with <sup>s 22</sup> who routinely used <sup>s 22</sup>. The candidate was located in <sup>s 22</sup> and ACER arranged for the candidate to sit the test at the ACER <sup>s 22</sup>. The test was successfully delivered in this format and the candidate was appreciative of the support provided.

Overall, special testing accommodations were well managed by the test supervisors and online proctors for this test window. Given the breadth and complexity of the accommodations requested, this is a pleasing outcome.

### **Management of Incidents**

ACER received daily summary reports from the Chief Supervisor at each test centre, as well as incident reports for individual events via the ACER online incident reporting system. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and candidates were also advised to contact the teacher test email and phone helpdesk if they experienced technical problems or other incidents during their test session(s).

ACER reviewed all incident reports raised by test supervisors and ProctorU, and also followed up on incidents and complaints raised directly by candidates during the test window.

### *Test Centres*

Incidents reported for Test Window 2 are summarised in Table 2 below. The incident type column highlights that the majority of incidents are not significant issues that impacted on the test administration, but rather, notification to ACER of any 'non-routine' event that may have occurred at the respective test centre. The total number of incidents should therefore be evaluated with both this, and the total number of candidates sitting the test at test centres during Test Window 2 in mind.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide	5	<p>3 candidates queried the test content.</p> <p>2 incidents regarding delayed test login (did not impact the exam start time).</p>	<p>Referred to ACER test developers for review.</p> <p>Resolved on the test day.</p>
Brisbane	69	<p>13 candidates queried the test content.</p> <p>11 candidates were reported for potential breaches to test rules. There was one case of a candidate accessing their bag at their workstation. Another candidate had a Fitbit device go off during the test. 6 candidates clicked to start the test before being given permission. 2 candidates continued to answer test questions after the notice to stop the test was given. 1 candidate started to write on the scratch paper before the test start time.</p> <p>17 incidents were recorded as test centre set-up concerns. These were mostly noise concerns for a couple of test sessions affecting a number of individual candidates on the same day. This also includes some complaints regarding candidate noise (coughing). One candidate experienced dust/allergy issues in the test room and one candidate complained about the clarity of the PC monitor.</p> <p>5 minor technical incidents were recorded (login and PC freeze issues).</p> <p>3 incidents were recorded for 'inappropriate candidate behaviour'. 2 candidates did not switch off their mobile phones and one</p>	<p>Referred to ACER test developers for review.</p> <p>The candidate's bag was moved to the appropriate storage area. The Fitbit was removed from the candidate's desk. Candidates who clicked through to start the test early were prevented from continuing until the official test start time. The 2 candidates who continued to answer test questions were warned by the test supervisors not to continue to do so. The scratch paper was confiscated and another piece of paper was handed to the candidate for the test.</p> <p>All candidates were offered earplugs. The candidate with the complaint about the screen was shown how to tilt the screen and how to increase the font size. The candidate was satisfied with this and completed the test.</p> <p>Resolved on the test day.</p> <p>All candidates were given a verbal warning and notified that incident reports would be filed.</p>

		<p>candidate was disruptive (foot tapping).</p> <p>4 candidates were refused entry for arriving late or for the wrong test session.</p> <p>5 candidates had entered their names incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>7 incidents were reported under the special testing conditions category, however these were not incidents as such. The reports provided confirmation of the requests and information about how the special testing accommodations were managed. One candidate requested permission to leave the test room to pray on the test day.</p> <p>3 incidents of candidate illnesses were recorded.</p> <p>1 candidate was reported for creating a significant disturbance and for failing to follow the instructions of the Chief Supervisor. The candidate was rude to the test supervisors at the venue and failed to follow instructions regarding permitted items in the test room. The candidate also stole catering and coffee provided for another client using the Brisbane facility and wilfully disobeyed the instructions given by the Chief Supervisor on the test day. The candidate also refused to provide her name when informed that her conduct would be recorded in an Incident Report.</p>	<p>Candidates were not admitted to the test.</p> <p>Candidates' identities verified and they were able to sit the test.</p> <p>N/A</p> <p>Candidates were supported by test supervisors and all were able to complete their test sessions.</p> <p>The Chief Supervisor reported the incident to ACER. ACER recommended cancelling the candidate's test results due to candidate misconduct. Upon consultation with the Department of Education and Training (DET), a decision was made to provide the candidate with her results and to provide a written record of her inappropriate conduct to her higher education provider.</p>
Canberra	1	1 candidate required extra scratch paper.	Resolved on the test day.



Darwin	2	<p>1 candidate had entered their name incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate had minor issues with scrolling through the test content.</p>	<p>Candidate's identity verified and was able to sit the test.</p> <p>Resolved on the test day.</p>
Hobart	1	The router became unplugged on one candidate's PC.	The candidate was moved to a spare PC and completed the test without further incident.
Melbourne	36	<p>14 candidates experienced minor technical incidents (login and PC freeze issues).</p> <p>9 candidates had entered their names/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>8 candidates arrived without sufficient ID and/or on the wrong test day.</p> <p>3 candidates queried the test content.</p> <p>1 candidate left their mobile phone on which caused a disturbance in the test room.</p> <p>1 candidate was identified as struggling to complete the numeracy test. The candidate did not move on from section 1 at all during the test sitting.</p>	<p>Resolved on the test day.</p> <p>Candidates' identities verified and they were able to sit the test.</p> <p>Candidates were not admitted to the test.</p> <p>Referred to ACER test developers for review.</p> <p>The test supervisors counselled the candidate about creating a disturbance and instructed the candidate to switch off their phone completely.</p> <p>The test supervisors reminded the candidate about section 2 and the candidate acknowledged this.</p>
Perth	11	<p>4 candidates queried the test content.</p> <p>6 candidates had entered their names/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate attended the test with unacceptable ID.</p>	<p>Referred to ACER test developers for review.</p> <p>Candidates' identities verified and they were able to sit the test.</p> <p>The candidate was not admitted to the test.</p>
Sydney	76	11 candidates experienced minor technical incidents	Resolved on the test day.

		<p>(login and PC freeze issues).</p> <p>39 candidates had entered their names/DOB/gender incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>4 candidates queried the test content.</p> <p>6 candidates were reported for failing to switch off their mobile phones.</p> <p>6 candidates were refused entry for failing to attend on time or for the correct test session.</p> <p>2 candidates were accommodated to undertake prayers for Ramadan.</p> <p>5 candidates experienced issues with their passwords to access the test.</p> <p>1 candidate experienced illness (an episode of feeling faint) during the test.</p> <p>2 reports were listed confirming the special testing conditions arranged for candidates.</p>	<p>Candidates' identities verified and they were able to sit the test.</p> <p>Referred to ACER test developers for review.</p> <p>The test supervisors counselled the candidates about creating a disturbance and instructed the candidates to switch off their phones completely.</p> <p>Candidates were not admitted to the test.</p> <p>Managed by test supervisors on the test day.</p> <p>Spare passwords were provided and candidates were able to sit the test.</p> <p>The candidate was given the opportunity to lie down for 10 minutes and was able to leave the test venue herself.</p> <p>The candidates were accommodated as per the conditions granted on the test day.</p>
<b>Regional locations</b>			
Albury	2	<p>2 candidates had the incorrect DOB recorded on the test registration.</p>	<p>Correct DOB recorded and candidates advised to contact ACER to alter their personal details in the database.</p>
Armidale	4	<p>1 candidate attended the wrong test session and requested to sit. The request was not fulfilled in line with the test booking policy.</p> <p>2 candidates experienced small technical issues –</p>	<p>Candidate was not admitted.</p> <p>Issues promptly resolved by technical support on the test day.</p>

		<p>screen dropout and a faulty mouse.</p> <p>There was a short noise disruption (10 minutes) caused by a council lawnmower in the area.</p>	<p>Chief supervisor immediately requested the lawn mowing to cease but this was not possible due to council requirements. All windows were closed for the duration of the noise disruption.</p>
Ballarat	1	<p>Despite being told to raise their hand if they had completed the test before the official finish time and to wait for the test supervisor to complete the testing procedures, candidate just stood up suddenly and left the test room with the scratch paper.</p>	<p>The candidate had already left the building and the scratch paper was not retrieved.</p>
Bundaberg	3	<p>1 candidate had issues logging into the test – there was some confusion with the lowercase/numerical password.</p> <p>1 candidate experienced small technical issues with slow loading of test.</p> <p>1 candidate queried the test content.</p>	<p>Candidate was able to login with supervisor assistance.</p> <p>PC issue was resolved to candidate's satisfaction.</p> <p>Referred to ACER test developers for review.</p>
Newcastle	8	<p>4 candidates experienced illness on the test day.</p> <p>1 candidate was absent due to serious illness and admission to hospital (another candidate informed test supervisor).</p> <p>2 candidates had entered their names incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate was listed for the incorrect session on the admission roll.</p>	<p>3 candidates finished the test. 1 candidate could not stay for the numeracy test.</p> <p>Candidate advised to contact ACER to discuss their case.</p> <p>Candidates' identities verified and they were able to sit the test.</p> <p>Candidate was able to sit the test at the correct test session.</p>
Parramatta	1	<p>There was a significant technical fault affecting 126 candidates. Please see full incident report below*.</p>	<p>Please see full incident report below*.</p>
Sunshine Coast	2	<p>Issues with two PCs that delayed the test time by 15 minutes.</p>	<p>All candidates given full 2 hours of test time after test commenced late.</p>

		There was a network outage lasting 5 minutes.	All candidates given an extra 5 minutes of test time.
Wagga Wagga	2	1 candidate was late to register but arrived in time for the test start.  1 candidate was found with a personal calculator despite being made aware of prohibited items in the test supervisor's announcement.	Candidate sat test.  The calculator was confiscated and ACER notified.
Wollongong	9	1 candidate arrived late.  1 candidate presented on the wrong test day.  1 candidate requested to change test sessions due to a family medical issue. The candidate also wanted to keep their mobile phone on.  3 candidates had entered their names incorrectly when registering for the test causing a mismatch on the attendance roll.  1 candidate experienced an anxiety attack during the test.  1 candidate experienced login issues.  1 candidate queried test content.	Candidate was not admitted.  Candidate was not admitted.  Test session change was not possible. Test supervisor assisted candidate to monitor mobile phone without affecting test security.  Candidates' identities verified and they were able to sit the test.  Candidate was assisted by test supervisors. The candidate completed the test.  Candidate was able to log in with supervisor's assistance.  Referred to ACER test developers for review.
Total	233		

**Table 2: Test Window 2 Test Centre Incident Summary**

**\* Parramatta test centre incident**

There was a significant network disruption which affected 126 unique candidates scheduled to sit their test session(s) at the Parramatta test centre during Test Window 2. This test centre had been in operation during previous test windows without any major incidents reported.

The Parramatta test centre was scheduled to operate on Saturday 27<sup>th</sup>, Sunday 28<sup>th</sup> and Monday 29<sup>th</sup> May 2017. Candidates who registered to sit the test for the PM test sessions on Saturday 27<sup>th</sup> May 2017 experienced issues with network connectivity and several computers were taken out of action, leaving only 4 computers available for candidates to complete the tests. Without consulting ACER, the Chief Supervisor made a decision and asked candidates to share the computers that were available to complete their tests, resulting in lengthy delays on this test day. This remedy was in direct contradiction of the test supervision guidelines that were provided by ACER.

On Monday 29<sup>th</sup> May, further incidents were reported to ACER and DET by candidates directly. Candidates complained that they had not been able to sit their allocated tests as they had experienced significant technical disruption to their test session and that there were changes made to the test rooms resulting in insufficient test supervisors. This had led to reports of alleged cheating, candidates talking during the test, noise in the test rooms and adjoining rooms without an attempt by the test supervisors to quieten those making the noise.

Upon knowing these issues, ACER immediately worked with the venue provider and technical and test supervision staff to investigate these incidents. It was discovered that the test supervision staff had tried to keep quiet about the issues and tried to resolve them themselves without alerting and consulting ACER and the venue provider, hence amplifying the impact of the incident for all concerned.

The disruption to the standard test administration procedures manifested in this incident required a number of resolution strategies, both immediate and long term. ACER put in place an immediate solution to contact affected candidates and offer them the opportunity to:

1. retain the responses of their original test sessions; or
2. re-sit the test at the Sydney test centre in the following week (Sunday 4<sup>th</sup> or Monday 5<sup>th</sup> June 2017). Candidates were offered a first and second preference test session with AM and PM sittings available; or
3. obtain a refund for the test.

The outcomes of the resolution strategy were as follows:

- All 23 candidates who were not able to sit their numeracy test due to the technical disruption responded to ACER by the stipulated deadline. 2 candidates were refunded for both test components. 5 candidates re-sat both test components while 16 candidates re-sat the numeracy test component and retained their literacy test sittings (where applicable).
- 31 out of 103 other candidates who were affected responded to ACER by the stipulated deadline. 4 candidates re-sat both test components. 17 candidates re-sat one component while retaining their responses from the original sitting of the other test component. 2 candidates were refunded for one test component. 1 candidate was refunded for one test component while the responses from their original test sitting for the other test component was retained. 7 candidates chose to retain the responses of both their original literacy and numeracy test sittings. The responses of the original test sittings of those candidates who did not respond to ACER by the stipulated deadline were retained and scored.
- All responses of the original test sittings of the candidates were also analysed by the psychometricians for anomalies that might have resulted from the technical disruption or alleged cheating. No anomalies were found.

For long term resolution and corrective action, ACER conducted a full review and requested a root-cause analysis from the venue provider. The review focused on why the Parramatta test sessions were not conducted in line with standard and secure test administration protocols, and how the test sessions and the significant network disruption were managed. ACER had meetings with the venue provider to discuss these issues and appropriate resolutions and recommendations for future test windows.

The venue provider confirmed that the issues experienced at Parramatta were due to poor planning at the test centre, network problem, and a clear failure on the part of the Chief Supervisor to follow the standard test administration guidelines and procedures. As indicated above, the incident was further compounded by inadequate communication and delayed response from the supervision and technical staff of the venue provider. With a focus on Test Window 3 scheduled for August 2017 and the requirement to offer a suitable testing location to service candidates in western Sydney, the immediate corrective actions agreed with the venue provider include:

- A review of booking procedures to ensure that that venue is provided with the correct allocation of test supervisors;
- Clarification on escalation points, contacts and availability of technical and venue support staff;
- Appointment of a new Chief Supervisor for the Parramatta test centre;
- Implementation of a 'knowledge test survey' to be conducted in addition to the test supervisor training for all test supervisors prior to each test window. This includes reminding supervisors of the high stakes nature of the test, the importance of test security and conducting the test sessions under standardised test conditions and not keeping quiet about incidents or making decisions on key matters without consulting ACER; and
- Withdrawal of the existing Parramatta test centre for the test, with a new suitable test venue to be sourced and tested prior to becoming operational.

### Remote Proctoring

Table 3 below provides a breakdown of the total number of remote proctoring incidents.

Total sessions	No. of investigated incidents	Percentage	Cases with significant investigations	Percentage	Cases involving rescheduling with provision of lost time	Percentage
5286	334	6.32%	43	0.81%	25	0.47%

**Table 3: Test Window 2 Remote Proctoring Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. Cases marked as significant (43) took ACER approximately one hour each to investigate fully.

The majority of incidents involved concerns about test timing, disconnection, technical issues, use of unauthorised programs and unauthorised breaks. Where it was established that candidates lost test time due to technical issues, additional time was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

### Misconduct

As detailed in the incident reports above, 1 candidate who sat the test at the Brisbane test centre was reported for misconduct for failure to follow the directions of the Chief Supervisor. The full Incident Report submitted by the Chief Supervisor is provided below:

*“The candidate, upon entering the exam room, went to the invigilator’s desk and took a couple of pens and paper and went to a workstation. The invigilator then had to run after her and take them from her and advised that a pen was available at her desk (as mentioned outside the room) and they may only have the one piece of scrap paper at a time. During the announcements, the candidate called out and interrupted the invigilator and asked “So when are you going to tell us when we can have water?” The invigilator informed the candidate that it will be mentioned in the announcements she’s currently doing. After the numeracy exam concluded the candidate went over to the other side of the facility and stole another client’s catering. When asked to give it back she said “Well are you going to give it to them after I’ve touched it?” After being told no she said “Well then” and walked to the lifts. I asked for her name and she scoffed and said “No.” The candidate also took the ‘no service’ sign off the coffee machine and helped herself too, prior to taking the food from the other client”.*

As the candidate was uncooperative regarding her identity, the Chief Supervisor was unable to provide an official warning or inform the candidate that an Incident Report would be filed. Upon conclusion of this incident, ACER informed DET about this case. Despite agreement on the poor behaviour exhibited by this candidate, a decision was made not to cancel her results for misconduct due to lack of documentation. The candidate received her test results and a report on her conduct was provided to her higher education provider for future progress monitoring.

### Remote Proctoring Feedback

At the end of their test session(s), candidates were asked to complete a short feedback survey by ProctorU. About 52.4% of candidates who sat the test rated their experience in the survey. As indicated by the response data in Table 4 below, the majority of candidates indicated that they were satisfied with their testing experience.

Were you satisfied with your experience with ProctorU?	
Strongly Agree	52.34%
Agree	34.80%
Neutral	8.15%
Disagree	2.99%
Strongly Disagree	1.73%

**Table 4: Remote Proctoring Candidate Feedback**

## Post-Test Activities

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### Results

The results of 2017 Test Window 2 were provided to DET and the nominated contacts of the HEPs on Thursday 29 June 2017.

Results were released to candidates via their ACER online candidate account on Thursday 6 July 2017. On the test website, candidates were advised that results would be released in the week beginning Monday 3 July 2017.

ACER continues to receive requests from candidates for results to be released to them earlier. Candidates were advised that this was not possible due to ACER undertaking a rigorous checking process and the time required for higher education providers to verify candidates as bona fide candidates.

Candidates were sent an email notification about the release of results, with instructions on how to access the results and a document on how to interpret their report. The 'Latest News' section of the website was also updated to notify candidates that results had been released.

### Cancellation of Results

No results were cancelled for Test Window 2, 2017.

### ACER Portal

Results were released to DET and HEPs via the ACER portal. The portal allows DET to access de-identified results, and HEP nominated contacts are able to access, search and verify results for their students.

At the request of DET, in early June 2017, ACER also provided access to the portal to provide results data as per the Data Access Protocols to the following state and territory departments of education and regulatory authorities that had executed Deeds of Agreement with DET:

- Teachers Registration Board of South Australia
- Victorian Institute of Teaching
- Teachers Registration Board of Tasmania

- Queensland College of Teachers
- Queensland Department of Education and Training
- NSW Education Standards Authority
- Teacher Registration Board of the Northern Territory
- NSW Department of Education
- Department of Education Tasmania

During this test period, the Victorian Institute of Teaching contacted ACER to discuss the possibility of building a database link via a web service to allow direct verification of candidate results. This is in addition to the information already available via the ACER portal. ACER and VIT have discussed the scope of work and system specifications and ACER has provided VIT with a quote for the IT development work and ongoing access to the system. The system will be designed in line with the test Data Access Protocols and ACER will discuss the final scope of work with DET prior to entering into an agreement with the VIT.

### **Social Media**

ACER has been monitoring three restricted access Facebook groups set up for the test:

- LANTITE 2017: There are currently 558 members and the group describes itself as a 'group for those sitting the LANTITE tests 2017';
- Literacy and Numeracy Test Support Group: There are currently 981 member and they describe themselves as 'a support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'; and
- ACER Literacy and Numeracy test UNE study group: There are currently 90 members, described as 'a private group for University of New England (Armidale) teaching students to share study tips and prepare for the compulsory ACER test'.

The majority of comments and posts from group members provide general exam tips, free study links, including specific literacy and numeracy support sites (i.e. OpenLearning), NAPLAN references, links to the equivalent UK teacher test and so forth. There are also links to commercial providers selling a variety of literacy and numeracy practice test materials. Posts from students studying at higher education providers such as Swinburne also appear, with reference to some of the practice materials and welfare support services available for ITE students more generally.

The majority of posts contain innocuous test references, and some of the group moderators have been proactive in removing negative or unhelpful comments regarding the test. ACER has yet to find an instance where the content of the test or test security has been breached. ACER will continue to monitor social media to ensure that candidates do not compromise the integrity of the test or engage in misconduct by inappropriately publishing secure test information online.

### **Conclusion**

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Throughout Test Window 2, work has also been underway to refresh the test for Test Window 3. The test development team has also been heavily engaged in reviewing the accessible test form, along with producing the technical report, the described proficiency scales and revising the candidate reports in consultation with DET.

With regards to remote proctoring, ACER has compiled and analysed the common queries and feedback received from candidates from previous test windows and produced two new guides. The first is a step-by-step guide with screenshots to guide candidates through the entire test registration and test scheduling process. This guide will replace much of the dense text currently displayed on the 'Register' remote proctoring section of the test website. It is hoped that the addition of screenshots and practical tips for candidates will result in fewer candidates failing to book and/or missing their test due to misunderstandings around the test registration and scheduling processes. The second document is a new set of Frequently Asked Questions (FAQs) with specific details about who to contact for the



different types of queries. These documents have been added to the test website prior to the opening of registrations for Test Window 3.

Following the success in Test Window 1, the ACER online test application was implemented once again as an extra security measure for this test window and ACER continued to work with ProctorU to train the proctors on the use of the application. The application proved to work very well and will be implemented as a mandatory security requirement for all remote proctoring sessions in subsequent test windows. To ensure all registered candidates are able to download and run the ACER online test application, ACER has provided clear instructions for installing the application in the step-by-step guide.

To provide greater clarity and to alleviate the anxiety of candidates who wish to register for the test, the opening of registration during business hours on the opening date has been stated on the test website for Test Window 3.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2017 Test  
Window 3**

18 Aug – 31 Aug  
2017



Confidential

## Introduction

The third test window of 2017 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Friday 18 August to Thursday 31 August 2017. This test window offered both test centre and remote proctoring test sessions.

A total of 13888 test session bookings were received during the registration period: Thursday 13 July to 5pm AEST Wednesday 26 July 2017. There was once again strong candidate demand for this test window, with this window recording the second highest number of registrations since the introduction of the test. Additional capacity was added to a number of test centres during the registration period particularly in Melbourne, Brisbane and Perth. On the whole, test centre and remote proctoring test sessions ran smoothly and without major incidents.

### **Pre-Test Activities and Candidate Communication**

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#### **Website and Communication**

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours.

#### **Email Reminders**

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, the first email was sent to notify candidates that Admission Tickets had been released. Candidates were also encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s).

The second reminder email for test centre candidates focused on reminding candidates of important test day procedures including ensuring adequate travel time, special testing conditions procedures (if granted), permitted test items and misconduct policy, storage of valuable items at the test centre and the general test supervision procedures on the test day.

For remote proctoring candidates, the first email was sent to notify candidates that Admission Tickets had been released. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. Candidates were also reminded to ensure that they had arranged an appropriate test room, as per the remote proctoring room requirements stated on the test website.

The second reminder email for remote proctoring candidates focused on test day procedures. Candidates were reminded of the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

#### **Practice Material**

Sample Questions were available on the test website. An interactive online version was also accessible to registered candidates. Answers were provided for all questions. A modified accessible form of the sample questions was made available by ACER to a s 22 upon request.

Additional practice questions (30 questions for each test component) were released as PDF booklets on the test website on 11 July 2017, just before registration opened for this test window. Answers were provided for all questions. An interactive online version will be made available to all candidates when registrations open for Test Window 4.

### **Registrations and Refunds**

Registrations for Test Window 3 opened on Thursday 13 July 2017 and closed at 5pm AEST Wednesday 26 July 2017. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. To provide greater clarity, the opening of registration during business hours on the opening date was stated on the test website for Test Window 3.

A total of 6941 candidates registered for the literacy test, and a total of 6947 candidates registered to sit the numeracy test. This equates to 13888 test registrations, and is the second highest registration number since the inception of the test.

ACER monitored the daily registrations very closely and worked with the venue provider and opened up additional seats in Brisbane, Melbourne and Perth to cater to high candidate demand for these test centres.

Registrations for Test Window 3 opened at 10am AEST on 13 July and 28 candidates completed their registrations in the first 10 minutes. At about 10.10am, the registration system experienced a technical glitch and had to be shut down. Candidates who contacted ACER were assured that they would not miss out on the test centre spaces as no candidate was able to access the registration site during the down time. The website was updated to reflect the temporary shutdown of the registration system. The technical issue was fixed within the hour and the registration system was up and running again by 11am AEST. The website was updated with the latest news and candidates who had emailed earlier were told that they could resume their registration.

ACER also modified the registration system in this test window to enable QUT and UQ students to bypass the university approval process and submit the test fee themselves if required. Other than the temporary technical glitch that occurred in the first hour of registrations, the registration process for Test Window 3 went smoothly on the whole.

The refund deadline was Wednesday 26 July 2017. 78 refund requests were received and processed by the deadline. A further 14 refunds were processed on compassionate grounds after the deadline. In addition, Refunds were made on compassionate grounds for varied reasons such as cancer treatment, hospitalisation or mental health issues.

### **Admission Tickets and Photo Identification**

Admission tickets were released to candidates via their ACER account on Thursday 10 August 2017. The admission tickets stated the personal details of candidates, as well as test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## **Test Day**

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### **Attendance**

For Test Window 3, a total of 6941 candidates registered for the literacy test, and a total of 6947 candidates registered to sit the numeracy test. At the end of the test window, 6668 candidates sat the literacy test, and 6662 candidates sat the numeracy test. Table 1 provides a summary of attendance for Test Window 3.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	1	1	100.00%	1	1	100.00%
Australian Catholic University	519	489	94.22%	543	518	95.40%
Australian College of Physical Education	12	12	100.00%	12	12	100.00%
Avondale College	6	6	100.00%	8	8	100.00%
Central Queensland University	86	85	98.84%	87	87	100.00%
Charles Darwin University	40	39	97.50%	36	36	100.00%
Charles Sturt University	169	163	96.45%	172	166	96.51%
Christian Heritage College	24	21	87.50%	23	20	86.96%
Curtin University	213	202	94.84%	217	204	94.01%
Deakin University	435	420	96.55%	454	438	96.48%
Eastern College Australia	1	1	100.00%	1	1	100.00%
Edith Cowan University	255	244	95.69%	258	249	96.51%
Excelsia College	5	5	100.00%	5	5	100.00%
Federation University Australia	89	87	97.75%	87	82	94.25%
Flinders University	4	3	75.00%	4	3	75.00%
Griffith University	128	123	96.09%	126	121	96.03%
Holmesglen TAFE	5	5	100.00%	9	9	100.00%
James Cook University	91	90	98.90%	97	96	98.97%
La Trobe University	169	165	97.63%	173	172	99.42%
Macquarie University	116	111	95.69%	114	109	95.61%
Melbourne Polytechnic	13	13	100.00%	11	11	100.00%
Monash University	777	749	96.40%	705	678	96.17%
Montessori World Educational Institute	2	2	100.00%	2	2	100.00%
Morling College	2	2	100.00%	2	2	100.00%
Murdoch University	25	25	100.00%	24	24	100.00%
Queensland University of Technology	309	293	94.82%	316	300	94.94%
RMIT University	181	178	98.34%	188	183	97.34%
Southern Cross University	209	199	95.22%	206	195	94.66%
Swinburne University of Technology	575	552	96.00%	591	563	95.26%
Tabor Adelaide	4	4	100.00%	4	4	100.00%
The University of Adelaide	22	20	90.91%	20	18	90.00%

The University of Melbourne	378	367	97.09%	368	355	96.47%
The University of New England	168	160	95.24%	172	164	95.35%
The University of New South Wales	104	99	95.19%	107	103	96.26%
The University of Newcastle	195	193	98.97%	199	195	97.99%
The University of Notre Dame Australia	110	106	96.36%	114	109	95.61%
The University of Queensland	127	115	90.55%	122	107	87.70%
The University of Sydney	347	339	97.69%	356	349	98.03%
The University of Western Australia	98	90	91.84%	92	84	91.30%
University of Canberra	42	41	97.62%	44	43	97.73%
University of South Australia	52	50	96.15%	48	46	95.83%
University of Southern Queensland	62	60	96.77%	56	55	98.21%
University of Tasmania	12	12	100.00%	12	12	100.00%
University of Technology, Sydney	29	28	96.55%	27	26	96.30%
University of the Sunshine Coast	118	118	100.00%	119	118	99.16%
University of Wollongong	62	58	93.55%	59	55	93.22%
Victoria University	295	281	95.25%	312	299	95.83%
Western Sydney University	255	242	94.90%	244	225	92.21%
<b>Grand Total</b>	<b>6941</b>	<b>6668</b>	<b>96.07%</b>	<b>6947</b>	<b>6662</b>	<b>95.90%</b>

**Table 1: Summary of attendance by Higher Education Provider for Test Window 3**

### Test Dates

Test Window 3 was held from Friday 18 August to Thursday 31 August 2017. Test centres operated to a staggered schedule, with sessions available on both weekdays and weekends at the major capital city locations. Remote proctoring sessions could be scheduled by candidates between Friday 18 August and Monday 28 August 2017. The remote proctoring test window was extended until Thursday 31 August 2017 for a number of candidates who experienced significant technical issues with their original test sessions. These candidates had their first test sessions booked over the last few days of the remote proctoring test window.

### Reporting and Test Start Times

At the test centres, there were four test sessions per day. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30am. The morning numeracy test session had a reporting time of 10.30am. Candidates who registered to sit the afternoon literacy test session had to report at 1.30pm and those sitting the afternoon numeracy test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

Candidates sitting at test centres were directed to the test room and the test sessions began promptly after the completion of registration. Candidates sitting by remote proctoring were told to be seated and ready to begin their test at the scheduled test time.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

#### **Candidates with Special Testing Conditions**

52 applications for special testing conditions were received and approved by ACER for Test Window 3. This number is similar to Test Window 2 which had 51 applications.

All special testing conditions applications were approved after supporting documentation, such as medical documentation and/or psychologist reports, was reviewed by the committee which was made up of 2 or more ACER staff.

The types of accommodations granted for Test Window 3 included:

- Rest breaks
- Extra test time (a maximum of 20 minutes per test component)
- Permission to bring medication and/or diabetes/glucose monitoring kit
- Permission to consume food/drink relating to medical condition
- Permission to stand and stretch
- Special seating requests for the front and back of the test room, and near the aisle
- Permission to use listening device
- Permission to magnify text and to wear Irlen glasses for visual impairment.

During Test Window 3, ACER provided a modified version of the accessible test form for one candidate with s 22 . s 22

The special testing accommodations were well managed by the test supervisors and online proctors.

#### **Management of Incidents**

ACER received daily summary reports from the Chief Supervisor at each test centre, as well as incident reports for individual events via the ACER online incident reporting system. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and candidates were also advised to contact the teacher test email and phone helpdesk if they experienced technical problems or other incidents during their test session(s).

ACER reviewed all incident reports raised by test supervisors and ProctorU, and also followed up on incidents and complaints raised directly by candidates during the test window.

#### *Test Centres*

Incidents reported for Test Window 3 are summarised in Table 2 below. The majority of incidents were not significant issues that impacted on the test administration, but rather, notification to ACER of any 'non-routine' event that may have occurred at the respective test centre.

Test Centre	Incident Type(s)	Resolution/Action (if required)
Adelaide	<p>4 candidates queried the test content.</p> <p>1 candidate was refused entry to the test centre for attending the wrong test session/ test day.</p> <p>1 candidate complained about the entry procedure to the test venue (security buzzer) and a perceived delay in attendance by the test supervisors.</p>	<p>Referred to ACER test developers for review.</p> <p>Resolved on the test day.</p> <p>Resolved on the test day and for subsequent test sessions. The test supervisors ensured that the instructions to press the buzzer were positioned clearly.</p>
Brisbane	<p>4 candidates had entered their names/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>6 candidates queried the test content.</p> <p>1 candidate complained about being 'watched' by the test supervisor.</p> <p>A fire alarm from an adjacent building caused a noise disruption that lasted for approximately 12 minutes. All 10 affected candidates were offered earplugs.</p> <p>3 candidates were escorted out of the test room to manage coughing fits/illnesses.</p> <p>1 candidate performed a glucose monitoring check.</p> <p>1 candidate complained about the room temperature.</p> <p>1 candidate's mobile phone went off.</p> <p>Test supervisor noticed a candidate was writing with a pencil after completing the tutorial. The pencil was confiscated and the candidate reminded that nothing except the approved items could be with them during the test.</p> <p>1 candidate notified a test supervisor their mouse was not working. Clifton's IT support staff came to check the computer and ultimately moved the candidate to another work station.</p>	<p>Resolved on the test day.</p> <p>Referred to ACER test developers for review.</p> <p>The test supervisor in question explained to the candidate that it was their job to monitor candidate conduct.</p> <p>Resolved on the test day.</p> <p>Resolved on the test day.</p> <p>Candidate was pre-approved with special testing accommodations.</p> <p>Temperature was checked and raised. No other candidates were concerned about the change.</p> <p>Candidate was counselled regarding test rules.</p> <p>Candidate surrendered items and did not lose time on the test. No other candidates were affected.</p> <p>Candidate was granted 3 minutes additional time. The candidate left prior to test end time and did not utilise additional time. No other candidates were affected.</p>



Canberra	1 candidate arrived to sit the 10:30AM Numeracy test but was registered for the Numeracy test of the previous day (18/08/2017).	Candidate was denied entry and instructed to email ACER if he had further questions. Appropriate Cliftons management was also advised.
Melbourne	<p>5 candidates had entered their names/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>14 candidates queried the test content.</p> <p>1 candidate reported that she felt unwell and experienced pins and needles all over her body. She was escorted from the test room and chose to lie down on the floor in the corridor to rest. She stated that she did not know whether she could complete the test and was concerned for the consequences of not being able to do so and also whether she would be required to re-sit the complete test or just that part which had not been attempted.</p> <p>5 candidates were refused entry due to lateness and or/attending the wrong test session.</p> <p>1 candidate requested permission for extended absence from the test venue in order to re-arrange parking arrangements for her car but was advised that leaving the test venue would mean that she could not be re-admitted to this test.</p> <p>1 candidate appeared to be regularly peering around diagonally at other test stations and it was observed that those test stations were currently addressing the same question as this candidate.</p> <p>11 candidates experienced minor technical issues (blank or frozen screens).</p> <p>1 candidate was not able to login with their username and password.</p>	<p>Resolved on the test day.</p> <p>Referred to ACER test developers for review.</p> <p>The Chief Supervisor said that he was unable to answer the candidate's questions but that an incident report would be submitted outlining the circumstances. The candidate was also counselled regarding the options available to her after which she opted to resume the test and completed all elements in the ensuing 8 minutes before departing.</p> <p>Resolved on the test day.</p> <p>The Chief Supervisor discussed the matter with the candidate and confirmed the earlier information provided to her. The test security considerations were explained to her and she offered to leave her mobile phone at the venue as proof that she would not have any external contact but was reminded that mobile phones were not the only method of communication and reference materials were not secured. The candidate elected to resume her test and completed the test at 3:20pm.</p> <p>Two supervisors witnessed this and a warning was given to the candidate at 5:35pm after which she desisted.</p> <p>Candidates were moved to alternative computers and given extra time at the end of the test to make up for the lost time.</p> <p>Candidate was given spare login details. Individual timing was</p>

	<p>12 test stations suddenly malfunctioned and the technical support team quickly diagnosed a partial network dropout which was then remedied. Candidates all logged in again within 7 minutes.</p> <p>The Chief Supervisor reported that the exam process was generally seamless. In a summary finding, he also noted that there were approximately 64% of candidates remaining within 30 minutes of the test finish time. This dropped to 31% at the 10 minute remaining mark.</p>	<p>given to the candidate to ensure they received their full test time.</p> <p>All 12 candidates were advised that they would be allowed an additional 7 minutes to complete the test. Only one candidate availed himself of the compensatory time.</p> <p>For general information only.</p>
Perth	<p>4 candidates were refused entry for inappropriate ID or presenting for the wrong test session.</p> <p>3 candidates queried the test content.</p> <p>11 candidates experienced minor technical issues such as a faulty mouse, computer shutdown or blank screen.</p> <p>1 candidate experienced login issues (there was some confusion on the lowercase password).</p> <p>5 candidates had entered their names/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate was sighted starting the test before being told to do so; the candidate was on question 4 of the tutorial.</p>	<p>Resolved on the test day.</p> <p>Referred to ACER test developers for review.</p> <p>On-site technical support team assisted all candidates; some were moved to alternative computers.</p> <p>Candidate was assisted to log in to the test.</p> <p>Resolved on the test day.</p> <p>The candidate was warned and told to stop and then resumed when the test time started.</p>
Sydney	<p>The AM literacy test session on 21 August 2017 started 20 minutes late due to a power outage in the building. This had a knock-on effect for the AM numeracy test on the same day.</p> <p>There was intermittent internet drop-out for approximately 15 minutes during one PM session of the literacy test.</p> <p>24 candidates had entered their names/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate refused entry for attending the wrong test session/day.</p>	<p>Test timing was altered to compensate all candidates for the delay. No complaints were received.</p> <p>Extra time was added to the end of the test to compensate all candidates for the delay.</p> <p>Resolved on the test day.</p> <p>Resolved on the test day.</p>

	<p>1 candidate was reported for having his mobile phone ring during the test.</p> <p>1 candidate was sighted with his mobile phone in his pocket as he was about to use the bathroom.</p> <p>8 candidates experienced minor technical issues such as blank/frozen screens.</p> <p>1 candidate claimed that she lost her scratch paper between registration and entering the test room. A search was unable to locate the scratch paper. A duplicate copy was used.</p> <p>1 candidate queried the test content.</p> <p>2 candidates experienced login issues.</p> <p>1 candidate was reported as being very nervous/anxious/restless about the test. He sought clarification and direction on several questions.</p> <p>1 candidate told the Chief Supervisor that she felt ill.</p> <p>1 candidate requested that a report be written to indicate that that the candidate sitting next to him was distracting him by mumbling and reading out her test questions (albeit to herself). A test supervisor had several times requested that the candidate to stop doing so as speaking aloud was not permitted.</p> <p>1 candidate was reported for rude behaviour and potential misconduct. The candidate answered a question after being instructed to click "end" to complete the test. He immediately requested to use toilet but was told he had to wait till all scratch papers had been collected. His response was "f!@# them I want to smash this computer!" The candidate was obviously frustrated with his test. Once all scratch papers were collected, he was the first to leave but not before breaking his pen into pieces and throwing the pieces on his desk. He did eventually calm down and</p>	<p>The Chief Supervisor removed his bag and phone from the test room.</p> <p>The candidate was not seen using the phone and surrendered it to the Chief Supervisor.</p> <p>On-site technical support team assisted all candidates; some were moved to alternative computers.</p> <p>The candidate started the test 14 minutes late and was told that she would be compensated for the late start.</p> <p>Referred to ACER test developers for review.</p> <p>Candidates were assisted to log into the test with spare logins.</p> <p>The candidate was advised to calm down and instructed simply to "do the best he can".</p> <p>The candidate sat the test, visibly unwell, and left half an hour earlier before the scheduled finish time.</p> <p>Report filed for ACER. The candidate did not complain to ACER after the test.</p> <p>The incident was reported by ACER to the Australian Department of Education and Training (DET) for consideration. It is suggested that there be a formal process for reporting poor candidate conduct to universities and registration authorities. Due to privacy concerns, this process needs to be carefully considered.</p>
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	other than this incident, he was otherwise calm and polite.	
Albury	<p>2 candidates had entered their names/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate tried to adjust the computer resulting in it tipping over. Technical support team stood the computer back up and checked connections (USB, power, and internet).</p>	<p>Resolved on the test day.</p> <p>Candidate resumed test with no further issues.</p>
Ballarat	<p>All candidates lost internet connection for 3 minutes at one PM literacy test session.</p> <p>A staff member entered the exam room through a side door causing a small noise disruption. There were no complaints raised by any of the test candidates.</p>	<p>Backup internet was used to re-commence the test. An additional 5 minutes was added to the test session to make up for the loss of test time.</p> <p>N/A</p>
Bathurst	1 candidate's computer froze. No other candidates were affected.	The web browser was refreshed and the candidate continued the test without further incident.
Cairns	<p>The login process was delayed by 4 minutes for all candidates.</p> <p>1 candidate advised her computer took a while when she moved to the next question.</p> <p>As soon as candidates entered the test room, it started to heat up. The venue staff were called to adjust the temperature.</p> <p>A loud buzzing or drilling sound could be heard in the exam room. It only lasted 20 seconds each time. The kitchen staff said it was the oven and they could not do anything about it.</p>	<p>The test started 4 minutes late. No test time was lost.</p> <p>Technical support staff was called to assist and the candidate continued the test without further incident.</p> <p>No students complained about the room temperature.</p> <p>Test supervisors closed all the doors in between the rooms and let the duty manager know. The noise was not repeated and no candidate complaints were received.</p>
Gold Coast	<p>There was a 15 minute power outage at the start of a numeracy test session.</p> <p>1 candidate complained of gastrointestinal illness.</p>	<p>The issue was resolved by the technical support team who found that a circuit was overloaded by heaters that were placed in the room. Candidates were advised that the heaters would be removed and started the test again. 20 minutes were added to the test time.</p> <p>Candidate required additional toilet breaks during test session but completed the test. No extra time was allocated.</p>

Newcastle	<p>1 candidate could not log into the test with the allocated username and password.</p> <p>1 candidate queried the test content.</p> <p>1 candidate was spotted using a mobile phone. The candidate was called out of the test room and the phone was held by the Chief Supervisor until the test finished. All candidates were informed prior to the commencement of the test that phones must be switched off and placed in bags at the front of the test room. The candidate claimed to have forgotten it was in the pocket and her mother had tried to call her because her grandmother was sick in hospital.</p> <p>1 candidate accidentally turned their computer off when adjusting the screen. The supervisors had to wait for the computer to re boot and then resume the login process.</p> <p>1 candidate completed the previous test in literacy early this morning and noticed when he resumed his seat for the numeracy test that he had not been properly logged out of the previous test session.</p> <p>1 candidate bumped her computer screen accidentally and the internet cable dislodged.</p> <p>2 candidates experienced their computers switching off and on again twice during the test.</p> <p>1 candidate complained at the test centre about not being able to reschedule his test session due to family circumstances.</p>	<p>A spare login was used and the candidate completed the test incident-free.</p> <p>Referred to ACER test developers for review.</p> <p>The candidate contacted ACER after the test sitting to explain her situation and to apologise for breaching the test rules. The incident was reported to DET. As the candidate seemed genuinely remorseful and did not appear to engage in planned misconduct, ACER does not recommend cancelling the test result.</p> <p>The candidate finished the test at 6.40 pm and had no complaints.</p> <p>The candidate was assisted to log out from the literacy component and went on to complete the numeracy test.</p> <p>The candidate reconnected the cable and resumed the test within 2 minutes. He panicked slightly and the test supervisor reassured him that all work was saved in real time. The problem resolved quickly and the candidate finished the test in the allocated time and was neither upset nor worried after that.</p> <p>The browser was reset and the test resumed within 2 minutes each time. The candidates had no complaints.</p> <p>The candidate was advised to contact ACER.</p>
Parramatta	<p>There were 56 reports of candidate mismatch for the attendance roll/ID. The vast majority were for additional names (i.e. middle name) not being listed on the roll.</p>	<p>Resolved on the test day.</p>

	<p>At around 11:11am, a candidate's computer restarted by itself. The candidate was at Q8.</p> <p>1 candidate queried the test content.</p> <p>1 candidate complained that the computer screen was too bright.</p> <p>At around 3pm, 1 candidate raised her hand and informed the test supervisor that candidate sitting in front of her row was clicking his pen and distracting her.</p>	<p>Onsite technical staff assisted the candidate and the candidate logged in again and came back to the same question she was at and the candidate resumed her test without further incident.</p> <p>Referred to ACER test developers for review.</p> <p>Onsite technical staff was informed and candidate was assisted and resumed the test with no further problem.</p> <p>The Chief Supervisor instructed the candidate in question to cease clicking his pen. He complied.</p>
Sunshine Coast	<p>There was a 10-minute delay to the start time to one test session due to internet problems, impacting all candidates.</p>	<p>The test venue switched to back-up internet connection and the test resumed with no further delay.</p>
Townsville	<p>5 candidates had entered their names/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate was not able to login with their username and password.</p> <p>1 candidate experienced sudden illness and was escorted from the test room and assisted to lie down. She took 2 paracetamol and requested to return to her test.</p> <p>1 candidate raised her hand stating she was being distracted by a noise. This noise could not be located. However it sounded like the noise a chair made when it swivelled or was raised up and down.</p>	<p>Resolved on the test day.</p> <p>The candidate was given spare login details and completed the test without any further incident.</p> <p>The candidate was assisted with her illness and informed that no extra time could be allocated for the test session.</p> <p>The candidate only raised her concerns on one occasion and continued on with the test session with no further complaints.</p>
Wollongong	<p>2 candidates were refused entry for late arrival at the test centre. They had travelled from Sydney together and said that they could not find parking nearby (parking was available at the venue).</p> <p>The Chief Supervisor passed through the breakout area at the conclusion of one test sitting and heard candidates discussing the test content e.g. "What about the question..."</p>	<p>After acknowledging their disappointment, the Chief Supervisor reinforced the message that he could not permit them to sit test. They eventually left the venue.</p> <p>The Chief Supervisor told the candidates that they were not permitted to discuss test questions and raised his concern with ACER about how to enforce the rules around prohibition of discussing test content/potential misconduct. It was suggested that this restriction be added to the</p>

		test announcements for clarity. ACER will revise the instructions for Test Window 4 2017.
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**Table 2: Test Window 3 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of remote proctoring incidents.

Total sessions	No. of investigated incidents	Percentage	Cases with significant investigations	Percentage	Cases involving rescheduling with provision of lost time	Percentage
3410	187	5.48%	32	0.94%	26	0.76%

**Table 3: Test Window 3 Remote Proctoring Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 32 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to:

- Repeated loss of connection between the proctors and candidates due to unstable or slow internet connection;
- Slow loading time for test questions due to poor connectivity between candidate's computer and ACER's server as a result of slow internet connection on the candidates' end; and
- Intermittent internet connection or other technical issues (such as audio or video drop-out).

More minor incidents included the ACER test application not being properly installed, the detection of unauthorised applications on the candidate's computer, and candidates not following test instructions or having prohibited items on their desk when they commenced the test session.

Where it was established that candidates lost test time due to technical issues, additional time was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

There were 38 candidates affected by a technical glitch on 18 August 2017 between 4pm to 4.30pm. A blank screen appeared while candidates were using the ACER online test application to sit the test. The issue was immediately resolved within the hour and all affected candidates were contacted by ProctorU to reschedule their test sessions.

**Remote Proctoring Feedback**

At the end of their test session(s), candidates were asked to complete a short feedback survey by ProctorU. About 52.4% of candidates who sat the test rated their experience in the survey. As indicated by the response data in Table 4 below, the majority of candidates indicated that they were satisfied with their testing experience.

<b>Were you satisfied with your experience with ProctorU?</b>	
Strongly Agree	59.14%
Agree	30.97%
Neutral	6.43%

Disagree	1.84%
Strongly Disagree	1.62%

**Table 4: Remote Proctoring Candidate Feedback**

## Post-Test Activities

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### Results

The results of 2017 Test Window 3 were provided to DET and the nominated contacts of the HEPs on Thursday 21 September 2017. Results were released to candidates via their ACER online candidate account on Tuesday 3 October 2017.

Candidates were sent an email notification about the release of results, with instructions on how to access the results and a document on how to interpret their report. The 'Latest News' section of the website was also updated to notify candidates that results had been released.

### Cancellation of Results

No results were cancelled for Test Window 3, 2017.

### ACER Portal

Results were released to DET and HEPs via the ACER portal. The portal allows DET to access de-identified results, and HEP nominated contacts are able to access, search and verify results for their students.

### Social Media

ACER continues to monitor three restricted access Facebook groups set up for the test:

- LANTITE 2017: There are currently 734 members and the group describes itself as a 'group for those sitting the LANTITE tests 2017';
- Numeracy and Literacy Test Support Group: There are currently 1576 members and they describe themselves as 'a support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'; and
- ACER Literacy and Numeracy test UNE study group: There are currently 86 members, described as 'a private group for University of New England (Armidale) teaching students to share study tips and prepare for the compulsory ACER test'.

Once again, the majority of comments and posts from group members provide general exam tips, free study links, including specific literacy and numeracy support sites (i.e. OpenLearning), NAPLAN references, links to the equivalent UK teacher test and so forth. There are also links to commercial providers selling a variety of literacy and numeracy practice test materials.

The majority of posts contain innocuous test references. ACER has yet to find an instance where the content of the test or test security has been breached. ACER will continue to monitor social media to ensure that candidates do not compromise the test integrity or engage in misconduct by inappropriately publishing secure test information online.

## Conclusion

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To guide candidates through the entire test registration and test scheduling process, ACER provided a step-by-step guide on the test website. This has proven to be very effective, resulting in fewer enquiries regarding the remote proctoring test scheduling process and in installing the ACER online test application.

Unlike previous test windows in which the ACER online test application was implemented as an optional extra security measure, the application was enforced as a mandatory security requirement for this test window. Clear instructions for installing the application were provided to all remote proctoring candidates in the step-by-step guide and most candidates had no problem installing it before their



scheduled test sessions. ACER also worked with ProctorU to train the proctors on the use of the application and candidates who had failed to install the application before their test sessions were assisted by the proctors to do so before commencing their tests. Given the success of the test application, it will continue to be implemented as a mandatory security requirement for subsequent test windows.

In addition to the step-by-step guide, ACER also published a new set of Frequently Asked Questions (FAQs) with specific details about who to contact for the different types of queries, prior to the registration period of Test Window 3. These FAQs proved to be very useful as there were fewer misdirected emails received by ACER this time.

In view of the amount of time spent each test window in investigating the significant incidents of remote proctoring candidates, and having an increasing number of re-sitters complaining and using the technical issues as a reason for not doing well in the test, ACER put forth 3 recommendations to DET following the conclusion of this test window:

1. Add the ACER equipment test URL on the ACER online test application page so that candidates can test their internet speed. This is in addition to the ProctorU technical readiness test that the candidates have already been told to undertake prior to their test session.
2. If candidates have to reschedule their test session due to technical issues experienced during their test, only a maximum of 2 rescheduling attempts are allowed during that test window. We will have to state this clearly on the website and on the registration declaration page and in the emails. This is to force candidates to check their internet connection and equipment before their scheduled test sessions and to look for alternative options (such as a more reliable computer or a location with more stable internet connection) before rescheduling their test sessions.
3. As there seems to be a high correlation between the re-sitters and those with persistent technical issues (around 80% in Test Window 3), a re-sitter who has to sit the test for the 3rd time will have to do so at a test centre. This means that when they register for the test, only the test centre options will be available to them. We believe that the benefits of sitting the test in a more controlled test environment will outweigh the inconveniences and maximise their chances of meeting the standard of the test as they will not have to worry about setting up their own equipment or about unstable internet connection or any other technical issues that may crop up during their test.

These recommendations were discussed with DET and it was agreed that recommendation 1 would be put in place for Test Window 4. More data with regards to the number and type of persistent technical issues and the correlation of these incidents with re-sitters will be collected in Test Window 4 to provide DET with more information to consider recommendations 2 and 3.

Following the problems faced at the Parramatta test centre in the previous test window, a new suitable test venue was sourced and used for this test window and a new Chief Supervisor was appointed. An ACER staff member also went to Parramatta to ensure that all the test procedures were in place. The new venue and Chief Supervisor were found to be good and no complaints were received.

On the whole, Test Window 3 ran smoothly with no major issues of concern.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2017 Test  
Window 4**

13 Nov 2017 – 26  
Nov 2017



Confidential

## Introduction

The fourth test window of 2017 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 13 November to Sunday 26 November 2017. This test window offered both test centre and remote proctoring test sessions.

A total of 13937 test session bookings were received during the registration period: Monday 9 October to 5pm AEDT Sunday 22 October 2017. There was once again strong candidate demand for this test window. Test centres filled to capacity in most locations and additional test sessions were added to the capital city test centres, with the exclusion of Sydney. On the whole, test centre and remote proctoring test sessions ran smoothly and without major incidents.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, the first email was sent to notify candidates that Admission Tickets had been released. Candidates were also encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s).

The second reminder email for test centre candidates focused on reminding candidates of important test day procedures including ensuring adequate travel time, special testing conditions procedures (if granted), permitted test items and misconduct policy, storage of valuable items at the test centre and the general test procedures on the test day.

For remote proctoring candidates, the first email was sent to notify candidates that Admission Tickets had been released. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. Candidates were also reminded to ensure that they had arranged an appropriate test room, as per the remote proctoring room requirements stated on the test website.

The second reminder email for remote proctoring candidates focused on test day procedures. Candidates were reminded of the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

#### Practice Material

Sample Questions were available on the test website. An interactive online version was also accessible to registered candidates. Answers were provided for all questions. A modified accessible form of the sample questions was made available by ACER to [as 22](#) upon request.

An interactive online version of the additional practice questions released in July 2017 were made available to all registered test candidates for Test Window 4 2017.

### Registrations and Refunds

Registrations for Test Window 4 opened on Monday 9 October and closed at 5pm AEDT Sunday 22 October 2017. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. To provide greater clarity, the opening of registration during business hours on the opening date was stated on the test website for Test Window 4.

A total of 6982 candidates registered for the literacy test, and a total of 6955 candidates registered to sit the numeracy test. This equates to 13937 test registrations, and is the second highest registration number since the inception of the test in 2016.

ACER monitored the daily registrations very closely and worked with the venue provider and opened up additional seats in Adelaide, Brisbane, Melbourne and Perth to cater to high candidate demand for these test centres. The registration process for Test Window 4 went smoothly on the whole.

The refund deadline was Sunday 22 October 2017. 59 refund requests were received and processed by the deadline. A further 16 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death of an immediate family member, serious illnesses, hospitalisation and pregnancy complications. Refunds were also made to candidates who opted for a refund for a morning test session in Adelaide that had to be cancelled due to a Christmas pageant parade, and to 2 ineligible candidates who were international graduates seeking employment in the Northern Territory.

### Admission Tickets and Photo Identification

Admission tickets were released to candidates via their ACER account on Monday 6 November 2017. The admission tickets stated the personal details of candidates, as well as test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

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### Attendance

For Test Window 4, a total of 6982 candidates registered for the literacy test, and a total of 6955 candidates registered to sit the numeracy test. At the end of the test window, 6766 candidates sat the literacy test, and 6730 candidates sat the numeracy test.

Table 1 provides a summary of attendance for 2017 Test Window 4.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	2	2	100.00%	3	3	100.00%
Australian Catholic University	519	502	96.72%	536	515	96.08%
Australian College of Physical Education	22	22	100.00%	24	23	95.83%
Avondale College	38	36	94.74%	36	35	97.22%
Central Queensland University	94	91	96.81%	94	90	95.74%
Charles Darwin University	53	52	98.11%	52	52	100.00%
Charles Sturt University	120	111	92.50%	105	98	93.33%

Christian Heritage College	14	14	100.00%	16	16	100.00%
Curtin University	125	123	98.40%	124	122	98.39%
Deakin University	398	392	98.49%	414	408	98.55%
Eastern College Australia	1	1	100.00%	1	1	100.00%
Edith Cowan University	151	145	96.03%	154	148	96.10%
Excelsia College	5	5	100.00%	4	4	100.00%
Federation University Australia	102	99	97.06%	106	103	97.17%
Flinders University	19	17	89.47%	22	22	100.00%
Griffith University	122	118	96.72%	119	115	96.64%
Holmesglen TAFE	3	3	100.00%	7	7	100.00%
James Cook University	86	85	98.84%	90	88	97.78%
La Trobe University	138	134	97.10%	140	135	96.43%
Macquarie University	182	179	98.35%	183	178	97.27%
Melbourne Polytechnic	12	12	100.00%	14	14	100.00%
Monash University	497	466	93.76%	392	374	95.41%
Montessori World Educational Institute	2	2	100.00%	2	2	100.00%
Morling College	1	1	100.00%	1	1	100.00%
Murdoch University	32	32	100.00%	32	32	100.00%
Queensland University of Technology	201	192	95.52%	202	194	96.04%
RMIT University	189	183	96.83%	202	197	97.52%
Southern Cross University	249	238	95.58%	246	235	95.53%
Swinburne University of Technology	854	826	96.72%	885	853	96.38%
Tabor Adelaide	4	4	100.00%	4	4	100.00%
The University of Adelaide	36	36	100.00%	31	31	100.00%
The University of Melbourne	180	174	96.67%	173	166	95.95%
The University of New England	259	253	97.68%	265	256	96.60%
The University of New South Wales	91	90	98.90%	90	87	96.67%
The University of Newcastle	137	130	94.89%	132	126	95.45%
The University of Notre Dame Australia	82	80	97.56%	75	72	96.00%
The University of Queensland	137	134	97.81%	141	138	97.87%
The University of Sydney	297	288	96.97%	298	290	97.32%
The University of Western Australia	72	72	100.00%	70	70	100.00%
University of Canberra	40	40	100.00%	40	38	95.00%
University of South Australia	109	107	98.17%	110	108	98.18%
University of Southern Queensland	77	77	100.00%	71	70	98.59%
University of Tasmania	31	30	96.77%	32	30	93.75%
University of Technology, Sydney	91	90	98.90%	90	88	97.78%
University of the Sunshine Coast	67	67	100.00%	67	67	100.00%

University of Wollongong	144	142	98.61%	144	141	97.92%
Victoria University	601	583	97.00%	606	588	97.03%
Western Sydney University	296	286	96.62%	310	295	95.16%
<b>Grand Total</b>	<b>6982</b>	<b>6766</b>	<b>96.91%</b>	<b>6955</b>	<b>6730</b>	<b>96.76%</b>

**Table 1: Summary of attendance by Higher Education Provider for Test Window 4**

### Test Dates

Test Window 4 was held from Monday 13 November to Sunday 26 November 2017. Test centres operated to a staggered schedule, with sessions available on both weekdays and weekends at the major capital city locations. Remote proctoring sessions could be scheduled by candidates between Monday 13 November and Thursday 23 Nov 2017. The remote proctoring test window was extended until Tuesday 28 November 2017 for a small number of candidates who experienced significant technical issues with their original test sessions and needed to reschedule their sessions. These candidates had their first test sessions booked over the last few days of the remote proctoring test window.

### Reporting and Test Start Times

At the test centres, there were four test sessions per day. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30am. The morning numeracy test session had a reporting time of 10.30am. Candidates who registered to sit the afternoon literacy test session had to report at 1.30pm and those sitting the afternoon numeracy test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

Candidates sitting at test centres were directed to the test room and the test sessions began promptly after the completion of registration. Candidates sitting by remote proctoring were told to be seated and ready to begin their test at the scheduled test time.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Candidates with Special Testing Conditions

47 applications for special testing conditions were received and approved by ACER for Test Window 4.

All special testing conditions applications were approved after supporting documentation, such as medical documentation and/or psychologist reports, was reviewed by the committee which was made up of 2 or more ACER staff.

The types of accommodations granted for Test Window 4 included:

- Rest breaks
- Additional test time (a maximum of 20 minutes per test component)
- Permission to bring medication and/or diabetes/glucose monitoring kit
- Permission to consume food/drink relating to medical condition
- Permission to stand and stretch
- Special seating requests for the front and back of the test room, and near the aisle
- Management of hearing impairment for test sessions conducted by remote proctoring (communication via chat box only).

The special testing accommodations were well managed by the test supervisors and online proctors.

### Management of Incidents

ACER received daily summary reports from the Chief Supervisor at each test centre, as well as incident reports for individual events via the ACER online incident reporting system. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and candidates were also advised to contact the teacher test email and phone helpdesk if they experienced technical problems or other incidents during their test session(s).

ACER reviewed all incident reports raised by test supervisors and ProctorU on a daily basis, and also followed up on incidents and complaints raised directly by candidates during the test window.

### Test Centres

Incidents reported for Test Window 4 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide	14	<p>4 candidates experienced issues with the screen zoom in/out function.</p> <p>2 candidates were observed and warned for attempting to communicate with each other during the test. When questioned, they explained that they were trying to confirm their travel arrangements home.</p> <p>3 candidates queried the test content.</p> <p>1 candidate was cautioned for removing their shoes walking around the test room barefooted.</p> <p>1 candidate was cautioned for attempting to look at the screen of another candidate (later determined to be friends) and distracting other candidates in the test room as a result.</p> <p>1 candidate arrived 2 minutes late but within the time and allowed to be granted admission to the test.</p> <p>1 candidate had entered their name/DOB incorrectly when registering for the test</p>	<p>Resolved by IT technicians on the test day.</p> <p>ACER followed up with both candidates after the test to confirm their version of events in line with the incident report. It was determined that that no intentional misconduct had occurred and that the candidates were not trying to communicate about the test content.</p> <p>Referred to ACER test developers for review.</p> <p>Candidate apologised and complied with all further test administration rules.</p> <p>Resolved on the test day by the Chief Supervisor who warned the candidate not to do so again. The candidate complied with all further test administration rules.</p> <p>The candidate was shaky at the start but managed to complete the test without further incident.</p> <p>Resolved on the test day.</p>

		<p>causing a mismatch on the attendance roll.</p> <p>1 candidate was reported for bringing a dictionary to the test. The candidate asked if they could use it as English was their second language.</p>	<p>The Chief Supervisor confirmed that dictionaries were not allowed. As the incident occurred at the start of the test, there was no disruption to other candidates.</p>
Brisbane	16	<p>6 candidates queried the test content.</p> <p>1 candidate experienced login issues due to confusion with lower/uppercase password.</p> <p>3 candidates experienced minor technical issues/frozen screens.</p> <p>2 candidates experienced illness on the test day.</p> <p>1 candidate was refused entry for not presenting with valid ID.</p> <p>1 candidate had entered their name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate was reported for not following the supervisor's instructions to stop the test at the end of the test time.</p> <p>During one test session, there was a noise disturbance (intermittent banging) for approximately 20 minutes.</p>	<p>Referred to ACER test developers for review.</p> <p>IT technicians assisted the candidate to log in and 3 minutes of extra time were also granted.</p> <p>Candidates were moved to alternative PCs and given extra time to make up for the delay.</p> <p>Both candidates were able to complete the test.</p> <p>Candidate was not permitted to sit the test.</p> <p>Resolved on the test day.</p> <p>The candidate was warned and then complied with shutting the test down.</p> <p>Candidates were offered earplugs.</p>
Canberra	2	<p>1 candidate arrived on the wrong test day.</p> <p>1 candidate was found with a personal calculator.</p>	<p>Candidate was not admitted to the test.</p> <p>The calculator was confiscated and the candidate was warned about misconduct. The calculator had not been used as it was found before the test had started.</p>
Darwin	0	N/A	N/A
Hobart	0	N/A	N/A



<p>Melbourne</p>	<p>27</p>	<p>7 candidates queried the test content.</p> <p>2 candidates were refused entry due to insufficient ID.</p> <p>2 candidates were reported for disruptive behaviour in the test room. These candidates exhibited stress and anxiety whilst sitting the numeracy test.</p> <p>1 candidate experienced a severe nose bleed and had to leave the test room with the aid of a supervisor.</p> <p>3 candidates had entered their name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>2 candidates complained about not being able to return to section 1 of the numeracy test</p> <p>2 candidates were reported for not turning off their mobile phones.</p> <p>1 candidate clicked to start the test before being instructed to start.</p> <p>1 candidate experienced</p>	<p>Referred to ACER test developers for review.</p> <p>Resolved on the test day.</p> <p>Test supervisors counselled the candidates on the test day and managed the noise disruption to ensure that other candidates in the test room were not unduly disrupted.</p> <p>2 candidates later submitted complaints regarding the noise to ACER. The psychometricians analysed the performance of all the candidates who sat the test during this session to see if the noise disturbance had affected any candidates. No irregularity or difference in candidate performance was detected and the 2 candidates were advised of the outcome.</p> <p>The candidate was assisted and returned to complete the test early without further incident.</p> <p>Resolved on the test day.</p> <p>Test supervisors re-iterated the test rules and instructions to the candidates.</p> <p>The phones were confiscated and the candidates were warned about misconduct.</p> <p>The candidate was warned and followed supervisor's instructions not to start the test until given the go ahead.</p> <p>This was resolved by</p>
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		<p>minor technical issues with their computer screen.</p> <p>3 candidates were reported for attempting to communicate with other candidates during the test. 1 candidate was also reported for writing on their hand.</p> <p>There was an evacuation siren during a test session causing a 10 minute interruption.</p> <p>During one test session there were complaints of loud noise from an adjacent room.</p>	<p>technical support on the test day.</p> <p>The candidates were warned about test misconduct. It was not possible to verify that candidates were cheating but there were suspicions of collusion.</p> <p>All candidates were offered an additional 10 minutes to make up for the disruption at the end of the test. None elected to use the extra time.</p> <p>Candidates were offered earplugs and test supervisors went to ask the people in the adjacent room to lower their volume.</p>
Perth	17	<p>3 candidates queried the test content.</p> <p>2 candidates clicked to start the test before being instructed to start.</p> <p>8 candidates had entered their name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate did not turn off their mobile phone.</p> <p>1 candidate had coughing fits during the test session.</p> <p>There was construction noise from outside the building lasting for 15 minutes during one test session.</p> <p>1 candidate had minor screen issues.</p>	<p>Referred to ACER test developers for review.</p> <p>The candidates were warned and followed supervisor instructions not to start the test until given the go ahead.</p> <p>Resolved on the test day.</p> <p>The candidate was warned and the phone was confiscated.</p> <p>All candidates were offered earplugs.</p> <p>Building management were called and the contractors were asked to cease the noise which they did for the rest of the test session.</p> <p>Technical support fixed the issue on the test day.</p>
Sydney	48	<p>28 candidates had entered their name/DOB incorrectly when registering for the test, causing a mismatch on the attendance roll.</p>	<p>Errors were corrected and resolved on the test day.</p>

		<p>3 candidates did not turn off their mobile phones.</p> <p>1 candidate left the test venue without permission to move his car.</p> <p>4 candidates queried the test content.</p> <p>1 candidate was refused entry due to insufficient ID.</p> <p>1 candidate presented to the test unwell and decided not to sit.</p> <p>1 candidate was unwell during the test and took a long bathroom break.</p> <p>1 candidate arrived at the test centre, distressed that they had just had a minor car accident.</p> <p>4 candidates experienced minor technical issues.</p> <p>1 candidate arrived to a numeracy test session adamant that they had also scheduled their literacy test for the same day. The literacy test was actually booked for the previous day.</p> <p>3 candidates arrived late to register for the test but did arrive before the test sessions had started.</p>	<p>Candidates were warned and the phones were confiscated.</p> <p>The candidate was warned that a report would be filed. There was no suspicion of cheating.</p> <p>Referred to ACER test developers for review.</p> <p>Candidate was not admitted to the test and left the test centre.</p> <p>The candidate returned to the test room and was able to complete the test within the allotted time.</p> <p>Test supervisors checked on the candidate who then recovered and was able to complete the test.</p> <p>Test supervisors counselled the candidate who started the test.</p> <p>Technical support fixed the issues on the test day.</p> <p>The candidate sat the numeracy test as scheduled.</p> <p>All candidates were admitted to the test.</p>
<b>Regional locations</b>			
Albury	0	N/A	N/A
Armidale	3	<p>1 candidate's computer powered off and rebooted itself twice.</p> <p>1 candidate experienced a display issue with a question appearing not to have saved the response.</p>	<p>Technical support fixed the issue and assisted candidate to log in again, extended candidate test time by 10 mins.</p> <p>ACER confirmed that all question responses were saved and scored.</p>

		1 candidate had entered their name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.	Resolved on the test day.
Ballarat	1	1 candidate queried the test content.	Referred to ACER test developers for review.
Bathurst	0	N/A	
Bundaberg	2	1 candidate experienced a minor technical issue/blank screen.  1 candidate queried the test content.	The candidate was moved to an alternative PC. A few minutes of extra time was offered but the candidate chose not to make use of it.  Referred to ACER test developers for review.
Cairns*	1	*Please see detailed report below.	
Gold Coast	0	N/A	N/A
Newcastle**		1 candidate was refused entry due to late arrival at the test centre.  1 candidate accidentally kicked the Ethernet cable, causing it to fall off from their computer.  7 candidates experienced minor technical issues/PC shutdown.  1 candidate queried the test content.  1 student was ill and was escorted to the toilets.  1 candidate was upset at the end of the test as they realised they had not completed section 2.  **Please also see the detailed report regarding a car racing event below.	Candidate was not admitted to the test.  Technical support fixed the issue and the candidate resumed the test.  Technical support fixed the issues and candidates resumed their tests with additional time added.  Referred to ACER test developers for review.  The candidate returned and was able to complete the test.  Test supervisors counselled the candidate.
Mildura	1	1 candidate had entered their name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.	Resolved on the test day.
Parramatta	7	1 candidate was reported for failing to fully turn off their mobile phone.  1 candidate was reported for failing to end the numeracy test at the conclusion of the test time.	Resolved on the test day.  The supervisor issued a warning and clicked the button to end the test for the candidate.

		<p>1 candidate queried the test content.</p> <p>2 candidates experienced minor technical issues with their monitor and mouse respectively.</p> <p>1 candidate clicked to start the test before being instructed to start.</p> <p>1 candidate was found with a pen in his pocket and argued with the supervisor when confronted.</p>	<p>Referred to ACER test developers for review.</p> <p>The monitor and mouse were replaced by the technical support staff on the test day and the candidates successfully completed their exams.</p> <p>The candidate was warned and followed the test instructions not to start the test until given the go ahead.</p> <p>The supervisor explained that personal pens were not allowed according to the permitted items policy and the pen was confiscated.</p>
Sunshine Coast	1	1 candidate experienced minor technical issues with the computer screen freezing.	Technical support fixed the issue and the candidate resumed the test with an extra 10 minutes of test time granted for the time lost.
Wagga Wagga	1	1 candidate was refused entry due to inappropriate photo ID.	Candidate was not admitted to the test.
Warrnambool	0	N/A	N/A
Wollongong	0	N/A	N/A
Total	141		

**Table 2: Test Window 4 Test Centre Incident Summary**

**\*Cairns**

The test venue was set-up by the IT technicians on 20 November 2017. All computers were successfully tested and the test room was verified as ready to operate for the first day of testing on 21 November 2017. Upon returning to the venue in the morning, it was discovered that 3 computers no longer had access to the wired network and would not work. An attempt was made to switch to the wireless network which was unfortunately also unsuccessful. The spare computers on-site could not be located by the IT technicians. These machines had been moved by (Hilton hotel) venue staff not related to the test by mistake. The hotel staff thought the test computers were part of internal hotel upgrades and moved them from the test room. The consequence was that the test session on 21 November 2017 started approximately 30 minutes late, and 3 candidates were unable to complete the test as scheduled due to the mix-up with the computers. The 3 candidates affected by this incident for the AM literacy session were offered seats in the afternoon or the following test day and all were successfully accommodated to sit their test sessions.

The second day of testing in Cairns on 22 November 2017 operated without any further incident. The incident on the first test day was detailed in full for ACER by the Chief Supervisor and the operations team at the hotel have put in place additional communications internally to ensure that computers are not mixed up again for future test sessions. Additionally, when processing the results for Test Window 4, ACER psychometricians analysed the response data from the Cairns venue to assess if there was any disadvantage caused by the disruption. The question responses data indicated that there was no

significant impact on candidate performance at this session; all candidates attempted all questions and only one candidate sitting at this test session did not meet the literacy standard which is consistent with overall test performance for the cohort.

#### **\*\*Newcastle**

In the weeks leading up to Test Window 4, the venue supplier notified ACER of a V8 supercar event scheduled in Newcastle over the weekend of the 25<sup>th</sup> and 26<sup>th</sup> November 2017. Test sessions were scheduled to run in Newcastle over this weekend and there was some concern about potential noise and traffic/transport disruptions. The potential for disruption was weighed up against the inconvenience of moving or cancelling the test sessions. The location of the racetrack was deemed to be sufficiently far enough from the test centre and preparations were made to both notify candidates of the event ahead of the test sessions, and to provide a suitable test environment with noise cancelling earphones. ACER sent the email on the following page to all candidates scheduled to sit the test over that weekend in Newcastle:

*Dear Candidate,*

*The Newcastle Supercars 2017 event will be held on 25 November and 26 November. There will be extra trains and buses running during this event. However some roads may be closed, you are advised to allow extra time for travelling and to take public transport to get to your test centre on time. For more information on road closures, please visit <http://www.supercars.com/newcastle/event-info/transport-parking/>*

*The test centre is not near the event site. However, we have arranged for headphones to be made available to you if you wish to wear them during your test session.*

At the conclusion of Test Window 4, no complaints were received regarding noise or other issues arising from the event. The Chief Supervisor reported that all Newcastle test sessions ran without any significant incidents.

#### **Remote Proctoring**

Table 3 below provides a breakdown of the total number of remote proctoring incidents.

<b>Total sessions</b>	<b>No. of investigated incidents</b>	<b>Percentage</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>	<b>Cases involving rescheduling with provision of lost time</b>	<b>Percentage</b>
3590	179	4.98%	36	1.00%	24	0.67%

**Table 3: Test Window 4 Remote Proctoring Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 36 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desk when they commenced the test session. Where it was established that candidates lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

### Remote Proctoring Feedback

At the end of their test session(s), candidates were asked to complete a short feedback survey by ProctorU. About 52.4% of candidates who sat the test rated their experience in the survey. As indicated by the response data in Table 4 below, majority of the candidates indicated that they were satisfied with their testing experience.

Were you satisfied with your experience with ProctorU?	
Strongly Agree	59.14%
Agree	30.97%
Neutral	6.43%
Disagree	1.84%
Strongly Disagree	1.62%

**Table 4: Remote Proctoring Candidate Feedback**

### Post-Test Activities

#### Review of Test Content

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. Most of these questions and feedback required no further action and the few that required revisions were acted on immediately.

From the nearly 14,000 test sessions in Test Window 4, 23 questions were raised. Of these, 14 required no action and action was taken for 9. The majority of these 9 questions were about the Phase 3 trial questions. These are items which did not contribute to the scores of candidates. Table 5 below provides a detailed summary of the actions taken.

In one case, a s 22 candidate reported s 22

. This candidate had not applied for special testing conditions and had not informed ACER of their s 22 prior to the test sitting.

Test component	Count of Action
<b>Literacy</b>	
s 22 improved to improve accessibility for s 22. Candidate's results were analysed and minor compensation was made.	1
No action required.	11
Replaced "in" to "to" in one trial question. These were commented on by 3 candidates.	3
<b>Literacy Total</b>	<b>15</b>
<b>Numeracy</b>	
In a table, 10.8% was replaced with 10.7% and 17.6% was replaced with 17.5% (so the total adds up to exactly 100% rather than 100.1%).	1
No action required.	3
No action required.	1
Removed commas and replaced with spaces.	2
An error in a trial question. This was rectified as follows: Replaced 10 with 8 in 2nd option of complex-multiple choice item.	1
<b>Numeracy Total</b>	<b>8</b>

<b>Grand Total</b>	<b>23</b>
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**Table 5: Summary of actions taken based on candidate feedback in Test Window 4**

### Results

Results were released to DET, VIT and HEPs via the ACER portal on Friday 5 January 2018. The portal allows DET to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released earlier on 19 December 2017 to 2 candidates from Christian Heritage College (as agreed with DET) via their ACER online candidate account. The rest of the candidates received their results on Monday 15 January 2018.

Candidates were sent an email notification about the release of results, with instructions on how to access the results and a document on how to interpret their report. The 'Latest News' section of the website was also updated to notify candidates that results had been released.

### Results withheld

Results have not been released to two candidates.

In the first case, the results were not released to both the candidate and her HEP. This candidate had originally paid for the Literacy test but was given a refund based on compassionate grounds after the deadline. However, her details were not removed from the attendance list and it was then discovered by ACER that she had proceeded to sit the Literacy test. ACER attempted to contact her by telephone and email on multiple occasions and asked her to pay for the Literacy test so that her results could be released, but the candidate had failed to respond. Results would be withheld from her and her HEP until payment for her test sitting had been received.

In the second case, the HEP had informed ACER that the candidate was not their student. ACER attempted to contact the candidate by telephone and email several times to request for the correct HEP but had not heard from the candidate. Results would be withheld from this candidate until the required information is obtained.

### Social Media

ACER continues to monitor four restricted access Facebook groups set up for the test:

- LANTITE 2017: There are currently 853 members and the group describes itself as a 'group for those sitting the LANTITE tests 2017';
- Numeracy and Literacy Test Support Group: There are currently 1865 members and they describe themselves as 'a support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- ACER Literacy and Numeracy test UNE study group: There are currently 86 members, described as 'a private group for University of New England (Armidale) teaching students to share study tips and prepare for the compulsory ACER test'; and
- Literacy & Numeracy Test for SOL pre-service teachers: There are currently 110 members, described as 'This is a support group for the Swinburne Online students who will be participating in the up and coming Literacy & Numeracy test'.

Once again, the majority of comments and posts from group members provide general exam information, general exam tips, free study links, including specific literacy and numeracy support sites (for example OpenLearning), NAPLAN references, links to the equivalent UK teacher test and so forth. There are also links to commercial providers selling a variety of literacy and numeracy practice test materials.

The majority of posts contain innocuous test references. ACER has yet to find an instance where the content of the test or test security has been breached. ACER will continue to monitor social media to ensure that candidates do not compromise the test integrity or engage in misconduct by



inappropriately publishing secure test information online.

## Conclusion

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2017 Test Window 4 was administered successfully on the whole. The ACER online test application continues to prove to be an effective security requirement for all remote proctoring candidates. Majority of the candidates had no difficulty in installing the application before their test sessions and the small number who could not were assisted by the proctors to do so before commencing their tests.

In the administration report of the previous test window, ACER had put forth 3 recommendations to DET, with the first recommendation to be put in place for 2017 Test Window 4. The recommendation was to add the ACER equipment test URL on the ACER online test application page so that candidates could test their internet speed. This is in addition to the ProctorU technical readiness test that the candidates have already been told to undertake prior to registering, and before commencing their test session.

However, after some investigation and discussions, ACER believed that it would be more useful to test the internet speed of the candidates when they logged into the ProctorU system on their test day as opposed to before their test day. In that way, the actual bandwidth and internet speed of the candidates as they were during their test sessions could be captured. ACER intends to investigate the best way to do so with ProctorU and aims to implement this for 2018 Test Window 2.

ACER has collected, and will continue to collect further data with regards to the number and type of persistent technical issues and the correlation of these incidents with re-sitters in 2017 Test Window 4 and 2018 Test Windows 1 and 2. These data will then be provided to DET to consider the other 2 recommendations that were proposed in the previous administration report.

Following the incidents in Cairns and Newcastle, feedback has been provided to Cliftons to prevent such issues from happening again. Other test centre sittings generally ran smoothly once again.

As with every test window, ACER conducts both an internal and external post-test review with all the stakeholders to streamline and improve its test processes and procedures based on lessons learnt from each window. This is to ensure the test continues to be administered successfully.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2018 Test  
Window 1**

26 Feb 2018 – 11  
March 2018



Confidential

## Introduction

The first test window of 2018 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 26 February to Sunday 11 March 2018. This test window offered both test centre and remote proctoring test sessions.

A total of 12057 test session bookings were received during the registration period: Monday 22 January to 5pm AEDT Sunday 4 February 2018. There was strong candidate demand for this first testing period of 2018. Test centres filled to capacity in most locations, including the regional test centres. Demand for remote proctoring was also consistent with previous test windows. On the whole, test centre and remote proctoring test sessions ran smoothly and without major incidents.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, the first email was sent to notify candidates that Admission Tickets had been released. Candidates were also encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s).

The second reminder email for test centre candidates focused on reminding candidates of important test day procedures including ensuring adequate travel time, special testing conditions procedures (if granted), permitted test items and misconduct policy, storage of valuable items at the test centre and the general test procedures on the test day.

For remote proctoring candidates, the first email was sent to notify candidates that Admission Tickets had been released. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. Candidates were also reminded to ensure that they had arranged an appropriate test room, as per the remote proctoring room requirements stated on the test website.

The second reminder email for remote proctoring candidates focused on test day procedures. Candidates were reminded of the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates for 2018 Test Window 1. Answers were provided for all questions.

### Registrations and Refunds

Registrations for Test Window 1 opened on Monday 22 January and closed at 5pm AEDT Sunday 4 February 2018. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment.

Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 6025 candidates registered for the literacy test, and a total of 6032 candidates registered to sit the numeracy test. This equates to 12057 test registrations.

ACER monitored the daily registrations very closely and worked with the venue provider and opened up additional seats in Perth and Parramatta to cater to high candidate demand for these test centres. The registration process for 2018 Test Window 1 went smoothly on the whole.

The refund deadline was Sunday 4 February 2018. 54 refund requests were received and processed by the deadline. A further 15 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death of an immediate family member, serious illnesses, hospitalisation and surgery.

### Admission Tickets and Photo Identification

Admission tickets were released to candidates via their ACER account on Monday 19 February 2018. The admission tickets stated the personal details of candidates, as well as test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

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### Attendance

For 2018 Test Window 1, a total of 6016 candidates registered for the literacy test, and a total of 6022 candidates registered to sit the numeracy test. 19 candidates were refunded after the close of registrations. At the end of the test window, 5802 candidates sat the literacy test, and 5793 candidates sat the numeracy test.

Table 1 provides a summary of attendance for 2018 Test Window 1.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Australian Catholic University	657	632	96.19%	653	630	96.48%
Australian College of Physical Education	8	8	100.00%	9	9	100.00%
Avondale College	16	16	100.00%	15	15	100.00%
Central Queensland University	105	103	98.10%	113	112	99.12%
Charles Darwin University	45	44	97.78%	42	41	97.62%
Charles Sturt University	91	87	95.60%	97	92	94.85%
Christian Heritage College	15	15	100.00%	14	14	100.00%
Curtin University	315	307	97.46%	328	319	97.26%
Deakin University	311	301	96.78%	313	305	97.44%
Eastern College Australia	1	1	100.00%	2	2	100.00%
Edith Cowan University	94	91	96.81%	94	91	96.81%

Excelsia College	9	9	100.00%	9	9	100.00%
Federation University Australia	90	89	98.89%	86	85	98.84%
Flinders University	21	21	100.00%	20	19	95.00%
Griffith University	113	112	99.12%	114	113	99.12%
Holmesglen TAFE	8	8	100.00%	10	10	100.00%
James Cook University	76	74	97.37%	76	74	97.37%
La Trobe University	130	125	96.15%	128	120	93.75%
Macquarie University	167	162	97.01%	174	166	95.40%
Melbourne Polytechnic	7	7	100.00%	5	5	100.00%
Monash University	265	256	96.60%	255	242	94.90%
Murdoch University	25	22	88.00%	29	26	89.66%
Queensland University of Technology	260	239	91.92%	246	228	92.68%
RMIT University	105	103	98.10%	97	91	93.81%
Southern Cross University	281	276	98.22%	283	278	98.23%
Swinburne University of Technology	372	356	95.70%	366	341	93.17%
Tabor Adelaide	2	2	100.00%	2	2	100.00%
The University of Adelaide	53	52	98.11%	53	53	100.00%
The University of Melbourne	230	214	93.04%	233	216	92.70%
The University of New England	160	159	99.38%	173	170	98.27%
The University of New South Wales	83	78	93.98%	87	83	95.40%
The University of Newcastle	398	389	97.74%	406	397	97.78%
The University of Notre Dame Australia	137	130	94.89%	140	133	95.00%
The University of Queensland	139	134	96.40%	137	132	96.35%
The University of Sydney	89	84	94.38%	91	87	95.60%
The University of Western Australia	27	26	96.30%	24	22	91.67%
University of Canberra	27	27	100.00%	28	28	100.00%
University of South Australia	80	78	97.50%	77	77	100.00%
University of Southern Queensland	47	44	93.62%	46	45	97.83%
University of Tasmania	83	81	97.59%	82	79	96.34%
University of Technology, Sydney	41	38	92.68%	38	34	89.47%
University of the Sunshine Coast	85	85	100.00%	86	85	98.84%
University of Wollongong	180	177	98.33%	169	164	97.04%
Victoria University	358	343	95.81%	359	345	96.10%
Western Sydney University	210	197	93.81%	213	204	95.77%
<b>Grand Total</b>	<b>6016</b>	<b>5802</b>	<b>96.44%</b>	<b>6022</b>	<b>5793</b>	<b>96.20%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2018 Test Window 1**

### Test Dates

2018 Test Window 1 was held from Monday 26 February to Sunday 11 March 2018. Test centres operated to a staggered schedule, with sessions available on both weekdays and weekends at the major capital city locations. Remote proctoring sessions could be scheduled by candidates between Monday 26 February and Thursday 8 March 2018. The remote proctoring test window was extended until Wednesday 14 March 2018 for a small number of candidates who experienced significant technical issues with their original test sessions and needed to reschedule their sessions. These candidates had their first test sessions booked over the last few days of the remote proctoring test window.

### **Reporting and Test Start Times**

At the test centres, there were four test sessions per day. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30am. The morning numeracy test session had a reporting time of 10.30am. Candidates who registered to sit the afternoon literacy test session had to report at 1.30pm and those sitting the afternoon numeracy test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

Candidates sitting at test centres were directed to the test room and the test sessions began promptly after the completion of registration. Candidates sitting by remote proctoring were told to be seated and ready to begin their test at the scheduled test time.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Candidates with Special Testing Conditions**

52 applications for special testing conditions were received and approved by ACER for 2018 Test Window 1.

All special testing conditions applications were approved after supporting documentation, such as medical documentation and/or psychologist reports, was reviewed by the committee which was made up of 2 or more ACER staff.

The types of accommodations granted for 2018 Test Window 1 included:

- Rest breaks
- Additional test time (a maximum of 20 minutes per test component)
- Permission to bring medication and/or diabetes/glucose monitoring kit
- Permission to consume food/drink relating to medical condition
- Permission to stand and stretch
- Permission to bring a heat pack for neck pain
- Permission to bring epipen
- Permission to wear Irlen Spectral Filters
- Permission to increase the font size
- Permission to use text to speech software
- Provision of an ergonomic office chair
- Provision of multiple sheets of blank working out paper
- Provision of a test supervisor to provide written assistance during the instructions component of the test session
- Special seating requests for the front and back of the test room, near the aisle, and in small group settings (where possible)

The special testing accommodations were well managed by the test supervisors and online proctors.

In addition to special testing accommodations being provided at the test centres and for remote proctoring, ACER also arranged for one candidate to sit the test at the ACER Brisbane Office to accommodate the use of a text to speech software application for the test.

### Management of Incidents

ACER received daily summary reports from the Chief Supervisor at each test centre, as well as incident reports for individual events via the ACER online incident reporting system. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and emailed to ACER. Candidates were also advised to contact the teacher test by email if they experienced technical problems or other incidents during their test session(s).

ACER reviewed all incident reports raised by test supervisors and ProctorU on a daily basis, and also followed up on incidents and complaints raised directly by candidates during the test window.

### Test Centres

Incidents reported for 2018 Test Window 1 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide	14	<p>1 candidate was reported for not following the supervisor's instructions to stop the test at the end of the test time.</p> <p>Loud airplane noises could be heard 5 times due to the Adelaide 500 car event.</p> <p>6 candidates experienced login issues.</p> <p>2 candidates queried the test content.</p> <p>1 candidate did not understand how to answer the questions in the tutorial.</p> <p>3 candidates had entered their name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p>	<p>The candidate was warned and then complied with shutting the test down.</p> <p>An announcement was made prior to the exam that this might occur so students were prepared. No complaints were received.</p> <p>Test supervisors rebooted the computers and candidates were able to log in.</p> <p>Referred to ACER test developers for review.</p> <p>Resolved on the test day by the test supervisor who explained the instructions to the candidate.</p> <p>Resolved on the test day.</p>
Brisbane	24	<p>1 candidate clicked to start the test before being instructed to start.</p> <p>6 candidates queried the test content.</p> <p>12 candidates experienced minor technical issues/frozen screens.</p> <p>2 candidates arrived on the wrong test day.</p>	<p>The candidate was warned and followed the test instructions not to start the test until the official start time.</p> <p>Referred to ACER test developers for review.</p> <p>Candidates were moved to alternative PCs and given extra time to make up for the delay. Candidates were not admitted to the test.</p>

		<p>2 candidates were reported for not turning off their mobile phones.</p> <p>1 candidate was coughing and unsettling the candidate nearby.</p>	<p>The phones were confiscated and the candidates were warned about misconduct.</p> <p>Affected candidate was offered earplugs and happily accepted them.</p>
Canberra	1	A number of computers were not working properly at the start of the test session.	Test supervisors rebooted the computers and candidates were able to log in.
Darwin	0	N/A	N/A
Hobart	0	N/A	N/A
Melbourne	30	<p>12 candidates experienced minor technical issues/frozen screens.</p> <p>6 candidates queried the test content.</p> <p>2 candidates were sick during the test.</p> <p>1 candidate was unwell during the test.</p> <p>1 candidate advised the Test Supervisor at the start of the exam that they were coloured blind.</p> <p>2 candidates were refused entry due to insufficient ID.</p> <p>1 candidate arrived 30 minutes after the commencement time of test.</p> <p>2 candidates had entered their name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>3 candidates were reported for attempting to communicate with other candidates during the test.</p> <p>1 candidate complained about the noise emanating from entry door.</p>	<p>Candidates were moved to alternative PCs and given extra time to make up for the delay.</p> <p>Referred to ACER test developers for review.</p> <p>The candidates were assisted and both decided not to continue the test.</p> <p>The candidate was assisted and returned to complete the test early without further incident.</p> <p>Candidate completed the exam with no issues.</p> <p>Candidates were not admitted to the test and left the test centre.</p> <p>Candidate was not admitted to the test.</p> <p>Resolved on the test day.</p> <p>The candidates were warned about test misconduct. It was not possible to verify that candidates were cheating but there were suspicions of collusion.</p> <p>Candidate was provided with ear-plugs and acknowledged that they assisted.</p>
Perth	2	<p>1 candidate queried the test content.</p> <p>1 candidate misunderstood instructions and waited till the last 30 minutes start the</p>	<p>Referred to ACER test developers for review.</p> <p>Matter was raised with Test Supervisor at the end of the exam.</p>



		calculations portion of the exam.	
Sydney	45	<p>23 candidates had entered their name/DOB incorrectly when registering for the test, causing a mismatch on the attendance roll.</p> <p>5 candidates experienced minor technical issues.</p> <p>3 candidates had mobile phones in their pockets, the phones were switched off.</p> <p>1 candidate was reported for not following the supervisor's instructions to stop the test at the end of the test time.</p> <p>2 candidates let their IDs in the exam room.</p> <p>1 candidate advised that they had upset stomach.</p> <p>1 candidate presented on crutches.</p> <p>4 candidates queried the test content.</p> <p>3 candidates arrived on the wrong test day.</p> <p>2 candidates were refused entry due to insufficient ID.</p>	<p>Errors were corrected and resolved on the test day.</p> <p>Technical support fixed the issues on the test day.</p> <p>Candidates were warned and phones were moved to supervisor's desk.</p> <p>The candidate was warned and then complied with shutting the test down.</p> <p>The IDs were placed in lost property.</p> <p>Candidate was seated in front of the room near the door.</p> <p>Candidate was escorted to the room by a supervisor and was seated at the front of the room.</p> <p>Referred to ACER test developers for review.</p> <p>Candidates were not admitted to the test.</p> <p>Candidates were not admitted to the test and left the test centre.</p>
<b>Regional locations</b>			
Albury	1	1 candidate queried the test content.	Referred to ACER test developers for review.
Armidale	0	N/A	N/A
Ballarat	2	<p>1 candidate was reported for not following the supervisor's instructions to stop the test at the end of the test time.</p> <p>The husband of one candidate was mingling around outside the test room seeking to find out about the test from other candidates.</p>	<p>The candidate was warned and then complied with shutting the test down.</p> <p>The Chief Supervisor reported the incident to ACER. ACER followed up with the venue provider post-test to ensure that additional signage is placed around the common areas outside of the test room for subsequent test windows, stipulating that only test candidates may be present in the area.</p>

Bathurst	1	1 candidate clicked to start the test before being instructed to start.	The candidate was warned and followed the test instructions not to start the test until given the go ahead.
Bundaberg	0	N/A	N/A
Gold Coast	3	Two people were talking loudly outside the test room.  There was some noise outside the test room as venue staff were cleaning.  Venue had a live singing performance causing significant noise disturbance.  *Please see the report below this table for further information about this incident.	Chief Supervisor attended the issue.  Chief Supervisor attended the issue.  Chief Supervisor talked to venue about the issue.
Newcastle	0	N/A	N/A
Mildura	0	N/A	N/A
Parramatta	7	4 candidates experienced minor technical issues/frozen screens.  1 candidate was asked to place their hat at the back of the room. The candidate was unhappy but removed the hat.  1 candidate complained that the tutorial time should not be included in the exam time. The candidate requested for extra time to complete the questions and staff denied their request.  1 candidate had the valid ID for the morning session but could not find the ID for the afternoon session.	Candidates were moved to alternative PCs and given extra time to make up for the delay.  Candidate behaved well and completed the exam.  Resolved on the test day.  Test Supervisor recognised the candidate and confirm the candidate had the ID in the morning. Candidate was allowed to sit the afternoon session with permission from ACER.
Sunshine Coast	1	Internet Outage in entire building.	Moved PCs and backup Internet, extended candidate times by 5 mins due to outage.
Wagga Wagga	0	N/A	N/A
Wollongong	4	3 candidates queried the test content.  1 candidate experienced a minor technical issue.	Referred to ACER test developers for review.  Test Supervisor resolved the issue and candidate did not need extra time.
Total	134		

Table 2: Test Window 1 Test Centre Incident Summary

## \*Gold Coast

On the 4th March 2018 at the Gold Coast test centre, there was a noise incident stemming from a live music performance at the venue scheduled from 3-6pm. This affected the PM session of the literacy test. On the day, the Chief Supervisor spoke to the venue management staff about reducing the volume and/or halting the performance. The noise level was not able to be reduced. However after escalation to senior management, the venue agreed to end the performance early at 5pm. The PM session of the numeracy test did not commence until the performance had finished. During the literacy test, candidates were offered earplugs and most made use of them. Several candidates complained to the Chief Supervisor on the test day and also wrote to ACER after the test. After the test sitting, ACER performed a psychometric analysis to investigate if there was any disadvantage to those candidates who sat the literacy test that day. The analysis showed that each of the 15 candidates who sat in the Gold Coast 1:30PM literacy test session on 4 March attempted all questions, except for one candidate who left one question unanswered. The literacy performance of these candidates was similar to the performance of candidates who sat the 7:30AM session on the same test day. Please see the breakdown below.

Session	Standard achieved	Standard not achieved	Grand Total
Literacy 4 Mar 2018 AM Session, 7:30	14	1	15
Literacy 4 Mar 2018 PM Session, 13:30	14	1	15

In the post-test window review with the venue provider, ACER reiterated the importance of avoiding the establishment of test centres where noise from performances may impact upon the administration of the test. The provider acknowledged this and committed to reviewing their scheduling and venue selection practices in light of this incident.

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of remote proctoring incidents.

Total sessions	No. of investigated incidents	Percentage	Cases with significant investigations	Percentage	Cases involving rescheduling with provision of lost time	Percentage
2596	164	6.3%	42	1.6%	13	0.5%

**Table 3: Test Window 1 Remote Proctoring Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 42 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. Where it was established that candidates lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

### Remote Proctoring Feedback

At the end of their test session(s), candidates were asked to complete a short feedback survey by ProctorU. About 37.2% of candidates who sat the test rated their experience in the survey. As indicated by the response data in Table 4 below, majority of the candidates indicated that they were satisfied with their testing experience.

Were you satisfied with your experience with ProctorU?	
Strongly Agree	56.41%
Agree	31.30
Neutral	7.25%
Disagree	2.63%
Strongly Disagree	2.42%

**Table 4: Remote Proctoring Candidate Feedback**

### Post-Test Activities

#### Review of Test Content

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. Most of these questions and feedback required no further action. From the 11,595 test sessions that were sat in 2018 Test Window 1, 26 questions were raised. Of these, 25 required no action and action was taken for 1 question (involving slight re-wording of a sentence in the question stimulus).

Table 5 below provides a detailed summary of the actions taken.

Test component	Count of Action
<b>Literacy</b>	
No action required.	11
<b>Literacy Total</b>	<b>11</b>
<b>Numeracy</b>	
No action required.	14
Wording judged unambiguous but strengthened from 'At a particular centre, there are 18 children with ages over 24 months and less than 36 months in a room.' to 'At a particular centre, there are 18 children in the category 'Over 24 months and less than 36 months'.	1
<b>Numeracy Total</b>	<b>15</b>
<b>Grand Total</b>	<b>26</b>

**Table 5: Summary of actions taken based on candidate feedback in Test Window 4**

#### Results

Results were released to DET, VIT and HEPs via the ACER portal on Thursday 5 April 2018. The portal allows DET to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates on Friday 13 April 2018.

Candidates were sent an email notification about the release of results, with instructions on how to access the results and a document on how to interpret their report. The 'Latest News' section of the website was also updated to notify candidates that results had been released.

### Results withheld

Results were initially withheld from one candidate when results were released on Friday 13 April 2018. In this case, the candidate had disputed the payment to ACER through her credit card company after sitting her test. As a result of the dispute, the paid registration fees were taken out of ACER's bank account and returned to the candidate. ACER attempted to contact the candidate by telephone and email several times and requested that the candidate make the relevant payment through the payment link that was provided in the email. ACER finally heard from the candidate after 13 April 2018 and the relevant payment was made by the candidate. Results were subsequently released to both the candidate and her HEP.

### Social Media

ACER continues to monitor two restricted access Facebook groups set up for the test:

- LANTITE 2018: There are currently 1082 members and the group describes itself as 'A support and study group for students sitting the LANITE teacher education tests in 2018';
- Numeracy and Literacy Test Support Group: There are currently 2292 members and they describe themselves as 'a support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';

Once again, the majority of comments and posts from group members provide general exam information, general exam tips, free study links, including specific literacy and numeracy support sites, NAPLAN references, links to the equivalent UK teacher test and so forth. There are also links to commercial providers selling a variety of literacy and numeracy practice test materials.

The majority of posts contain innocuous test references. ACER has yet to find an instance where the content of the test or test security has been breached and will continue to monitor social media to ensure that candidates do not compromise the test integrity or engage in misconduct by inappropriately publishing secure test information online.

### Conclusion

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The first test window of 2018 went smoothly in general. There were no major issues of concern and a post-test review has been conducted with all the stakeholders to ensure ongoing quality assurance in test processes. As part of this review, the *Special Testing Conditions, Appeals, Feedback and Complaints* sections of the test website will be updated after consultation with DET to provide candidates with clearer guidelines and information before registrations open for Test Window 2.

In view of the test centre incidents in Ballarat and Gold Coast, ACER will include instructions in the test administration manual to ensure that additional signage is placed around the waiting area outside of the test room for subsequent test windows, stipulating that only test candidates may be present in the vicinity. The test venue provider has also acknowledged that they will review their scheduling and venue selection practices and avoid the establishment of test centres where noise from performances or other events may affect the administration of the test. In addition, ACER will also include more specific instructions in the test administration manual on the identity verification process of candidates with religious headgear or covering. This is in response to feedback received from the Chief Supervisor at the Melbourne test centre.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2018 Test  
Window 2**

26 May 2018 –  
10 June 2018



Confidential

## Introduction

The second test window of 2018 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Saturday 26 May to Sunday 10 June 2018. This window offered both test centre and remote proctoring test sessions.

A total of 14287 test session bookings were received during the registration period: Monday 23 April to Sunday 6 May 2018. There was very strong candidate demand for this test window. Test centres filled to capacity in most locations, including the regional test centres. Demand for remote proctoring was consistent with previous test windows. On the whole, test centre and remote proctoring test sessions ran smoothly and without major incidents.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, the first email was sent to notify candidates that Admission Tickets had been released. Candidates were also encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s).

The second reminder email for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. Candidates were also reminded to ensure that they had arranged an appropriate test room, as per the remote proctoring room requirements stated on the test website.

The second reminder email for remote proctoring candidates focused on test day procedures. Candidates were reminded of the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### Registrations and Refunds

Registrations for Test Window 2 opened on Monday 23 April and closed on Sunday 6 May 2018. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 7136 candidates registered for the literacy test, and a total of 7151 candidates registered to sit the numeracy test. This equates to 14287 test registrations.

ACER monitored the daily registrations very closely and worked with the venue provider and opened up additional seats in Perth, Melbourne and Brisbane to cater to high candidate demand for these test centres. A centre was set up in Penrith for the first time. The registration process for 2018 Test Window 2 generally went smoothly without any major issue.

The refund deadline was Sunday 6 May 2018. 70 refund requests were received and processed by the deadline. A further 9 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death of an immediate family member, emergency birth delivery, serious mental health issues, hospitalisation and surgery.

### Admission Tickets and Photo Identification

Admission tickets were released to candidates via their ACER account on Friday 18 May 2018. The tickets stated the personal details, as well as test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

For the first time, candidates had to check their personal details and their higher education provider and declare that the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were also reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

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### Attendance

A total of 7136 candidates registered for the literacy test, and a total of 7151 candidates registered to sit the numeracy test by the close of registrations. 9 candidates were then refunded after the close of registrations. At the end of the test window, 6832 candidates had sat the literacy test, and 6859 candidates had sat the numeracy test.

Table 1 provides a summary of attendance for 2018 Test Window 2.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	5	5	100.00%	6	6	100.00%
Australian Catholic University	859	828	96.39%	828	808	97.58%
Australian College of Physical Education	16	15	93.75%	12	12	100.00%
Avondale College	20	20	100.00%	23	22	95.65%
Central Queensland University	73	70	95.89%	75	72	96.00%
Charles Darwin University	44	41	93.18%	45	40	88.89%
Charles Sturt University	107	105	98.13%	100	100	100.00%
Christian Heritage College	9	9	100.00%	12	12	100.00%
Curtin University	253	243	96.05%	248	237	95.56%
Deakin University	494	477	96.56%	500	482	96.40%
Eastern College Australia	5	5	100.00%	5	5	100.00%
Edith Cowan University	240	231	96.25%	239	229	95.82%
Excelsia College	2	2	100.00%	2	2	100.00%



Federation University Australia	136	134	98.53%	135	132	97.78%
Flinders University	13	12	92.31%	17	16	94.12%
Griffith University	47	45	95.74%	51	49	96.08%
Holmesglen TAFE	2	2	100.00%	3	3	100.00%
James Cook University	80	78	97.50%	80	78	97.50%
La Trobe University	155	152	98.06%	162	159	98.15%
Macquarie University	146	142	97.26%	156	150	96.15%
Melbourne Polytechnic	12	12	100.00%	11	11	100.00%
Monash University	532	496	93.23%	626	602	96.17%
Montessori World Educational Institute	1	1	100.00%	1	1	100.00%
Murdoch University	55	50	90.91%	54	50	92.59%
Queensland University of Technology	401	373	93.02%	405	375	92.59%
RMIT University	120	116	96.67%	108	103	95.37%
Southern Cross University	248	236	95.16%	233	222	95.28%
Swinburne University of Technology	398	380	95.48%	393	372	94.66%
The University of Adelaide	45	45	100.00%	44	44	100.00%
The University of Melbourne	327	307	93.88%	309	299	96.76%
The University of New England	114	112	98.25%	124	119	95.97%
The University of New South Wales	261	252	96.55%	265	258	97.36%
The University of Newcastle	142	141	99.30%	134	132	98.51%
The University of Notre Dame Australia	145	139	95.86%	144	139	96.53%
The University of Queensland	140	125	89.29%	142	130	91.55%
The University of Sydney	176	171	97.16%	171	167	97.66%
The University of Western Australia	34	30	88.24%	36	32	88.89%
University of Canberra	76	74	97.37%	76	74	97.37%
University of South Australia	143	140	97.90%	139	137	98.56%
University of Southern Queensland	57	56	98.25%	56	55	98.21%
University of Tasmania	69	68	98.55%	66	63	95.45%
University of Technology, Sydney	66	65	98.48%	68	68	100.00%
University of the Sunshine Coast	84	83	98.81%	87	85	97.70%
University of Wollongong	70	70	100.00%	71	71	100.00%
Victoria University	494	472	95.55%	460	433	94.13%
Western Sydney University	211	202	95.73%	219	203	92.69%
<b>Grand Total</b>	<b>7127</b>	<b>6832</b>	<b>95.86%</b>	<b>7141</b>	<b>6859</b>	<b>96.05%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2018 Test Window 2**

### Test Dates

2018 Test Window 2 was held from Saturday 26 May to Sunday 10 June 2018. Test centres operated to a staggered schedule, with sessions available on both weekdays and weekends at the major capital city locations. Remote proctoring sessions could be scheduled by candidates between Saturday 26 May and Thursday 7 June 2018. The remote proctoring test window was extended until Saturday 9 June 2018 for a small number of candidates who experienced significant technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the morning literacy test

session were advised to report to their test centre at 7.30am. The morning numeracy test session had a reporting time of 10.30am. Candidates who registered to sit the afternoon literacy test session had to report at 1.30pm and those sitting the afternoon numeracy test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Candidates with Special Testing Conditions**

64 applications for special testing conditions were received and approved by ACER for 2018 Test Window 2.

All special testing conditions applications were approved after supporting documentation, such as medical documentation and/or psychologist reports, was reviewed by the committee which was made up of 2 or more ACER staff.

The types of accommodations granted for 2018 Test Window 2 included:

- Rest breaks
- Additional test time
- Permission to bring medication and/or diabetes/glucose monitoring kit
- Permission to consume food/drink relating to medical condition
- Permission to stand and stretch
- Permission to bring a heat pack for neck pain
- Permission to wear Irlen Spectral Filters
- Permission to increase the font size
- Permission to use text to speech software
- Permission to use a reader
- Provision of an extra chair to rest injured leg
- Provision of multiple sheets of blank scratch paper
- Special seating requests for the front and back of the test room, near the aisle, and in small group settings (where possible)

The special testing accommodations were well managed by the test supervisors and online proctors.

In addition to special testing accommodations being provided at the test centres and for remote proctoring, ACER also arranged for four candidates to sit the tests at the ACER offices in Melbourne, Sydney and Brisbane to accommodate the use of a text to speech software application or a reader for the tests.

### **Management of Incidents**

ACER received daily summary reports and incident reports for individual events via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s).

ACER reviewed all incident reports raised by test supervisors and ProctorU on a daily basis, and also followed up on incidents and complaints raised directly by candidates during the test window.

### Test Centres

Incidents reported for 2018 Test Window 2 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide	13	<p>1 candidate was late for the test.</p> <p>4 candidates experienced technical issues.</p> <p>1 candidate queried the test content.</p> <p>1 candidate's login credentials could not be found when he presented for the test.</p> <p>4 candidates had entered their name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate's phone rang despite being instructed before the test commenced that all phones should be turned off.</p> <p>1 candidate was observed to be drinking water frequently and every time he did this he would stretch and appear to be looking at the candidates directly in front of him and diagonally in front of him. Test supervisors continued to observe his behaviour. The chief supervisor then witnessed him tilt his head towards the screen to his right for a few seconds.</p>	<p>The candidate was not admitted to the test.</p> <p>Test supervisors either rebooted the computers or moved candidates to spare computers. All candidates were able to continue with the test without any further problem.</p> <p>Referred to ACER test developers for review.</p> <p>Resolved on the test day by the test supervisor who reprinted the login information.</p> <p>Resolved on the test day.</p> <p>The test supervisor removed the phone from the test room and turned it off.</p> <p>The test supervisor warned the candidate to keep his eyes on his own computer screen. The candidate acknowledged the warning and focussed on his computer screen for the rest of the test.</p>
Brisbane	8	<p>2 candidates had entered their name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>4 candidates experienced minor technical issues/frozen screens.</p>	<p>Resolved on the test day.</p> <p>Candidates were moved to alternative PCs and given extra time to make up for the delay.</p>

		<p>1 candidate pulled the computer screen toward them and accidentally disconnected the cable.</p> <p>1 candidate did not bring the appropriate photo ID.</p>	<p>The cable was reconnected and power was restored without delay.</p> <p>Candidate was not admitted to the test.</p>
Canberra	4	<p>1 candidate's cable was accidentally disconnected.</p> <p>2 candidates queried the test content.</p> <p>1 candidate had not answered all questions by the time the exam time finished. She ignored the instructions to end the exam and continued to answer the test questions and asked for additional time.</p>	<p>The cable was reconnected and power was restored without delay.</p> <p>Referred to ACER test developers for review.</p> <p>Candidate was warned and told by the test supervisors to stop the test and advised that no extra time was permitted.</p>
Darwin	1	<p>1 candidate experienced difficulty using her computer mouse and became frustrated.</p>	<p>Test supervisors checked her computer mouse to ensure it was functioning and showed her how to use the mouse properly.</p>
Hobart	1	<p>1 candidate experienced minor technical issues.</p>	<p>Test supervisor rebooted the computer and gave the candidate 5 minutes of time in lieu for time lost.</p>
Melbourne	42	<p>10 candidates did not bring appropriate photo ID to the test.</p> <p>1 candidate had entered her name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate arrived late.</p> <p>1 candidate turned up for the wrong test session.</p> <p>15 candidates experienced minor technical issues/frozen screens.</p> <p>6 candidates queried the test content.</p> <p>1 candidate informed the test supervisor he had not applied for special testing conditions but asked to be permitted to</p>	<p>Candidates were not admitted to the test.</p> <p>Error corrected and resolved on the test day.</p> <p>Candidate was not admitted to the test.</p> <p>Candidate was not admitted to the test.</p> <p>Candidates were moved to alternative PCs and given extra time to make up for the delay.</p> <p>Referred to ACER test developers for review.</p> <p>Chief supervisor examined the spectacles and approved the use and informed candidate that he would be seated in the least</p>

		<p>wear polarised sunglasses and a cap during the test due to an eye condition.</p> <p>2 candidates' mobile phone alarm went off.</p> <p>1 candidate advised that she was diabetic and had not applied for special testing conditions but had a note from a doctor confirming this.</p> <p>1 candidate after submitting the test, told the test supervisor she wanted to access the test again to complete 3 questions.</p> <p>When collecting the scratch paper at the end of the exam, it was discovered a candidate's scratch paper had been ripped apart and only the top part with the candidate's details were left. When questioned, the candidate advised that he tore the scratch paper prior to entering the exam room.</p> <p>2 candidates appeared to communicate with each other on a few occasions.</p>	<p>illuminated area of the room which would not make the cap a requirement. Prior to starting the test, the candidate tried to dim the screen brightness test screen.</p> <p>The alarm was turned off and candidates were warned that mobile phones should not be turned on during the test.</p> <p>Candidate was seated in the front row in close proximity to her medical equipment and sweets.</p> <p>It was explained to the candidate that it was not possible to re-enter the test after test submission.</p> <p>A check of the waste bins in the breakout area by the test supervisors was unsuccessful in finding the rest of the scratch paper.</p> <p>Both candidates were warned not to speak during the test and they stopped doing so after the warning.</p>
<p>Perth</p>	<p>12</p>	<p>3 candidates turned up for the wrong test sessions.</p> <p>2 candidates did not have the appropriate photo ID for the test.</p> <p>6 candidates experienced technical issues.</p> <p>1 candidate had entered her name/DOB incorrectly when registering for the test, causing a mismatch on the attendance</p>	<p>Candidates were not admitted to the test.</p> <p>Candidates were not admitted to the test.</p> <p>Test supervisors either rebooted the computers or moved candidates to spare computers. All candidates were able to continue with the test without any further problem.</p> <p>Resolved on test day.</p>

		roll.	
Sydney	35	<p>19 candidates had entered their name/DOB/gender incorrectly when registering for the test, causing a mismatch on the attendance roll.</p> <p>10 candidates experienced minor technical issues.</p> <p>1 candidate's mobile phone message alarm went off before the test commenced.</p> <p>1 candidate arrived for the wrong test session.</p> <p>2 candidates complained the test room was too warm.</p> <p>1 candidate complained about the mouse pad.</p> <p>1 candidate had finished the test when a smart watch was seen under the cuff of her jacket. Candidate said it was switched off and did not leave the test room during the test.</p>	<p>Errors were corrected and resolved on the test day.</p> <p>Technical support fixed the issues on the test day.</p> <p>The alarm was turned off and test supervisors reminded everyone to turn off their mobile phones and to have them in their bags.</p> <p>Candidate was not admitted to the test.</p> <p>Test supervisor went to adjust the room temperature.</p> <p>Test supervisor confirmed there was nothing wrong with the mouse pad.</p> <p>Test supervisor checked the smart watch and reminded the candidate that smart watches were not permitted and that an incident report would be submitted to ACER.</p>
<b>Regional locations</b>			
Albury	0	N/A	N/A
Armidale	1	1 candidate experienced minor technical issues.	Technical support fixed the issues on the test day.
Ballarat	0	N/A	N/A
Bathurst	1	Internet dropped out for a short while.	This was resolved in no time and no candidate was disadvantaged.
Bundaberg	0	N/A	N/A
*Cairns	1	Please refer to information on the following page.	Please refer to information on the following page.
Gold Coast	0	N/A	N/A
Newcastle	0	N/A	N/A
Parramatta	3	<p>2 candidates did not bring the appropriate photo ID for the test.</p> <p>1 candidate was rude to the test supervisors and complained that the reporting time should also be the test start time.</p>	<p>Candidates were not admitted to the test.</p> <p>Test supervisor explained the testing procedures to the candidate.</p>

Penrith	0	N/A	N/A
Sunshine Coast	2	1 candidate's mobile phone alarm went off during the test.  1 candidate complained about the keyboard she was using.	The phone alarm was turned off.  Test supervisor checked the keyboard and resolved the issue.
Wagga Wagga	0	N/A	N/A
Warrnambool	1	1 candidate claimed that the responses to 2 test questions were not saved.	Technical support staff helped him in submitting his responses. It appears that candidate was trying to make use of the opportunity to double-check his responses.
Wollongong	7	5 candidates experienced technical issues.  1 candidate had entered her name/DOB/gender incorrectly when registering for the test, causing a mismatch on the attendance roll.  1 candidate felt dizzy and unwell during the test and needed to leave the test room because she felt hot.	Candidates were moved to alternative PCs and given extra time to make up for the delay.  Error was corrected and resolved on the test day.  Test supervisor accompanied her outside of the test room and she rested while water was obtained for her. She then returned the test room and completed her test.
Total	132		

**Table 2: Test Window 2 Test Centre Incident Summary**

\*Cairns

The Ironman Asia-Pacific Championship was held in Cairns and loud music and noise affected the candidates who sat the test on 9 and 10 June 2018. The test supervisors tried to resolve the problem by providing ear plugs to the candidates and the test carried on. ACER only knew about the issue from complaints received by several candidates on Monday 11 June 2018.

ACER immediately investigated the matter with Cliftons the venue provider and the test supervision staff, and was advised that the test supervision staff had not alerted ACER and Cliftons about the noise when it occurred as they had thought that the ear plugs were suitable and sufficient as a noise deterrent.

After the test sitting, ACER performed a psychometric analysis to investigate if there was any disadvantage to those candidates who sat the tests.

The analysis showed that all the candidates attempted all questions and the performance of these candidates was similar (in fact slightly better) as compared to the performance of candidates who sat the test at the other test centres.

Test	Standard achieved	Standard not achieved	Total Candidates
Literacy	36	2	38
Numeracy	35	4	39

In the post-test window review with Cliftons, ACER reiterated the importance of test supervisors alerting ACER and Cliftons of such an incident when it occurred instead of resolving the matter themselves, and also avoiding the establishment of test centres where noise from events may impact upon the administration of the test. The provider acknowledged this and committed to reviewing their venue selection practices and test supervisor's training in light of this incident.

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of remote proctoring incidents.

Total sessions	No. of investigated incidents	Percentage	Cases with significant investigations	Percentage	Cases involving rescheduling with provision of lost time	Percentage
3154	142	4.5%	44	1.4%	20	0.6%

**Table 3: Test Window 2 Remote Proctoring Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 42 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. A candidate was found to have scribbled mathematical formula on his scratch paper for his numeracy test. After ACER had investigated this matter with ProctorU, it was decided that the candidate's test result would not be cancelled.

Where it was established that candidates lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

#### **Remote Proctoring Feedback**

At the end of their test session(s), candidates were asked to complete a short feedback survey by ProctorU. About 41.3% of candidates who sat the test rated their experience in the survey. As indicated by the response data in Table 4, majority of the candidates indicated that they were satisfied with their overall testing experience.

<b>Were you satisfied with your experience with ProctorU?</b>	
Strongly Agree	57.68%
Agree	31.41%
Neutral	6.76%



Disagree	2.84%
Strongly Disagree	1.31%

**Table 4: Remote Proctoring Candidate Feedback**

## Post-Test Activities

### Review of Test Content

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. Most of these questions and feedback required no further action. From the 14,287 test sessions conducted in 2018 Test Window 2, 9 questions were raised by candidates. Of these, 8 required no action and action was taken for 1 question (involving slight re-wording of a sentence in the question).

Table 5 below provides a detailed summary of the actions taken.

Test component	Count of Action
<b>Literacy</b>	
No action required.	3
To remove the word 'spelling' from the stem of the question to make the requirements of the question more clear.	1
<b>Literacy Total</b>	<b>4</b>
<b>Numeracy</b>	
No action required.	5
<b>Numeracy Total</b>	<b>5</b>
<b>Grand Total</b>	<b>9</b>

**Table 5: Summary of actions taken based on candidate feedback in Test Window 2**

### Results

Results were released to DET, VIT and HEPs via the ACER portal on Tuesday 3 July 2018. The portal allows DET to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 10 July 2018.

Candidates were sent an email notification about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was also updated to notify candidates that results had been released.

### Results withheld

Results were withheld from one candidate when results were released on Tuesday 10 July 2018. In this case, the candidate had indicated 'Macquarie University' as her institution for her test registrations. However ACER was informed by Macquarie University that the candidate was not their student and the candidate has not responded to ACER's email about her correct provider. Her results will be withheld until ACER can confirm her higher education provider and that she is a bona fide candidate.

### Social Media

ACER continues to monitor three restricted access Facebook groups set up for the test. One group "Place to vent about LANTITE" has recently been created.

- LANTITE 2018: There are currently 1256 members and the group describes itself as 'A support and study group for students sitting the LANTITE teacher education tests in 2018';
- Numeracy and Literacy Test Support Group: There are currently 2538 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- Place to vent about LANTITE: Created in June 2018. There are currently 164 members and the group describes itself as 'This is a place for people to vent about the LANTITE. A place where we aren't judged.'

Once again, the majority of comments and posts from group members provide general exam information, general exam tips, free study links, including specific literacy and numeracy support sites, NAPLAN references, links to the equivalent UK teacher test and so forth. There are also links to commercial providers selling a variety of literacy and numeracy practice test materials.

ACER has not found an instance where the content of the test or test security has been breached and will continue to monitor social media to ensure that candidates do not compromise the test integrity or engage in misconduct by inappropriately publishing secure test information online.

## Conclusion

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The *Special Testing Conditions, Appeals, Feedback and Complaints* sections of the test website were updated after consultation with DET to provide candidates with clearer guidelines and information before registrations opened for 2018 Test Window 2.

Following a review of the test processes in previous windows, ACER included instructions in the test administration manual to ensure that additional signage was placed around the waiting area outside the test room, stipulating that only test candidates may be present in the vicinity. In addition, ACER included more specific instructions in the test administration manual on the identity verification process of candidates with religious headgear or covering.

The process of making candidates check their personal details and higher education provider and verifying that this information was correct before they could access their admission ticket proved to be effective in minimising the number of errors that had to be rectified during and after the test period.

### Recommendations

1. As there seems to be a high correlation between the re-sitters and those with persistent technical issues, and also an increasing number of re-sitters who complained and cited the technical reasons as a reason for not doing well in the test, ACER recommends that a re-sitter who has to sit the test for the third time will have to do so at a test centre.

This means that when they register for the test, only the test centre options will be available to them. We believe that the benefits of sitting the test in a more controlled test environment will outweigh the inconveniences and maximise their chances of meeting the standard of the test as they will not have to worry about setting up their own equipment, unstable internet connection or any other technical issues that may crop up during their test.

Data from this test window and the previous two windows will be provided to DET as a separate file to support this recommendation.

2. Penrith was added as a test centre for this window to gauge the interest for this location. Registration data suggests that there is not enough demand from candidates to justify adding Penrith to the list of test centres for future windows.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2018 Test  
Window 3**

27 August – 9  
September 2018



Confidential

## Introduction

The third test window of 2018 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 27 August to Sunday 9 September 2018. This window offered both test centre and remote proctoring test sessions.

A total of 13396 test session bookings were received during the registration period: Monday 23 July to Sunday 5 August 2018. There was very strong candidate demand for this test window. Test centres filled to capacity in most locations, including the regional test centres. Demand for remote proctoring was consistent with previous test windows. On the whole, test centre and remote proctoring test sessions ran smoothly and without major incidents.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were also encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so.

Subsequent emails for remote proctoring candidates focused on test day procedures, such as the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### Registrations and Refunds

Registrations for Test Window 3 opened on Monday 23 July and closed on Sunday 5 August 2018 with no problem. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 6720 candidates registered for the literacy test, and a total of 6676 candidates registered to sit the numeracy test. This equates to 13396 test registrations.

ACER monitored the daily registrations very closely and worked with Cliftons the venue provider to open up additional seats in Adelaide, Perth, Melbourne and Canberra to cater to high candidate demand for these test centres. The number of test places offered at the Adelaide test centre increased by two-thirds. The registration process for 2018 Test Window 3 generally went smoothly without any major issue.

The refund deadline was Sunday 5 August 2018. 68 refund requests were received and processed by the deadline. A further 9 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death of an immediate family member, hospitalisation and surgery.

### Test Centres

Due to substantial rising costs in test centres, ACER set up and managed test centres in Wodonga (instead of Albury), Warrnambool and Mildura in this test window instead of contracting it to Cliftons. ACER staff attended all 3 centres on the test days and also employed experienced test supervisors to run the sessions. Other than an initial problem with the installation of the locked down browser in Wodonga which was resolved very quickly, the test sittings generally went smoothly and without any significant technical or administrative issues.

### Admission Tickets and Photo Identification

Admission tickets were released to candidates via their ACER account on Monday 20 August 2018. The tickets stated the personal details, as well as test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates had to check their personal details and their higher education provider and declare that the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were also reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

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### Attendance

A total of 6720 candidates registered for the literacy test, and a total of 6676 candidates registered to sit the numeracy test by the close of registrations. 9 candidates were then refunded after the close of registrations. At the end of the test window, 6407 candidates had sat the literacy test, and 6352 candidates had sat the numeracy test.

Table 1 provides a summary of attendance for 2018 Test Window 3.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	2	2	100.00%	4	4	100.00%
Australian Catholic University	492	470	95.53%	511	484	94.72%
Australian College of Physical Education	17	17	100.00%	12	12	100.00%
Avondale College	20	19	95.00%	19	18	94.74%
Central Queensland University	88	87	98.86%	87	85	97.70%
Charles Darwin University	58	58	100.00%	54	53	98.15%
Charles Sturt University	142	136	95.77%	134	130	97.01%
Christian Heritage College	20	20	100.00%	21	21	100.00%
Curtin University	204	195	95.59%	214	203	94.86%

Deakin University	360	347	96.39%	373	359	96.25%
Eastern College Australia	3	3	100.00%	1	1	100.00%
Edith Cowan University	247	234	94.74%	251	241	96.02%
Excelsia College	4	4	100.00%	4	4	100.00%
Federation University Australia	91	89	97.80%	96	92	95.83%
Flinders University	58	57	98.28%	57	56	98.25%
Griffith University	49	49	100.00%	53	51	96.23%
Holmesglen TAFE	16	16	100.00%	16	15	93.75%
James Cook University	82	81	98.78%	82	80	97.56%
La Trobe University	193	188	97.41%	203	198	97.54%
Macquarie University	132	129	97.73%	142	138	97.18%
Melbourne Polytechnic	7	7	100.00%	7	7	100.00%
Monash University	821	766	93.30%	705	669	94.89%
Montessori World Educational Institute	3	3	100.00%	3	3	100.00%
Murdoch University	30	29	96.67%	29	28	96.55%
Queensland University of Technology	188	173	92.02%	193	175	90.67%
RMIT University	103	102	99.03%	115	113	98.26%
Southern Cross University	136	127	93.38%	137	125	91.24%
Swinburne University of Technology	529	496	93.76%	550	508	92.36%
Tabor Adelaide	4	4	100.00%	4	4	100.00%
The University of Adelaide	47	45	95.74%	42	40	95.24%
The University of Melbourne	248	239	96.37%	234	225	96.15%
The University of New England	94	90	95.74%	102	98	96.08%
The University of New South Wales	37	36	97.30%	36	33	91.67%
The University of Newcastle	276	269	97.46%	282	273	96.81%
The University of Notre Dame Australia	55	52	94.55%	54	50	92.59%
The University of Queensland	111	99	89.19%	112	103	91.96%
The University of Sydney	295	282	95.59%	297	286	96.30%
The University of Western Australia	26	24	92.31%	24	22	91.67%
University of Canberra	70	68	97.14%	70	67	95.71%
University of South Australia	375	362	96.53%	379	365	96.31%
University of Southern Queensland	89	87	97.75%	93	90	96.77%
University of Tasmania	37	35	94.59%	42	40	95.24%
University of Technology, Sydney	36	32	88.89%	36	34	94.44%
University of the Sunshine Coast	59	57	96.61%	55	52	94.55%
University of Wollongong	143	140	97.90%	142	140	98.59%
Victoria University	454	431	94.93%	439	414	94.31%
Western Sydney University	162	151	93.21%	153	143	93.46%
<b>Grand Total</b>	<b>6713</b>	<b>6407</b>	<b>95.44%</b>	<b>6669</b>	<b>6352</b>	<b>95.25%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2018 Test Window 3**

#### Test Dates

2018 Test Window 3 was held from Monday 27 August to Sunday 9 September 2018. Test centres operated to a staggered schedule, with sessions available on both weekdays and weekends at the major capital city locations. Remote proctoring sessions could be scheduled by candidates between

Monday 27 August and Thursday 6 September 2018. The remote proctoring test window was extended until Saturday 8 September 2018 for a small number of candidates who experienced significant technical issues and needed to reschedule their sessions.

### **Reporting and Test Start Times**

There were four test sessions at the test centres per day. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30am. The morning numeracy test session had a reporting time of 10.30am. Candidates who registered to sit the afternoon literacy test session had to report at 1.30pm and those sitting the afternoon numeracy test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Candidates with Special Testing Conditions**

78 applications for special testing conditions were received and approved by ACER for 2018 Test Window 3.

All special testing conditions applications were approved after supporting documentation, such as medical documentation and/or psychologist reports, was reviewed by the committee which was made up of 2 or more ACER staff.

The types of accommodations granted for 2018 Test Window 3 included:

- Rest breaks
- Additional test time
- Permission to bring medication and/or diabetes/glucose monitoring kit
- Permission to consume food/drink relating to medical condition
- Permission to use a manual calculator that is provided by the test centre
- Permission to stand and stretch
- Permission to use an adjustable desk provided by the test centre
- Permission to wear Irlen Spectral Filters
- Permission to wear ear plugs
- Permission to increase the font size
- Permission to use a screen reader
- Special seating arrangements for the front or corner of the test room, near the bathroom, or ensuring candidate was not able to see own reflection on the computer screen.

The special testing accommodations were well managed by the test supervisors and online proctors.

### **Management of Incidents**

ACER received daily summary reports and incident reports for individual events via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s).

ACER reviewed all incident reports raised by test supervisors and ProctorU on a daily basis, and also followed up on incidents and complaints raised directly by candidates during the test window.

### Test Centres

Incidents reported for 2018 Test Window 3 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide	8	<p>1 candidate had entered their name/DOB incorrectly when registering for the test causing a mismatch on the attendance roll.</p> <p>1 candidate was wearing a smart watch. Candidate was wearing long sleeves that had stopped the invigilators from detecting the smart watch prior to this time. Candidate showed the supervisor that notifications were turned off and that it was not connected to the internet.</p> <p>1 candidate stated that her computer screen was scratched and it was bothering her.</p> <p>4 candidates' computer screens flickered for a second during the exam when a desk was knocked by a candidate who was leaving the test room.</p> <p>1 candidate was coughing in one of the testing rooms and could be heard throughout all 3 rooms.</p>	<p>Resolved on the test day.</p> <p>Test supervisor checked the smart watch and reminded the candidate that smart watches were not permitted and that an incident report would be submitted to ACER.</p> <p>Onsite technician switched the candidate's screen to a spare screen.</p> <p>There was no lost time and the candidates were able to complete all questions. Clifton's technician reset the room's computers to try to resolve the issue.</p> <p>Candidate was asked to drink some water and leave the room to try and stop coughing.</p>
Brisbane	7	<p>1 candidate experienced minor technical issues/frozen screens.</p> <p>1 candidate's mobile phone alarm went off despite being instructed before the test commenced that all phones should be turned off.</p> <p>1 candidate did not bring appropriate photo ID to the test.</p> <p>3 candidates queried the test content.</p> <p>1 candidate was hyperventilating and was escorted outside by the supervisor to help calm her down.</p>	<p>Candidate was moved to alternative PC. No time was lost.</p> <p>The test supervisor removed the phone from the test room and informed the candidate that an incident report would be submitted to ACER. Candidate was not admitted to the test.</p> <p>Referred to ACER test developers for review.</p> <p>The candidate eventually calmed down and returned to the test. The candidate was outside of the room</p>



			approximately 10 mins and was offered time in lieu.
Canberra	3	<p>2 candidates experienced minor technical issues/frozen screens.</p> <p>1 candidate had entered name/DOB/gender incorrectly when registering for the test, causing a mismatch on the attendance roll.</p>	<p>Candidates were moved to alternative PCs. Additional time was offered but not required.</p> <p>Error was corrected and resolved on the test day.</p>
Darwin	2	2 candidates had entered their name/DOB/gender incorrectly when registering for the test, causing a mismatch on the attendance roll.	Error was corrected and resolved on the test day.
Hobart	0	N/A	N/A
Melbourne	20	<p>4 candidates did not bring appropriate photo ID to the test.</p> <p>6 candidates queried the test content.</p> <p>1 candidate experienced minor technical issues/frozen screens.</p> <p>1 candidate was late for the test.</p> <p>2 candidates had entered name/DOB/gender incorrectly when registering for the test, causing a mismatch on the attendance roll.</p> <p>1 candidate STC was visibly distressed in the last 20 minutes of the exam. He completed his testing.</p> <p>1 candidate phone rang despite being instructed before the test commenced that all phones should be turned off.</p> <p>1 candidate complained that she was being disturbed by the mutterings emanating from an adjacent candidate.</p> <p>1 candidate advised the supervisor that she had moved onto Section 2 but had not completed Section 1.</p>	<p>Candidates were not admitted to the test.</p> <p>Referred to ACER test developers for review.</p> <p>Candidate was moved to alternative PC and given extra time to cover lost time.</p> <p>The candidate was not admitted to the test.</p> <p>Error was corrected and resolved on the test day.</p> <p>When he was leaving the room the Chief Supervisor saw he was teary and asked if he was okay. He commented that he was upset and anxious in the last stages of his exam.</p> <p>The test supervisor removed the phone from the test room and turned it off.</p> <p>Candidate was provided with ear plugs and the other candidate was told to refrain from further reading of questions out loud.</p> <p>Candidate was reminded about the instructions read out at the start of the session (i.e. after moving to Section 2 candidates cannot return to Section 1).</p>

		<p>1 candidate seemed distracted by noise that was coming from a meeting in adjacent room.</p> <p>1 candidate asked to be seated near the door due to feeling unwell. At 1810 candidate sought permission to leave as she felt too ill to continue.</p>	<p>Candidate was offered earplugs which she accepted and used and did not lodge any complaint about the noise.</p> <p>Supervisor asked candidate if she would prefer to take a rest break but she declined and discontinued the test.</p>
Perth	22	<p>11 candidates had entered name/DOB/gender incorrectly when registering for the test, causing a mismatch on the attendance roll.</p> <p>1 candidate experienced minor technical issues with computer mouse.</p> <p>2 candidates' mobile phone alarm went off despite being instructed before the test commenced that all phones should be turned off.</p> <p>1 candidate was not feeling very well and opted to leave early.</p> <p>3 candidates turned up for the wrong test session.</p> <p>1 candidate proceeded to the first page of the tutorial questions before the announcement was made to do so.</p> <p>2 candidates clicked on the 'Start test' button early before instructed to do so. Candidates were on question 2 of the tutorial section.</p> <p>1 candidate tried to adjust the brightness on the computer and ended up making the screen shrink.</p>	<p>Errors were corrected and resolved on the test day.</p> <p>Candidates was provided with a new mouse and there were no further problems.</p> <p>The test supervisor removed the phones from the test room.</p> <p>Candidate left the test and was advised to contact ACER and provide a medical certificate.</p> <p>Candidates were not admitted to the test.</p> <p>Candidate was told that he went too far and his monitor screen was turned off until the exam started.</p> <p>Candidates were advised to go back to the previous page and to wait for further instruction.</p> <p>IT fixed the issue and the candidate received 4 minutes of additional time to make up for time lost.</p>
Sydney	60	<p>39 candidates had entered name/DOB/gender incorrectly when registering for the test, causing a mismatch on the attendance roll.</p> <p>6 candidates experienced minor technical issues/frozen screens.</p>	<p>Error was corrected and resolved on the test day.</p> <p>Candidates were moved to alternative PC and given extra time to cover lost time.</p>

		<p>2 candidates queried the test content.</p> <p>1 candidate's phone was seen to be in their pocket when going to the toilet.</p> <p>2 candidates turned up for the wrong test session.</p> <p>1 candidate did not bring appropriate photo ID to the test.</p> <p>2 candidates required spare logins.</p> <p>1 candidate advised that she was not feeling well as she was recently out of hospital and needed to leave the test.</p> <p>1 candidate presented at numeracy registration stating that he had missed the earlier (7:30) literacy exam.</p> <p>1 candidate was observed with his mobile phone in his pocket despite being asked several times beforehand not to do so. The phone was also found to be turned on.</p> <p>2 candidates were late for the test.</p> <p>1 candidate presented at registration, distressed for personal reasons. Candidate decided not to sit the test.</p> <p>1 candidate claimed that he had come to the end of his test and had wanted to review his answers. After clicking the "next" button twice in quick succession he found himself logged out of the test. He claimed that he did not "end" the test in the navigation bar.</p>	<p>Referred to ACER test developers for review.</p> <p>Candidate was instructed that phones need to be turned off and placed at the front of the room.</p> <p>Candidates were not admitted to the test.</p> <p>Candidate was not admitted to the test.</p> <p>Spare logins were provided to candidates.</p> <p>Candidate left the test and was advised to contact ACER.</p> <p>Candidate was not admitted to the test and advised to contact ACER.</p> <p>Advised candidate to turn off the phone and to put it away and that an incident report would be written.</p> <p>Candidates were not admitted to the test.</p> <p>Advised candidate to contact ACER.</p> <p>Candidate advised that it was not possible for him to return to the test, and that an incident report would be written and he also should contact ACER.</p>
<b>Regional locations</b>			
Armidale	1	1 candidate experienced minor technical issues/frozen screens.	Candidate was moved to an alternative PC and given extra time to make up for the delay.
Ballarat	0	N/A	N/A
Bathurst	0	N/A	N/A

Bundaberg	4	3 candidates experienced minor technical issues/frozen screens.  1 candidate's smart watch alarm went off.	Candidates were moved to alternative PCs and given extra time to make up for the delay.  The alarm was turned off and the candidate was warned that smart watches should not be used and turned on during the test.
Cairns	0	N/A	N/A
Gold Coast	0	N/A	N/A
Mildura	0	N/A	N/A
Newcastle	3	2 candidates experienced minor technical issues/frozen screens.  1 candidate had her car broken into just prior to entering the test venue. She was feeling frazzled and distressed and asked if she could lodge for special consideration for adverse circumstances.	Candidates were moved to alternative PC and given extra time to cover lost time.  Candidate was advised she would need to contact ACER and that her concern would be noted in an incident report.
Parramatta	0	N/A	N/A
Sunshine Coast	4	1 candidate lost internet connection at the beginning of the literacy test.  There was internet connection problem for the numeracy test and this caused a delay of 30 minutes to the start of the test.  1 candidate's computer needed rebooting during the test.  1 candidate's computer logged itself out.	Candidate was moved to a spare computer and given time in lieu.  Test supervisor explained the problem to the candidates and the technician fixed the issue.  The technician rebooted the computer and the candidate was offered time in lieu but did not need to use it.  Candidate was moved to an alternative PC. No extra time was lost and required.
Wagga Wagga	0	N/A	N/A
Warrnambool	0	N/A	N/A
Wodonga	1	Initial issue with loading the Safe Exam Browser on all PCs	Issue resolved by IT staff at venue.
Wollongong	1	Loud voices from trainees from another room at the venue. Banging sounds from outside the test room were clearly heard.	Test centre venue staff were notified and requested to stop the loud noise. The noise stopped and no candidates complained about the incident.
<b>Total</b>	<b>136</b>		

**Table 2: Test Window 3 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of remote proctoring incidents.

Total sessions	No. of investigated incidents	Percentage	Cases with significant investigations	Percentage	Cases involving rescheduling with provision of lost time	Percentage
3551	380	10.7%	61	1.7%	26	0.7%

**Table 3: Test Window 3 Remote Proctoring Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 61 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions.

Where it was established that candidates lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

#### Remote Proctoring Feedback

At the end of their test session(s), candidates were asked to complete a short feedback survey by ProctorU. About 34% of candidates who sat the test rated their experience in the survey. As indicated by the response data in Table 4, majority of the candidates indicated that they were satisfied with their overall testing experience.

Candidates' Satisfaction	
Proctor Satisfaction	94%
ProctorU Services Satisfaction	92%
Survey Responses Rate	34%

**Table 4: Remote Proctoring Candidate Feedback**

#### Post-Test Activities

##### Review of Test Content

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. Most of these questions and feedback required no further action. From the 13,396 test sessions conducted in 2018 Test Window 3, 11 questions were raised by candidates. Of these, 10 required no action and action was taken for 1 numeracy question (involving slight re-wording of a sentence in the question).

Table 5 below provides a detailed summary of the actions taken.

Test component	Count of Action
Literacy	
No action required.	5
<b>Literacy Total</b>	<b>5</b>

<b>Numeracy</b>	
To add additional words 'for the camp' in the question stimulus to tighten the overall clarity of the question.	1
No action required.	5
<b>Numeracy Total</b>	<b>6</b>
<b>Grand Total</b>	<b>11</b>

**Table 5: Summary of actions taken based on candidate feedback in Test Window 3**

It was noted by the test developers that it can be difficult to assess candidate queries where the feedback simply mentions 'ambiguity' or a general inability to understand the question. In the literacy test, common concerns raised by candidates include the interpretation of some question content as 'subjective' and that there appears to be 'more than one correct answer', and a request for clarity around specifying the 'type of error' (i.e. for questions assessing grammar). In the numeracy test, there were some concerns raised about possible missing images which were found to be baseless (i.e. the question never included an image).

It is evident that in some cases, candidates do not understand the questions, which is actually what the test is assessing. ACER is currently reviewing the instructions given to test administrators regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the security of the test content at all times.

### Results

Test Window 3 results were released to DET, VIT and HEPs via the ACER portal on Monday 1 October 2018. The portal allows DET to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 9 October 2018.

Candidates were sent an email notification about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was also updated to notify candidates that results had been released.

### Results withheld

Results were withheld from five candidates. In all these cases, ACER was informed by the HEPs that the candidates were not their students and the candidates had not responded to ACER's email about their correct providers at the time of the release of results. Their results will be withheld from them until ACER can confirm the correct HEP and that they are bona fide candidates.

### Social Media

ACER continues to monitor four restricted access Facebook groups set up for the test.

- LANTITE 2018: There are currently 1455 members and the group describes itself as 'A support and study group for students sitting the LANTITE teacher education tests in 2018';
- Numeracy and Literacy Test Support Group: There are currently 2617 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- Lantite Test Help: There are currently 219 members and they describe themselves as 'LANTITE test help to help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your LANTITE tests'.
- Place to vent about LANTITE: There are currently 218 members and the group describes itself as 'This is a place for people to vent about the LANTITE. A place where we aren't judged.'

Once again, the majority of comments and posts from group members provide general exam information, general exam tips, free study links, including specific literacy and numeracy support sites, NAPLAN references, links to the equivalent UK teacher test and so forth. There are also links to commercial providers selling a variety of literacy and numeracy practice test materials.

ACER has not found an instance where the content of the test or test security has been breached and will continue to monitor social media to ensure that candidates do not compromise the test integrity or engage in misconduct by inappropriately publishing secure test information online.

## **Conclusion**

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It has been observed in recent test windows that there has been an increase in the number of applications for special testing conditions. This is mainly due to a rise in the number of re-sitters who have been granted special accommodations for mental health conditions such as anxiety and depression. Common requests include additional test time and rest breaks. ACER expects the number of applications for special testing conditions to continue to increase.

In response to substantial rising costs in test centres, particularly in the regional locations, ACER sourced, set up and managed test centres in Mildura, Wodonga (in place of Albury) and Warrnambool in this test window. Experienced test supervisors were engaged and ACER staff attended all the test days in these locations. The administration of the test in these locations has provided ACER with additional insights into the management of the test centres and expanded our options to explore more flexible testing arrangements in the future.

The extension of the test centre network is important from both a capacity and a risk management perspective as it reduces the reliance on using only one contractor for the provision of all test centres. The success of the first attempt at administering the test in this manner is a positive development for future test windows. Building on the success of this trial, ACER has found and made arrangements with an additional venue provider and is in the process of recruiting additional experienced test supervisors in Adelaide to cope with the expected increased demand for the final test window of 2018 and subsequent test windows. This centre will run alongside the established Cliftons test centre. A full review of the additional test centre and venue provider in Adelaide will be provided at the conclusion of Test Window 4 2018.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2018 Test  
Window 4**

19 November –  
30 November  
2018



Confidential



## Introduction

The final test window of 2018 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 19 November to Friday 30 November 2018. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities only.

A total of 12281 test session bookings were received during the registration period: Monday 15 October to Sunday 28 October 2018. An additional test session booking was accepted on compassionate grounds due to exceptional circumstances, bringing the total test session bookings to 12282. Demand for remote proctoring was consistent with previous test windows. On the whole, test centre and remote proctoring test sessions ran smoothly and without major incidents.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were also encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so.

Subsequent emails for remote proctoring candidates focused on test day procedures, such as the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

#### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

#### Registrations and Refunds

Registrations for Test Window 4 opened on Monday 15 October and closed on Sunday 28 October 2018. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 6135 candidates registered for the literacy test, and a total of 6147 candidates registered to sit the numeracy test. This equates to 12282 test registrations, including a late registration for the numeracy test component for one candidate due to exceptional circumstances. The registration process for 2018 Test Window 4 generally went smoothly.

The refund deadline was Sunday 28 October 2018. 82 refund requests were received and processed by the deadline. A further 22 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death of an immediate family member, pregnancy complications, severe depression, hospitalisation and surgery.

### Test Centres

To reduce the reliance on using only one contractor for the provision of all test centres, ACER found and made arrangements with another venue provider Saxons and opened up an additional test centre in Adelaide that ran alongside the established Cliftons test centre. Feedback on the additional centre and the test supervisors was positive and ACER would continue to use the centre and supervisors for subsequent test windows.

All the test sittings generally went smoothly and without any significant technical or administrative issues.

### Admission Tickets and Photo Identification

Admission tickets were released to candidates via their ACER account on Monday 12 November 2018. The tickets stated the personal details, as well as test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates had to check their personal details and their higher education provider and declare that the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were also reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

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### Attendance

A total of 6135 candidates registered for the literacy test, and a total of 6146 candidates registered to sit the numeracy test by the close of registrations. 22 candidates were then refunded after the close of registrations and a late registration for the numeracy test was accepted due to exceptional circumstances. At the end of the test window, 5861 candidates had sat the literacy test, and 5860 candidates had sat the numeracy test.

Table 1 provides a summary of attendance for 2018 Test Window 4.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	7	7	100.00%	6	6	100.00%
Australian Catholic University	358	343	95.81%	381	360	94.49%
Australian College of Physical Education	7	7	100.00%	9	8	88.89%
Avondale College	62	58	93.55%	64	60	93.75%
Central Queensland University	109	107	98.17%	113	112	99.12%
Charles Darwin University	50	47	94.00%	60	56	93.33%
Charles Sturt University	88	82	93.18%	90	84	93.33%
Christian Heritage College	21	21	100.00%	20	20	100.00%
Curtin University	149	143	95.97%	152	147	96.71%
Deakin University	413	401	97.09%	437	424	97.03%
Eastern College Australia	1		0.00%	4	3	75.00%
Edith Cowan University	117	111	94.87%	118	113	95.76%

Excelsia College	3	3	100.00%	3	3	100.00%
Federation University Australia	108	101	93.52%	108	100	92.59%
Flinders University	492	485	98.58%	497	488	98.19%
Griffith University	128	124	96.88%	128	124	96.88%
Holmesglen TAFE	13	13	100.00%	15	14	93.33%
James Cook University	42	40	95.24%	48	46	95.83%
La Trobe University	177	173	97.74%	184	178	96.74%
Macquarie University	209	202	96.65%	209	203	97.13%
Melbourne Polytechnic	20	17	85.00%	16	15	93.75%
Monash University	434	394	90.78%	332	298	89.76%
Montessori World Educational Institute	2	2	100.00%	2	2	100.00%
Murdoch University	48	47	97.92%	42	41	97.62%
Queensland University of Technology	200	190	95.00%	209	198	94.74%
RMIT University	70	67	95.71%	75	72	96.00%
Southern Cross University	164	156	95.12%	162	157	96.91%
Swinburne University of Technology	403	378	93.80%	415	386	93.01%
Tabor Adelaide	15	14	93.33%	17	17	100.00%
The University of Adelaide	51	48	94.12%	47	46	97.87%
The University of Melbourne	42	40	95.24%	46	44	95.65%
The University of New England	86	85	98.84%	96	95	98.96%
The University of New South Wales	100	98	98.00%	97	96	98.97%
The University of Newcastle	169	164	97.04%	172	166	96.51%
The University of Notre Dame Australia	97	96	98.97%	102	96	94.12%
The University of Queensland	198	188	94.95%	202	192	95.05%
The University of Sydney	123	116	94.31%	117	110	94.02%
The University of Western Australia	33	32	96.97%	34	34	100.00%
University of Canberra	54	52	96.30%	57	53	92.98%
University of South Australia	278	273	98.20%	266	263	98.87%
University of Southern Queensland	43	40	93.02%	39	36	92.31%
University of Tasmania	18	15	83.33%	20	17	85.00%
University of Technology, Sydney	75	74	98.67%	68	68	100.00%
University of the Sunshine Coast	47	45	95.74%	50	48	96.00%
University of Wollongong	93	90	96.77%	96	94	97.92%
Victoria University	480	452	94.17%	479	448	93.53%
Western Sydney University	224	220	98.21%	227	219	96.48%
<b>Grand Total</b>	<b>6121</b>	<b>5861</b>	<b>95.75%</b>	<b>6131</b>	<b>5860</b>	<b>95.58%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2018 Test Window 4**

### Test Dates

2018 Test Window 4 was held from 19 November to 30 November 2018. Remote proctoring sessions could be scheduled by candidates between 19 November and 27 November 2018. The remote proctoring test window was extended until 3 December 2018 for a small number of candidates who experienced significant technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30am. The morning numeracy test session had a reporting time of 10.30am. Candidates who registered to sit the afternoon literacy test session had

to report at 1.30pm and those sitting the afternoon numeracy test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Candidates with Special Testing Conditions**

83 applications for special testing conditions were received and approved by ACER for 2018 Test Window 4.

All special testing conditions applications were approved after supporting documentation, such as medical documentation and/or psychologist reports, was reviewed by the committee which was made up of 2 or more ACER staff.

The types of accommodations granted for 2018 Test Window 4 included:

- Rest breaks
- Additional test time
- Permission to bring medication and/or diabetes/glucose monitoring kit
- Permission to consume food/drink relating to medical condition
- Permission to stand and stretch
- Permission to wear Irlen Spectral Filters or tinted lenses
- Permission to wear ear plugs or hearing aids
- Permission to increase the font size
- Permission to use a screen reader
- Permission to read aloud
- Having written test instructions, test timing warnings, additional test supervisor support and an AUSLAN interpreter present at test session
- Permission to wear headgear during test session
- Having female proctors for test session
- Permission to have a support person in a nearby room
- Permission to bring/use ergonomic mouse, leg or back support
- Special seating arrangements for the front or rear of the test room, near the bathroom or in a small room.

The special testing accommodations were well managed by the test supervisors and online proctors.

### **Management of Incidents**

ACER received daily summary reports and incident reports for individual events via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s).

ACER reviewed all incident reports raised by test supervisors and ProctorU on a daily basis, and also followed up on incidents and complaints raised directly by candidates during the test window.

### *Test Centres*

Incidents reported for 2018 Test Window 4 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (Saxons)	2	<p>1 candidate was seen to be clicking the mouse while instructions were read by the test supervisor. Test supervisor noticed that candidate was up to question 3 in tutorial.</p> <p>1 candidate advised that when she clicked on the "end" button on the navigation bar after the test session had ended, the next screen showed numeracy test completed at a certain time that was not congruent (but candidate was not exactly sure of the time indicated) to the completion time.</p>	<p>Candidate permitted to sit the test after complying with the test rules but advised an incident report would be submitted to ACER.</p> <p>Test supervisor checked and found that candidate did finish within the range of the possible test completion time for that session. Time on computer at bottom of screen did correspond to a 'correct' time.</p>
Adelaide (Cliftons)	1	1 candidate queried the test content.	Referred to ACER test developers for review.
Brisbane	12	<p>1 candidate experienced an issue with the display on her computer screen.</p> <p>1 candidate asked how many mm are there in a cm.</p> <p>1 candidate was unwell after the first test session and advised that he was unable to attend the following test session.</p> <p>1 candidate complained that he was not able to see the onscreen calculator clearly as he had issue with his sight.</p> <p>1 candidate experienced an issue with logging into the test.</p> <p>1 candidate did not bring glasses and asked to use her prescription sunglasses as she could not see clearly.</p> <p>1 candidate complained about being distracted by the 'sniffing' noise from candidate next to her.</p>	<p>Issued resolved by technician.</p> <p>Test supervisor informed candidate that answer could not be provided.</p> <p>Candidate was advised that an incident report would be filed and to contact ACER.</p> <p>Test supervisor offered to switch candidate to another computer (6 spares were available) but candidate refused the offer.</p> <p>Issued resolved by technician.</p> <p>Test supervisor allowed candidate to use prescription sunglasses after checking the glasses were fine.</p> <p>Test supervisor offered to switch candidate to another computer but candidate refused the offer.</p>

		<p>1 candidate was caught chewing gum during test session.</p> <p>1 candidate alerted the supervisor that he had accidentally logged out of the test before he had finished.</p> <p>1 candidate had his phone in his pocket and it vibrated during the test.</p> <p>1 candidate left the room, leaving behind unusual notes on her scratch paper.</p> <p>1 candidate experienced frozen screen.</p>	<p>Candidate disposed the gum when requested by test supervisor though she was a little rude to the test supervisor when doing so.</p> <p>Candidate was not able to return to the test despite assistance by the technician. Candidate advised to contact ACER.</p> <p>Candidate handed over the phone on request by the test supervisor.</p> <p>Test supervisor read the notes but determined no further action was required as there was no suspicious behaviour or interaction with other candidates during the test session.</p> <p>Candidate was moved to alternative PC and given extra time to cover lost time.</p>
Canberra	1	1 candidate queried the test content.	Referred to ACER test developers for review.
Melbourne	34	<p>3 candidates experienced minor technical issues relating to navigation, onscreen calculator and screen brightness.</p> <p>3 candidates experienced issue with logging into the test.</p> <p>2 candidates were visibly distressed due to test anxiety during their test and left the test room in tears.</p> <p>10 candidates queried the test content.</p> <p>12 candidates did not bring appropriate photo ID to the test.</p> <p>1 candidate was late for the test.</p> <p>1 candidate declared that she had a s 22</p> <p>She did not apply for special</p>	<p>Candidates were moved to alternative PCs and given extra time to cover lost time.</p> <p>Candidates were moved to alternative PCs and given extra time to cover lost time.</p> <p>Test supervisors attended to the candidates and managed to get them to calm down. Candidates returned and completed their tests.</p> <p>Referred to ACER test developers for review.</p> <p>Candidates were not admitted to the test.</p> <p>Candidate was not admitted to the test.</p> <p>Candidate was advised that s 22</p>

		<p>testing conditions and notify ACER of her condition and requirements.</p> <p>1 candidate enquired whether the 'mouse' could be converted to suit left hand operation prior to commencement of the exam. Candidate felt that being left-handed should not be identified as a special testing condition and hence did not apply for special testing conditions.</p> <p>1 candidate advised that he was hot and went to the front of the room to drink some water. The supervisor asked the student if he would like to move to a cooler area. Candidate was concerned about his work being saved if he moved.</p>	<p>s 22</p> <p>. Candidate was also advised that she would need to apply for special testing conditions so that ACER and the venue could make all appropriate arrangements.</p> <p>Candidate was advised that it would not be possible to immediately convert the equipment as requested and the candidate proceeded to take the test. It was observed by the test supervisor that hand-written notes were being performed by the candidate with the right hand. The candidate completed the test easily within the allocated test time.</p> <p>Candidate was assured that his test responses would be saved. He was moved to another computer and given an extra 2 minutes for the disturbance. Candidate finished the exam and left the exam early before the 30-minute announcement.</p>
Perth	0	NA	NA
Sydney	42	<p>9 candidates experienced minor technical issues including frozen screens and blank screens.</p> <p>1 candidate told the test supervisor that when she clicked on the end button to finish section 1 it did not respond.</p> <p>2 candidates presented looking visibly unwell and advised that they were unable to sit their test.</p> <p>1 candidate presented at registration with detailed hospital report outlining son's treatment in hospital. She was very emotional, upset and</p>	<p>Technical issues were resolved promptly. In cases which the issues could not be resolved, candidates were moved to alternative PC and given extra time to cover lost time.</p> <p>There was a response when the test supervisor told the candidate to click on the button again.</p> <p>Candidates left the test and were advised to contact ACER.</p> <p>Candidate was accommodated in the smallest test room and advised to contact ACER and forward the medical letter outlining her current situation.</p>

		<p>anxious but determined to sit the test.</p> <p>1 candidate was coughing persistently and began to disturb nearby candidates.</p> <p>2 candidates' phones rang during the test despite the test instructions and reminders to ensure all phones must be turned off.</p> <p>1 candidate displayed periods of extreme anxiety.</p> <p>1 candidate alerted the test supervisor that he had accidentally logged out of the test before he had finished.</p> <p>1 candidate approached the test supervisor at the end of the test complaining that she was not aware that there was a part 2 to the numeracy test and as a result she did not allow herself enough time to complete the entire test.</p> <p>1 candidate was able to click on the "finish" button and the "return to the test list" button but she was not presented with the "log out" option. The screen went back to the log in page.</p> <p>2 candidates queried the test content.</p> <p>2 candidates presented without an admission ticket.</p> <p>14 candidates presented ID that contain mismatches in DOB or names on the admission tickets. 3 candidates experienced issues with logging into the test.</p>	<p>Candidate was moved (willingly) to back of the room and given some lollies to help soothe her throat.</p> <p>Candidates advised to turn off the phones and to put them away and that an incident report would be submitted to ACER.</p> <p>Test supervisor was able to settle candidate down again and she was able to continue her test without any additional anxiety.</p> <p>Test supervisor explained that it had been previously announced in the instructions that candidates would not be able to log back in once logged out. Candidate advised to contact ACER.</p> <p>Test supervisor explained to the candidate that the announcement made at the beginning of the test clearly outlined the structure of the test (i.e. part 1 and part 2) and candidate did not have any questions before the test began,</p> <p>Candidate advised to contact ACER. Candidate's test form was verified to have been submitted successfully.</p> <p>Referred to ACER test developers for review.</p> <p>Candidates were not admitted to the test.</p> <p>Candidates were admitted to the test after verification of their identity was made by the test supervisors. Candidates were provided with spare log-ins and completed the tests.</p>
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		1 candidate reported to the Chief Supervisor that a test supervisor had allowed some candidates to leave the test room during the last 10mins of the test and this had disturbed her concentration.	Candidate was advised that an incident report would be filed and submitted to ACER and the test supervisor was spoken to.
<b>Total</b>	<b>92</b>		

**Table 2: Test Window 4 Test Centre Incident Summary**

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of remote proctoring incidents.

<b>Total sessions</b>	<b>No. of investigated incidents</b>	<b>Percentage</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
3584	450	12.6%	60	1.7%

**Table 3: Test Window 4 Remote Proctoring Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 60 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions.

Where it was established that candidates lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

### **Post-Test Activities**

#### **Review of Test Content**

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. Most of these questions and feedback required no further action. From the 11,721 test sessions conducted in 2018 Test Window 4, 11 questions were raised by candidates. Of these, 8 required no action and action was taken for 3 numeracy questions (involving a slight rephrasing of a sentence or the question).

Table 4 below provides a detailed summary of the actions taken.

<b>Test component</b>	<b>Count of Action</b>
<b>Literacy</b>	
No action required.	4
<b>Literacy Total</b>	<b>4</b>
<b>Numeracy</b>	
To rephrase a sentence in the stimulus for the question.	1

To rephrase the question itself	2
No action required.	4
<b>Numeracy Total</b>	<b>7</b>
<b>Grand Total</b>	<b>11</b>

**Table 4: Summary of actions taken based on candidate feedback in Test Window 4**

It was noted by the test developers that it can be difficult to assess candidate queries where the feedback simply mentions 'ambiguity' or a general inability to understand the question. In the literacy test, common concerns raised by candidates include the intent of the questions being 'unclear', 'subjective' and the language used being 'confusing'. In the numeracy test, there were some concerns raised about possible missing images or answer not being found in the options provided. These were all found to be baseless. However, relevant actions were taken to rephrase a sentence contained in the stimulus or question to provide greater clarity for a few queries that were raised by candidates.

It is evident that in most cases, candidates did not understand the questions, which is actually what the test is assessing. ACER reviews the instructions given to test administrators on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the security and integrity of the test at all times.

### Results

Test Window 4 results were released to DET, VIT and HEPs via the ACER portal on Friday 21 December 2018. The portal allows DET to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Wednesday 9 January 2019.

Candidates were sent an email notification about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was also updated to notify candidates that results had been released.

### Social Media

ACER continues to monitor four restricted access Facebook groups set up for the test.

- LANTITE 2018: There are currently 1455 members and the group describes itself as 'A support and study group for students sitting the LANITE teacher education tests in 2018';
- Numeracy and Literacy Test Support Group: There are currently 2617 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- Lantite Test Help: There are currently 219 members and they describe themselves as 'LANTITE test help to help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your LANTITE tests'.
- Place to vent about LANTITE: There are currently 218 members and the group describes itself as 'This is a place for people to vent about the LANTITE. A place where we aren't judged.'

Once again, the majority of comments and posts from group members provide general exam information, general exam tips, free study links including specific literacy and numeracy support sites, NAPLAN references, links to the equivalent UK teacher test and so forth. There are also links to commercial providers selling a variety of literacy and numeracy practice test materials.

ACER has not found an instance where the content of the test or test security has been breached and will continue to monitor social media to ensure that candidates do not compromise the test integrity or engage in misconduct by publishing secure test information online.

## Conclusion

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It has been observed in recent test windows that there has been an increase in the number of applications for special testing conditions. This is mainly due to a rise in the number of re-sitters who have been granted special accommodations for mental health conditions such as anxiety and depression. Common requests include additional test time and rest breaks. There has also been an increase in requests for permission to use text-to-speech software and AUSLAN interpreter for the test. ACER expects the number of applications for special testing conditions to continue to increase.

During this window, ACER made arrangements with another venue provider Saxons and opened up an additional test centre in Adelaide which ran alongside the existing Cliftons test centre. Positive feedback was received and ACER will continue to use this centre and the supervisors for subsequent test windows.

In addition, following the success of the administration of the centres in Mildura, Wodonga and Warrnambool in the previous test window, ACER will continue to source, set up and manage other regional centres in subsequent windows. This will reduce the reliance on the use of only one venue provider from a risk management perspective and allows ACER to expand our options and explore more flexible testing arrangements in the future in a more efficient and economical manner.

Following the conclusion of 2018 Test Window 4, ACER has updated the test website and the registration system to rename "special testing conditions" as "reasonable adjustments". This has been discussed extensively with DET and ACER legal team throughout 2018. It is agreed that the terminology change reflects a more accurate and better understanding of what special accommodations mean.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2019 Test  
Window 2**

10 May – 30 May  
2019



Confidential

## Introduction

The second test window of 2019 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Friday 10 May to Thursday 30 May 2019. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in both the capital cities and regional locations.

A total of 12986 test session bookings were received during the registration period: Friday 5 April to Thursday 18 April 2019. Both the test centre and remote proctoring test sessions were administered successfully and smoothly in general.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were also encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so.

Subsequent emails for remote proctoring candidates focused on test day procedures, such as the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

#### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

#### Registrations and Refunds

Registrations for Test Window 2 opened on Friday 5 April and closed on Thursday 18 April 2019. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 6461 candidates registered for the literacy test, and a total of 6525 candidates registered to sit the numeracy test. This equates to 12986 test registrations.

The refund deadline was Thursday 18 April 2019. 80 refund requests were received and processed by the deadline. A further 10 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death of an immediate family member, major health issues and illness, pregnancy complications, hospitalisation, surgery and unexpected circumstances beyond their

control.

### **Test Centres**

ACER continued to work closely with Saxons to establish regional test centres in Armidale, Bathurst, Cairns, Gold Coast, Rockhampton, Sunshine Coast and Mildura. Experienced test supervisors were recruited and trained by ACER for all these regional test centres. The Adelaide Saxons test centre continued to run alongside the established Cliftons test centre to cater to the increasing candidate demand in Adelaide. In addition, ACER sourced, managed and ran three regional test centres in Victoria and two regional test centres in New South Wales, including new centres in Wagga Wagga and Geelong.

All test sittings generally went smoothly, except for some issues in Armidale, Rockhampton, Sunshine Coast and Gold Coast. The ACER test application was not properly installed on one candidate's computer in Armidale and the candidate was not able to sit the 7.30am literacy test. ACER worked swiftly with the IT support at Saxons and the test supervisors to resolve the issue. The ACER test application was successfully installed and the candidate was able to sit her numeracy test at the scheduled 10.30am session and her literacy test at the 1.30pm session.

There was a network issue in which candidates for the 7.30am literacy test session experienced frequent drop-outs and slow loading speeds at the Rockhampton test centre due to poor internet connectivity at the time of the test. Once ACER was notified of the issue and ascertained its cause, ACER made a considered decision to suspend the 7.30am literacy test session due to the unconducive testing conditions. ACER worked swiftly with Saxons and the test supervisors to relocate the test to another nearby venue with suitable internet connectivity. Testing for the remaining sessions continued as per normal on the day at the new venue without any issue. The 17 affected candidates at the 7.30am literacy test session were offered either a full refund for the affected session, or an alternative test sitting on another day at the new venue, or to sit the test by remote proctoring. 16 of these affected candidates chose to re-sit their literacy test at the new test venue while one candidate chose to have a full refund for the literacy test.

For the Gold Coast and Sunshine Coast venues, there were issues relating to short episodes of noise disruption from other hotel guests. The noise issue was aptly managed by the test supervisors. However, ACER was concerned about how the noise had impacted a candidate who was granted additional time for reasonable adjustments for her numeracy test at the 4.30pm session in Sunshine Coast. This candidate was more severely impacted due to her extended test time and her seating location. As such, ACER offered the candidate an opportunity to re-sit her numeracy test on another day at the ACER Brisbane office for the duration of the test time that she was impacted by the noise.

Feedback on all other new test centres and the test supervisors were positive and ACER would continue to use these centres and supervisors for subsequent test windows.

### **Admission Tickets and Photo Identification**

Admission tickets were released to candidates via their ACER account Friday 3 May 2019. The ticket stated the personal details, test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates had to check their personal details and their higher education provider and declare that the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were also reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

There were two cases (one in Brisbane and one in Melbourne) in which candidates were incorrectly admitted to one test session by the test supervisors but refused admission to another test session due to inappropriate photo ID at the Cliftons test centres. These candidates should not have been allowed

to sit the test without a current and appropriate photo ID but had managed to sit one of the test components due to errors committed by the test supervisors. ACER has highlighted the seriousness of the issue to Cliftons and requested that Cliftons reinforce test rules and requirements with all the test supervisors.

ACER also informed the two candidates that they had to present the original copy of an acceptable photo ID to the ACER Melbourne and Brisbane Office by a stipulated deadline or ACER would withhold the results of the test component that they had sat. One of these candidates had presented an acceptable photo ID to the ACER Melbourne Office but the candidate who sat the test in Brisbane had not done so. The results of the test component had been withheld from this candidate.

## Test Day

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### Attendance

A total of 6461 candidates registered for the literacy test, and a total of 6525 candidates registered to sit the numeracy test by the close of registrations. 10 candidates were then refunded after the close of registrations. At the end of the test window, 6197 candidates had sat the literacy test, and 6211 candidates had sat the numeracy test.

Table 1 provides a summary of attendance for 2019 Test Window 2.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	10	10	100.00%	12	12	100.00%
Australian Catholic University	409	402	98.29%	436	416	95.41%
Australian College of Physical Education	12	12	100.00%	12	12	100.00%
Avondale College	38	37	97.37%	40	39	97.50%
Central Queensland University	116	110	94.83%	120	115	95.83%
Charles Darwin University	48	46	95.83%	52	49	94.23%
Charles Sturt University	107	102	95.33%	106	103	97.17%
Christian Heritage College	5	5	100.00%	6	6	100.00%
Curtin University	124	118	95.16%	120	114	95.00%
Deakin University	359	347	96.66%	355	336	94.65%
Eastern College Australia	2	2	100.00%	3	3	100.00%
Edith Cowan University	97	89	91.75%	90	86	95.56%
Excelsia College	2	2	100.00%	2	2	100.00%
Federation University Australia	123	122	99.19%	123	121	98.37%
Flinders University	384	368	95.83%	377	355	94.16%
Griffith University	57	53	92.98%	62	61	98.39%
Holmesglen TAFE	5	5	100.00%	4	4	100.00%
James Cook University	55	51	92.73%	48	45	93.75%
La Trobe University	152	146	96.05%	165	156	94.55%
Macquarie University	106	103	97.17%	117	116	99.15%
Melbourne Polytechnic	6	5	83.33%	9	8	88.89%
Monash University	434	404	93.09%	441	415	94.10%
Montessori World Educational Institute	3	3	100.00%	3	3	100.00%
Murdoch University	22	20	90.91%	26	25	96.15%
Queensland University of Technology	392	367	93.62%	404	381	94.31%
RMIT University	114	108	94.74%	114	107	93.86%

Southern Cross University	207	194	93.72%	186	172	92.47%
Swinburne University of Technology	264	252	95.45%	256	238	92.97%
Tabor Adelaide	10	10	100.00%	9	9	100.00%
The University of Adelaide	86	81	94.19%	95	90	94.74%
The University of Melbourne	443	424	95.71%	440	422	95.91%
The University of New England	109	108	99.08%	115	113	98.26%
The University of New South Wales	158	155	98.10%	163	160	98.16%
The University of Newcastle	170	167	98.24%	163	157	96.32%
The University of Notre Dame Australia	108	105	97.22%	116	109	93.97%
The University of Queensland	110	108	98.18%	104	100	96.15%
The University of Sydney	174	172	98.85%	167	162	97.01%
The University of Western Australia	47	46	97.87%	51	49	96.08%
University of Canberra	69	69	100.00%	72	71	98.61%
University of South Australia	460	443	96.30%	474	451	95.15%
University of Southern Queensland	64	64	100.00%	62	61	98.39%
University of Tasmania	75	73	97.33%	77	74	96.10%
University of Technology, Sydney	64	59	92.19%	73	70	95.89%
University of the Sunshine Coast	84	82	97.62%	88	88	100.00%
University of Wollongong	89	89	100.00%	94	92	97.87%
Victoria University	305	292	95.74%	288	269	93.40%
Western Sydney University	175	167	95.43%	178	164	92.13%
<b>Grand Total</b>	<b>6453</b>	<b>6197</b>	<b>96.03%</b>	<b>6518</b>	<b>6211</b>	<b>95.29%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2019 Test Window 2**

### Test Dates

2019 Test Window 2 was held from 10 May to 30 May 2019. Remote proctoring sessions could be scheduled by candidates between 10 May and 28 May 2019. The remote proctoring test window was extended until 30 May 2019 for a small number of candidates who experienced significant technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30am. The morning numeracy test session had a reporting time of 10.30am. Candidates who registered to sit the afternoon literacy test session had to report at 1.30pm and those sitting the afternoon numeracy test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

93 applications for reasonable adjustments were received and approved by ACER for 2019 Test Window 2. The adjustments were well managed by the test supervisors and online proctors.

All applications were approved after supporting documentation, such as medical documentation



and/or psychologist reports, was reviewed by the committee which was made up of 2 or more ACER staff.

The adjustments granted for 2019 Test Window 2 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Permission to bring medication and/or diabetes/glucose monitoring kit
- Permission to consume food/drink relating to medical condition
- Permission to bring a desk lamp if required
- Permission to wear Irlen Spectral Filters or tinted lenses
- Permission to wear ear plugs or hearing aids
- Permission to increase the font size
- Permission to use a text-to-speech software
- Permission to use more scratch paper
- Permission to have a AUSLAN interpreter in the test room
- Permission to communicate with proctor via chat only
- Special seating arrangements in the test room or in a smaller room.

One candidate was provided with the accessible test form for the literacy test.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s).

ACER reviewed all incident reports raised by test supervisors and ProctorU on a daily basis, and also investigated all incidents and complaints raised directly by candidates during the test window.

### Test Centres

Incidents reported for 2019 Test Window 2 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (Saxons)	24	13 candidates presented photo IDs that contained mismatches with DOB/names on the admission tickets.	Candidates were admitted to the test after verification of their identity was made by the test supervisors. Correct details were updated by ACER following the test.
		3 candidates experienced technical issues relating to a power cord/cable that had been accidentally pulled.	Test supervisor contacted IT technician and candidates were given extra time to compensate for the time lost.
		1 candidate experienced technical issues relating to the computer dropping out.	Test supervisor contacted IT technician and the candidate was given extra time to compensate for the time lost.
		2 candidates queried the test content.	Referred to ACER test developers for review.

		1 candidate's phone alarm sounded during the test. The candidate stood up and switched it off when the supervisor asked for the identity of the phone owner. The alarm went off a second time.	Test supervisor had a conversation with the candidate out of the test room when the second alarm went off. Test supervisor reminded the candidate that there had been a clear directive regarding mobile phones. The candidate claimed the alarm function still sounded even when the phone was completely switched off.
		1 candidate continued to the tutorial page before receiving instructions to do so, when the script was read to all candidates.	Test supervisor asked the candidate to wait for the instructions to start the test.
		1 candidate was granted reasonable adjustments with extra time and rest break, and the use of the Irlen Spectral Filters.	The candidate completed the test without using the granted extra time and rest break.
		1 candidate was observed to have remained at her desk and was writing on her scratch paper after completing the test.  Test supervisors later discovered that her login credentials (username and password) had been removed from her scratch paper before collection following the test.	Test supervisor approached from rear of the room to the candidate's desk and interrupted the candidate writing "Maths is not a test of" on the scratch paper. The candidate hastily handed in the scratch paper and pen to the supervisor.  The supervisors were able to identify the candidate at the end of the session by cross-checking the collected scratch papers with the completed attendance roll.
		1 candidate was observed to behave in a socially unacceptable manner throughout the duration of the test.	Test supervisor filed the incident report. ACER did not receive any complaint.
Adelaide (Cliftons)	18	7 candidates presented photo IDs that contained mismatches with DOB/names on the admission tickets.	Candidates were admitted to the test after verification of their identity was made by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate did not present a valid identification document to sit the test.	The candidate was not permitted to sit the test.
		1 candidate was unable to log into the test using her login credentials (username and password).	The candidate started the test 15 minutes later than the others – was given extra time at the end of the test to compensate for the time lost.
		6 candidates experienced internet/computer-related issues.	Test supervisor contacted IT technician. Candidates were moved to other computers and given extra

			time to compensate for the time lost.
		1 candidate was still going through the test 2 minutes after instructions had been given to submit the test.	Test supervisor stopped the candidate and ensured the candidate submitted the test and logged out.
		1 candidate helped himself to food from a lunch buffet for another event at the test venue, despite being advised by venue staff that the food was not for candidates to consume.	Test supervisor removed the plate of food from the candidate and submitted an incident report to ACER. ACER sent an email to all candidates to remind them about appropriate behaviour and the consequences of not following test supervisor's instructions.
		1 candidate took her child and grandparents to the venue and they initially insisted on waiting for the candidate to complete the test at the test venue.	Test supervisor approached and advised the family members that only candidates were permitted to be at the test venue and the vicinity. ACER sent an email to all candidates to remind them about the test rules.
		The wall clock in a test room of 12 candidates stopped for 9 minutes (flat battery).	Test supervisor swapped the clock for a working clock with the correct time and made an announcement to candidates about the correct time.
		There was a 'Volunteer March' through the streets of Adelaide that could be heard by candidates sitting the test. A band played for 3 minutes and a whistle blew. There was no complaint from candidates.	Test supervisor submitted an incident report. ACER did not receive any complaint.
Armidale	1	1 candidate experienced technical issues that prevented her from sitting the test during the scheduled test session. The machine did not have the test application installed on it.	ACER made arrangements for the candidate to sit the test in the afternoon session for free. The IT technician installed the test application on the machine.
Ballarat	3	All candidates' computers shut down half an hour into the test.	Test supervisors immediately logged all students back on and all candidates were given extra time to compensate for the time lost.
		1 candidate experienced internet/computer-related issues.	Test supervisor moved the candidate to another computer and gave time in lieu.
		1 candidate queried the test content.	Referred to ACER test developers for review.

		1 candidate presented a photo ID that contained mismatches with DOB/names on the admission tickets.	The candidate was admitted to the test after verification of the identity was made by the test supervisors. Correct details were updated by ACER following the test.
Bathurst	7	2 candidates did not have their admission ticket or identification documentation with them when presenting for the test.	Test supervisor instructed candidates to obtain and present the necessary documents and the matter was resolved prior to the commencement of the test.
		2 candidates experienced internet/computer-related issues during the test.	Test supervisor moved the candidates to another computer and gave extra time to compensate for the time lost.
		1 candidate experienced technical issues when attempting to log out of the test application.	Test supervisor contacted ACER and IT technician. The matter was resolved.
		1 candidate queried the test content.	Referred to ACER test developers for review.
		1 candidate complained that the sun was in her eyes due to the gap in the closed blinds.	Test supervisor offered to move seat/computer but candidate declined this offer. The matter resolved itself as the sun went down.
		Test supervisor announced the 30-minute warning for the conclusion of the test at the incorrect time.	The Chief Supervisor rectified the mistake immediately by announcing the correct time remaining.
Brisbane	7	1 candidate experienced internet/computer-related issues. . The candidate accidentally hit the power button causing the computer to shut down.	Test supervisor moved the candidate to another computer - no time was lost.
		1 candidate queried the test content.	Referred to ACER test developers for review.
		1 candidate did not present acceptable photo ID to sit the test.	The candidate was not permitted to sit the test.
		2 candidates presented photo ID that contained mismatches with DOB/names on the admission tickets.	Candidates were admitted to the test after verification of their identity was made by the test supervisors. ACER updated the correct details following the test.
		2 candidates who had not applied for reasonable adjustments prior to the test day presented medical documentation confirming Type 1 Diabetes. One of these candidates required the use of a	Candidates were admitted to the test and the candidate requiring the medical alert via her mobile phone was monitored closely by supervisors during the test.

		medical alert application on her mobile phone.	
Canberra	1	1 candidate informed test supervisors that she was feeling too unwell to sit the test.	Test supervisor allowed the candidate to leave the test and recommended that she contact ACER to discuss her options.
Darwin	1	1 candidate queried the test content.	Referred to ACER test developers for review.
Gold Coast	5	2 candidates experienced internet/computer related issues – one candidate was unable to log into the test with his login credentials (username and password), while another candidate was unable to log out due to a frozen screen.	Test supervisor contacted ACER about the login credentials, and moved the candidate with a frozen screen to another computer and gave extra time to compensate for the time lost.
		1 candidate's scratch paper with the login credentials was unaccounted for following the test, despite it having been collected by test supervisors when the candidate left the room.	Test supervisor submitted an incident report to ACER.
		1 candidate requested commencing the test earlier than the designated time because of work.	Test supervisor could not commence the test earlier as not all candidates were in the test room. The candidate was advised as such.
		1 candidate presented photo ID that contained mismatches with DOB/names on the admission tickets.	The candidate was admitted to the test after verification of their identity was made by the test supervisors. ACER updated the correct details following the test.
		Loud noise disruption due to a large tour group in the foyer of the test venue (hotel) - the testing room was directly next to the foyer mezzanine and music at the riverside bar.	Test supervisor submitted an incident report to ACER and contacted the venue manager. ACER requested the test supervisor to place earplugs on each candidate's desk and ACER performed a psychometric analysis to investigate if there was any impact of the disruption on candidates' performance in the test. ACER advised Saxons not to book the test room next to foyer or hotel bar.
Melbourne	28	2 candidates did not follow instructions given by test supervisors at the beginning of the test. They proceeded to the tutorial page when they were asked only to log in and not to commence until instructed.	Candidates were warned and asked to leave their seats until start clearance was given to all candidates. They were then given permission to resume their seats.

		11 candidates experienced internet/computer-related issues.	Candidates were moved to alternative work stations and given extra time to compensate for the time lost.
		1 candidate informed test supervisors at the conclusion of the test that her the monitor went blank for a few seconds during the test, but it reconnected to the last question attempted once the candidate moved the mouse.	Test supervisor submitted an incident report to ACER. Candidate was assured that all of her answers had been saved and submitted successfully.
		12 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate informed test supervisors that she felt cold because the air-conditioner was blowing directly on her.	Test supervisor moved the candidate to an alternative work station.
		1 candidate provided a hard copy printout of ACER's approval for reasonable adjustments – test supervisors informed ACER that they had not received prior notice of this approval.	Test Supervisor honoured the candidate's reasonable adjustments. ACER contacted Cliftons and confirmed that prior notice had already been provided to the test supervisors at the test venues.
Mildura	5	5 candidates experienced internet/computer-related issues.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
Perth	1	1 candidate informed test supervisors that there was missing information in some of the literacy questions.	Test supervisor contacted ACER and confirmed that there was no missing content. The candidate was given time in lieu.
Rockhampton	20	17 candidates experienced major technical difficulties due to the internet/computer-related issues at the test venue.	Test session was cancelled and subsequent sessions relocated to a nearby venue. ACER contacted all candidates who attended the cancelled session and offered an alternative test date or a full refund for the session. Only one candidate accepted a full refund for the affected test component; all remaining candidates elected to sit the test on the alternative test date.
		3 candidates experienced internet/computer-related issues.	Issues were resolved by test supervisors (e.g. restarting candidate computers) and candidates were given extra time to compensate for the time lost.

Sunshine Coast /Maroochydore	5	3 candidates presented photo ID that contained mismatches with DOB/names on the admission tickets.	Candidates were admitted to the test after verification of their identity was made by the test supervisors.
		The test application could not be launched on two of the spare laptops at the test venue.	Test supervisor contacted ACER and submitted an incident report. IT technician checked and fixed the issue.
		1 candidate presented for the test on the incorrect date.	The candidate was not permitted to sit the test.
		There was noise disruption, aromas (burning incense) and excessive movement outside the glass doors of the test centre approximately 35 minutes before the conclusion of the test.	Test supervisor contacted venue staff to assist with reducing the noise disruption and contacted ACER who informed Saxons and hotel.  ACER performed a psychometric analysis to investigate if there was any impact of the disruption on candidates' performance in the test.
		1 candidate granted a reasonable adjustment of 20 additional minutes of testing time was severely impacted by the noise disruption, aromas and excessive movement issues mentioned above.	In view of the disruption, ACER contacted the candidate gave her 1.5 hours to complete the test at one of the ACER offices.
Sydney	21	12 candidates presented photo IDs that contained mismatches in DOB or names on the admission tickets.	Candidates were admitted to the test after verification of their identity was made by the test supervisors. ACER updated the correct details following the test.
		1 candidate was unable to log into the test using his login credentials (username and password)	Test supervisors provided candidate with a spare login for the test.
		1 candidate did not present acceptable photo ID to sit the test.	The candidate was not permitted to sit the test.
		1 candidate queried the test content.	Referred to ACER test developers for review.
		2 candidates were unwell during the test session and were unable to complete the test.	Test supervisor submitted an incident report and advised candidates to contact ACER to discuss their options.
		1 candidate experienced an anxiety attack during the test.	Candidate was assisted to manage her anxiety by the test supervisors and given time in lieu.
		2 candidates experienced internet/computer-related issues (e.g. frozen screen).	Candidates were moved to alternative work stations and given

			extra time to compensate for the time lost.
		1 candidate abruptly left the test room and did not log out of the test before leaving.	Test supervisor confirmed that the candidate had left the building before logging her out of the test application. Incident report submitted to ACER.
Wagga Wagga		Internet/computer-related issues at the venue prior to commencement of the test sessions.	Test supervisors contacted ACER and were able to resolve the issues before the test commenced.
Wodonga	2	2 candidates experienced internet/computer-related issues (difficulties with login process)	Candidates were moved to alternative work stations and given extra time to compensate for the time lost.
<b>Total</b>	<b>149</b>		

**Table 2: 2019 Test Window 2 Test Centre Incident Summary**

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of remote proctoring incidents.

<b>Total sessions</b>	<b>No. of investigated incidents</b>	<b>Percentage</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
2257	234	10%	31	1.4%

**Table 3: 2019 Test Window 1 Remote Proctoring Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 31 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions.

Where it was established that candidates lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## **Post-Test Activities**

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### **Review of Test Content**

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. Most of these questions and feedback required no further action. From the 12986 test sessions conducted in 2019 Test Window 2, 17 questions were raised by candidates. Of these, 14 required no action. Action was taken for 2 numeracy questions.

Table 4 provides a detailed summary of the actions taken.



Test component	Count of Action
<b>Literacy</b>	
No action required	3
<b>Literacy Total</b>	<b>3</b>
<b>Numeracy</b>	
Added 'Reference to 2015' to the stem of the question to improve clarity of the question.	1
Corrected a spelling error.	1
No action required	12
<b>Numeracy Total</b>	<b>14</b>
<b>Grand Total</b>	<b>17</b>

**Table 4: Summary of actions taken based on candidate feedback in 2019 Test Window 2**

It was noted by the test developers that it can be difficult to assess candidate queries where the feedback simply mentions 'ambiguity' or a general inability to understand the question. In the literacy test, common concerns raised by candidates include the intent of the questions being 'unclear', 'subjective' and there appears to be 'more than one correct answer'.

It is evident that in most cases, candidates did not understand the questions. ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the security and integrity of the test at all times.

### Results

Test Window 2 results were released to DET, VIT and HEPs via the ACER portal on 21 June 2019. The portal allows DET to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on 27 June 2019. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates that results had been released.

### Social Media

ACER continues to monitor five restricted access Facebook groups set up for the test.

- **LANTITE 2019:** There are currently 226 members and the group describes itself as 'A group to help members with ideas on passing LANTITE exams';
- **Numeracy and Literacy Test Support Group:** There are currently 3140 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- **Lantite Test Help:** There are currently 467 members and they describe themselves as 'LANTITE test help to help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your LANTITE tests';
- **Place to vent about LANTITE:** There are currently 273 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures'; and
- **LANTITE Study Group:** There are currently 2394 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'

The majority of comments and posts from group members provide general exam information, general exam tips, free study links, NAPLAN references and also links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials.

ACER has found an instance during this test window where a few candidates discussed test questions in social media. ACER sent the related candidates an email relating to potential breach of test rules and warned them not to discuss test questions and to delete their posts. The candidates complied immediately. ACER is confident that the content of the test or test security has not been breached and will continue to monitor social media to ensure that candidates do not compromise the test integrity or engage in misconduct by publishing secure test information online.

## **Conclusion**

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Test Window 2 generally went smoothly without any major issues, except for the incidents in Rockhampton, Gold Coast and Sunshine Coast. Following these incidents, ACER held a review meeting with the Saxons account manager to discuss the issues. The discussion was fruitful and Saxons agreed with ACER to take particular actions. The Sunshine Coast venue and the initial Rockhampton venue will not be used for future test sittings.

Saxons will source for more suitable venues, instead of hotels, for the regional centres in Queensland. In the event that a hotel has to be used as a test venue, Saxons will take the precautionary measures as suggested by ACER to ensure that the chosen test venue is located where the possibility of noise disruption is minimised. The Saxons account manager will also personally visit and assess the suitability of these venues.

The new test centres that ACER ran in Geelong and Wagga Wagga were well-received by the candidates and ran successfully. The Granville test centre was used for the second time this year and once again proved to be a suitable venue.

In order to widen test centre options and to continue to deliver the test in a more cost-effective manner while maintaining the quality standard, ACER plans to offer Saxons test centres in the capital cities alongside the established Cliftons centres in Test Window 3. In addition, ACER will manage the Darwin test centre in the upcoming test window.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2019 Test  
Window 3**

5 August – 18  
August 2019



Confidential

## Introduction

The third test window of 2019 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 5 August to Sunday 18 August 2019. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in both the capital cities and regional locations.

A total of 12299 test session bookings were received during the registration period: Wednesday 3 July to Tuesday 16 July 2019. Both the test centre and remote proctoring test sessions were administered successfully and smoothly in general.

### **Pre-Test Activities and Candidate Communication**

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#### **Website and Communication**

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours.

#### **Email Reminders**

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were also encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so.

Subsequent emails for remote proctoring candidates focused on test day procedures, such as the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

#### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

#### **Registrations and Refunds**

Registrations for Test Window 3 opened on Wednesday 3 July and closed on Tuesday 16 July 2019. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 6076 candidates registered for the literacy test, and a total of 6208 candidates registered to sit the numeracy test.

The refund deadline was Tuesday 16 July 2019. 89 refund requests were received and processed by the deadline. A further 9 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death of an immediate family member, major health issues and illness, hospitalisation, surgery and unexpected circumstances beyond their control.

## Test Centres

ACER continued to work closely with Saxons to establish new test centres in capital cities Brisbane, Canberra, Melbourne, Perth and Sydney and a regional test centre in Wollongong, in addition to the other established Saxons test centres. Experienced test supervisors were recruited and trained by ACER for all these test centres. ACER sourced, managed and ran a number of regional test centres. These centres operated alongside established Cliftons test centres in the capital cities.

All test sittings generally went smoothly, except for some minor issues in Adelaide, Brisbane, Hobart and Perth. There was a short period of noise disruption for the 10.30am numeracy session on 8 August 2019 at the Adelaide test centre. The issue was quickly resolved and candidates were offered ear plugs and additional time. There was an issue which resulted in the test clock not being available for 5 minutes at one test room at the Brisbane test centre during the 4.30pm numeracy test session on 10 August 2019. This issue was quickly resolved and candidates were provided with 5 minutes of additional time to complete their test. There was an internet dropout of around 5 minutes during the numeracy test session on 15 August 2019 at the Hobart test centre. The issue was swiftly resolved and candidates were given 5 additional minutes to complete their test. Testing of the building's emergency siren was carried out at the Perth test centre during the 10.30am numeracy test session on 14 August 2019. Candidates were provided with time in lieu to make up for the disruption.

Feedback on all other new test centres and the test supervisors were positive and ACER would continue to use these centres and supervisors for subsequent test windows.

## Admission Tickets and Photo Identification

Admission tickets were released to candidates via their ACER account Monday 29 July 2019. The ticket stated the personal details, test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates had to check their personal details and their higher education provider and declare that the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were also reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

### Attendance

A total of 6076 candidates registered for the literacy test, and a total of 6208 candidates registered to sit the numeracy test by the close of registrations. At the end of the test window, 5834 candidates had sat the literacy test, and 5903 candidates had sat the numeracy test.

Table 1 provides a summary of attendance for 2019 Test Window 3.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	3	3	100.00%	4	4	100.00%
Australian Catholic University	593	567	95.62%	607	580	95.55%
Australian College of Physical Education	2	2	100.00%	2	2	100.00%
Avondale College	5	5	100.00%	6	6	100.00%
Central Queensland University	97	93	95.88%	105	100	95.24%
Charles Darwin University	89	84	94.38%	91	83	91.21%
Charles Sturt University	113	110	97.35%	113	111	98.23%
Christian Heritage College	7	7	100.00%	7	7	100.00%

Curtin University	149	144	96.64%	156	151	96.79%
Deakin University	270	261	96.67%	306	294	96.08%
Eastern College Australia	2	2	100.00%	3	3	100.00%
Edith Cowan University	181	179	98.90%	191	187	97.91%
Excelsia College	8	8	100.00%	8	8	100.00%
Federation University Australia	119	116	97.48%	120	115	95.83%
Flinders University	179	168	93.85%	186	174	93.55%
Griffith University	172	165	95.93%	167	161	96.41%
Holmesglen TAFE	30	28	93.33%	31	29	93.55%
James Cook University	65	63	96.92%	71	70	98.59%
La Trobe University	140	139	99.29%	164	153	93.29%
Macquarie University	156	149	95.51%	165	160	96.97%
Melbourne Polytechnic	5	5	100.00%	7	6	85.71%
Monash University	455	430	94.51%	384	361	94.01%
Montessori World Educational Institute	3	3	100.00%	4	4	100.00%
Murdoch University	41	41	100.00%	43	43	100.00%
Queensland University of Technology	351	330	94.02%	345	320	92.75%
RMIT University	50	50	100.00%	55	52	94.55%
Southern Cross University	119	112	94.12%	130	121	93.08%
Swinburne University of Technology	282	265	93.97%	295	265	89.83%
Tabor Adelaide	15	15	100.00%	15	15	100.00%
The University of Adelaide	67	63	94.03%	70	67	95.71%
The University of Melbourne	153	149	97.39%	146	142	97.26%
The University of New England	116	113	97.41%	124	119	95.97%
The University of New South Wales	71	65	91.55%	66	58	87.88%
The University of Newcastle	300	291	97.00%	318	306	96.23%
The University of Notre Dame Australia	123	119	96.75%	124	117	94.35%
The University of Queensland	62	61	98.39%	64	61	95.31%
The University of Sydney	120	114	95.00%	118	113	95.76%
The University of Western Australia	62	62	100.00%	66	65	98.48%
University of Canberra	48	45	93.75%	52	49	94.23%
University of South Australia	373	363	97.32%	395	374	94.68%
University of Southern Queensland	107	106	99.07%	115	114	99.13%
University of Tasmania	49	48	97.96%	52	52	100.00%
University of Technology, Sydney	33	30	90.91%	34	33	97.06%
University of the Sunshine Coast	62	58	93.55%	72	69	95.83%
University of Wollongong	122	122	100.00%	121	121	100.00%
Victoria University	293	278	94.88%	285	264	92.63%
Western Sydney University	214	203	94.86%	205	194	94.63%
<b>Grand Total</b>	<b>6076</b>	<b>5834</b>	<b>96.02%</b>	<b>6208</b>	<b>5903</b>	<b>95.09%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2019 Test Window 3**

#### Test Dates

2019 Test Window 3 was held from 5 August to 18 August 2019. Remote proctoring sessions could be scheduled by candidates between 5 August and 16 August 2019. The remote proctoring test window was extended until 17 August 2019 for a small number of candidates who experienced significant technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30am. The morning numeracy test session had a reporting time of 10.30am. Candidates who registered to sit the afternoon literacy test session had to report at 1.30pm and those sitting the afternoon numeracy test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 114 applications for reasonable adjustments were received by ACER for 2019 Test Window 3. 109 applications were approved by ACER while 5 applications were not approved as 3 of these applications did not contain sufficient medical evidence and ACER had not received the required information by the deadline despite reminding these candidates to do so. 2 applications were for special consideration of results. No special consideration can be given to test results.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidate's needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. For instance, ACER is not able to approve a request to provide a paper-based version of the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all of the adjustments that are requested, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required. When deemed necessary, ACER would contact the treating health practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate were able to submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to speak with the ACER Disability Liaison Officer, when appropriate.

The adjustments granted for 2019 Test Window 3 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time

- Permission to bring medication and/or diabetes/glucose monitoring kit
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses
- Permission to wear ear plugs or hearing aids
- Permission to increase the font size
- Permission to use a text-to-speech software
- Permission to use more scratch paper
- Permission to have a AUSLAN interpreter in the test room
- Permission to communicate with proctor via chat only
- Special seating arrangements in the test room or in a smaller room.

s 22 were provided with the s 22 for their test. s 22 are s 22  
 s 22 and special arrangements were made to allow these candidates to sit their test at ACER  
 s 22 office. s 22  
 These test sittings went smoothly.

The adjustments were generally well managed by the test supervisors and online proctors, except on rare occasions. For instance, ACER received a formal complaint from a candidate during this test window alleging disability discrimination by a test supervisor who had labelled them as 'the other special consideration person'. This complaint was regarding the test they sat in the November 2018 window.

Upon receipt of the complaint, ACER immediately investigated this matter with the relevant test centre and test supervisors. To resolve the complaint, ACER communicated with the candidate and subsequently conducted a formal review meeting with the test centre and supervisors. As a result of these actions, it was agreed that ACER would undertake the following:

- Review the Test Supervisor's training material to ensure that there is sufficient guidance for test supervisors around respecting the privacy and dignity of candidates, particularly in relation to the implementation of reasonable adjustments and to avoid labelling of candidates with reasonable adjustments by test supervisors.
- Review the wording on the test website around candidates raising queries and concerns about a testing venue or physical discomfort suffered (currently in the "Appeals" section of the website). ACER agreed to add in wording to explain that the earlier a candidate makes a complaint, the easier it would be for ACER to investigate and respond to the complaint.

Following the resolution of the matter, ACER has implemented these actions.

### **Management of Incidents**

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU on a daily basis, and also investigated all incidents and complaints raised directly by candidates during the test window.

There was a case of misconduct for the 4.30pm numeracy test session at the Melbourne test centre on 11 August 2019. The candidate was spotted using a mobile phone during the test by a fellow candidate who reported the incident to the test supervisor. The candidate denied the allegation and claimed that his phone was not with him. However, this same candidate requested to go to the toilet immediately after this incident and was found using the phone to access information related to test questions. The candidate admitted his actions to the test supervisors at the test centre and also to ACER in a subsequent email. ACER investigated the case and deemed the actions of the candidate as 'misconduct' since the candidate was found with and attempted to use prohibited aids during the test. The candidate's test results were cancelled. ACER informed the candidate of the action taken and also notified the candidate's HEP and DE of the incident.



## Test Centres

Incidents reported for 2019 Test Window 3 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (Saxons)	13	7 candidates presented photo IDs that contained mismatches with DOB/names on the admission tickets.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate was refused entry as the candidate was registered to sit the test on a different date.	The candidate was advised to return to the test centre on the correct date to sit the test as registered.
		2 candidates experienced computer/internet-related issues.	Test supervisor contacted IT technician and the issues were resolved. Candidates were offered extra time to compensate for the time lost.
		2 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate's phone alarm sounded during the test.	Test supervisor turned off the phone and spoke with the candidate at the end of the test session.
		Noise disturbance at the test centre - renovation works occurring near the test centre.	Test supervisor contacted ACER to report the noise disturbance. All candidates were offered extra time to compensate for time affected by the disturbance.
Adelaide (Cliftons)	16	8 candidates experienced internet/computer-related issues.	Test supervisor contacted IT technician and the issues were resolved. Candidates were given extra time to compensate time lost.
		1 candidate queried the test content.	Referred to ACER test developers for review.
		2 candidates did not present acceptable photo ID to sit the test.	The candidates were not permitted to sit the test.
		5 candidates presented photo IDs that contained mismatches with DOB/names on the admission tickets.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Ballarat	2	2 candidates experienced computer-related issues.	Test supervisors resolved the issues immediately and candidates were given extra time to compensate time lost.

Brisbane (Saxons)	4	1 candidate experienced computer-related issues.	Test supervisor resolved the issues. Candidates were given extra time to compensate for time lost.
		1 candidate queried the test content.	Referred to ACER test developers for review.
		1 candidate was refused entry as the candidate was registered to sit the test on a different date.	The candidate was advised to contact ACER to discuss their options.
		1 candidate presented a photo ID that contained mismatch with the name on the admission ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. ACER updated the correct details following the test.
Brisbane (Cliftons)	7	5 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were moved to alternative work stations and given extra time to compensate for the time lost.
		1 candidate was refused entry as the candidate was not registered to sit the test with ACER.	The candidate was not permitted to sit the test.
		1 candidate did not present acceptable photo ID to sit the test.	The candidate was not permitted to sit the test.
Canberra	3	3 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Test supervisor contacted IT technician and the issues were resolved. Candidates were given extra time to compensate for the time lost.
Darwin	0	N/A	N/A
Gold Coast	26	22 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were moved to alternative work stations and given extra time to compensate for the time lost.
		1 candidate coughed throughout the exam, disturbing other candidates.	Ear plugs were offered to other candidates to reduce noise disturbance. The candidate was given lozenges and allowed to use the asthma puffer.
		2 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate presented a photo ID that contained a mismatch with the DOB on the admission ticket.	The candidate was admitted to the test after having their identity verified by the test supervisors. ACER updated the correct details following the test.

Granville	5	4 candidates presented photo IDs that contained mismatches with DOB/names on the admission tickets.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate experienced computer-related issues.	Test supervisor resolved the issues. Candidate was given extra time to compensate for the time lost.
Melbourne (Saxons)	12	9 candidates presented photo IDs that contained mismatches with DOB/names on the admission tickets.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate was refused entry as the candidate was registered to sit the test on a different date.	The candidate was advised to contact ACER to discuss their options.
		1 candidate was unable to log into the test using given login credentials (username and password).	Test supervisor moved the candidate to alternative computer, contacted ACER and obtained a new password for the candidate to use.
		1 candidate was unwell during the test session.	The test supervisor contacted ACER to report the situation. The candidate was permitted to take medication during the test.
Melbourne (Cliftons)	27	1 candidate was refused entry as the candidate was registered to sit the test on a different date.	The candidate was advised to return to the test centre on the correct date to sit the test as registered.
		15 candidates experienced technical difficulties due to internet/computer-related issues at the test centre.	Test supervisor either moved the candidates to an alternative workstation or resolved the matter and offered extra time to compensate for the time lost.
		3 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate engaged in test misconduct.	ACER cancelled the candidate's result for the test window and informed the candidate's HEP of the situation.
		1 candidate became distressed sitting next to the candidate who was engaging in test misconduct.	Test supervisor submitted an incident report and offered the candidate extra time to compensate for the disturbance.
		1 candidate was refused entry as the candidate was registered to sit the test on a different date.	The candidate was advised to contact ACER to discuss their options.

		4 candidates were refused entry – late arrival or failure to present acceptable photo ID to sit the test.	The candidates were not permitted to sit the test
		1 candidate presented photo ID that contained mismatches with names on the admission ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Newcastle	4	1 candidate presented a photo ID that contained mismatch with the name on the admission ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates experienced technical difficulties due to internet/computer-related issues at the test centre.	Test supervisor either moved the candidate to an alternative workstation or resolved the matter and offered extra time to compensate for the time lost.
		1 candidate queried the test content.	Referred to ACER test developers for review.
Perth	1	Noise disturbance at the test centre - testing of emergency sirens in the building.	Candidates were offered extra time to compensate for the disruption.
Sunshine Coast /Maroochydore	2	2 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Test supervisor either moved the candidate to an alternative workstation or contacted IT technician to resolve issues and offered extra time to compensate for the time lost.
Sydney (Saxons)	8	8 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Test supervisor contacted either ACER or IT technician to resolve issues and offered extra time to compensate for the time lost.
Sydney (Cliftons)	10	2 candidates presented photo IDs that contained mismatches with gender/names on the admission tickets.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates did not present acceptable photo ID to sit the test.	The candidates were not permitted to sit the test.
		5 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Test supervisor either moved the candidates to an alternative workstation or contacted IT technician to resolve issues and offered extra time to compensate for the time lost.
		1 candidate requested to review their answers after they had completed and submitted the test.	The candidate was unable to review their answers. Test supervisor submitted an incident

			report and advised the candidate to contact ACER.
Townsville	2	2 candidates presented photo IDs that contained mismatches with DOB/names on the admission tickets.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Wodonga	1	1 candidate presented a photo ID that contained mismatch with the DOB on the admission ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. ACER updated the correct details following the test.
Wollongong	2	1 candidate presented a photo ID that contained mismatch with the name on the admission ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. ACER updated the correct details following the test.
		1 candidate experienced technical issues when attempting to zoom out of the page on the test application.	Test supervisor contacted IT technician. The matter was quickly resolved.
<b>Total</b>	<b>145</b>		

**Table 2: 2019 Test Window 3 Test Centre Incident Summary**

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
2732	42	1.5%

**Table 3: 2019 Test Window 3 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 42 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions.

Where it was established that candidates lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## **Post-Test Activities**

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### **Review of Test Content**

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and

consideration. For 2019 Test Window 3, 10 questions about the test content were raised by candidates. Of these, 9 required no action. Action was taken for 1 numeracy question.

Table 4 provides a detailed summary of the actions taken.

Test component	Count of Action
<b>Literacy</b>	
No action required	1
<b>Literacy Total</b>	<b>1</b>
<b>Numeracy</b>	
Corrected a wording error.	1
No action required	8
<b>Numeracy Total</b>	<b>9</b>
<b>Grand Total</b>	<b>10</b>

**Table 4: Summary of actions taken based on candidate feedback in 2019 Test Window 3**

ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security and integrity at all times.

### Results

Test Window 3 results were released to DE, VIT and HEPs via the ACER portal on 16 September 2019. The portal allows DE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students. There was a slight delay in the release of results to DE, VIT and HEPs due to additional time required for further psychometrical checks to ensure accuracy in scoring the test in different ways that took into consideration calculator issues relating to a couple of numeracy questions.

Results were released to candidates via their ACER candidate account on 19 September 2019. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates that results had been released.

Results have been withheld from 3 candidates following suspicious activity found during their remote proctoring test sessions. ACER is currently in the midst of investigating these cases with ProctorU.

### Social Media

ACER continues to monitor five restricted access Facebook groups set up for the test.

- **LANTITE 2019:** There are currently 350 members and the group describes itself as 'A group to help members with ideas on passing Lantite exams';
- **Numeracy and Literacy Test Support Group:** There are currently 3237 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- **Lantite Test Help:** There are currently 656 members and they describe themselves as 'Lantite test help to help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests';
- **Place to vent about LANTITE:** There are currently 349 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures'; and
- **LANTITE Study Group:** There are currently 2766 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'

The majority of comments and posts from group members provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

## **Conclusion**

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Test Window 3 generally went smoothly without any major issues, except for minor incidents in Adelaide, Brisbane, Hobart and Perth and a minor issue relating to proctors' confusion for the password for remote proctoring on the first test day. These were all resolved promptly without further problems and delay.

The new test centres organised by Saxons in Brisbane, Canberra, Melbourne, Perth, Sydney, Gold Coast, Sunshine Coast and Wollongong and new test centres run by ACER in Newcastle, Darwin, and Townsville were well-received by the candidates. In order to continue to deliver the test in a high quality and cost-effective manner, ACER plans to assess the suitability and effectiveness of current test centres and source for alternative venues and supervisors where required.

The number of reasonable adjustment applications (including those who have had to have separate sittings at the ACER offices across Australia) has been increasing significantly since the inception of the test. A total number of 109 candidates was granted reasonable adjustments in this window and 72 of them were re-sitters.

There seems to be ongoing confusion among candidates, higher education providers and registered health practitioners about the definition of 'reasonable adjustments' and 'special consideration'. The definition of these terms has been added to the test website for the candidates and their health practitioners, and in the "Overview of Reasonable Adjustments Policy and Processes" for distribution to the higher education providers via the ACER portal.

ACER will continue to review and refine its reasonable adjustments policy and processes and work closely with its partners to support the increasing number of reasonable adjustments candidates.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2019 Test  
Window 4**

8 November – 17  
November 2019



Confidential



## Introduction

The final test window of 2019 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Friday 8 November to Sunday 17 November 2019. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities (except Darwin and Hobart) only.

A total of 12955 test session bookings were received during the registration period: Wednesday 9 October to Tuesday 22 October 2019. Both the test centre and remote proctoring test sessions were administered successfully and smoothly in general.

### **Pre-Test Activities and Candidate Communication**

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#### **Website and Communication**

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours.

#### **Email Reminders**

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were also encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so.

Subsequent emails for remote proctoring candidates focused on test day procedures, such as the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

#### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

#### **Registrations and Refunds**

Registrations for Test Window 4 opened on Wednesday 9 October and closed on Tuesday 22 October 2019. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 6432 candidates registered for the literacy test, and a total of 6616 candidates registered to sit the numeracy test.

The refund deadline was Tuesday 22 October 2019. 114 refund requests were received and processed by the deadline. A further 16 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death of an immediate family member, major health issues and illness, the Adelaide Christmas Pageant, NSW bushfires, and unexpected circumstances beyond

candidates' control.

### **Test Centres**

ACER continued to work closely with our partners to offer both the Saxons and Cliftons test centres in some capital cities whenever the availability of test centres allowed us to do so and where there was candidate demand. Both the Saxons and Cliftons test centres were utilised for Adelaide, Brisbane, and Sydney for this test window. To cater to the unexpected high demand for test spaces, ACER worked with Cliftons to provide additional test sessions in Brisbane, Melbourne and Sydney, and with Saxons in Canberra. Experienced test supervisors were recruited and trained by ACER for the Saxons test centres. Supervisors for Cliftons test centres were engaged and trained by Cliftons in accordance to the ACER test administration manual and guidelines. In order to manage the increasing number and complexity of reasonable adjustment cases more effectively, ACER worked with Cliftons to refine a new standardised set of procedures for managing reasonable adjustment test sittings at all Cliftons test centres. This new set of procedures was finalised and seamlessly implemented by Cliftons for this test window without any issue.

All test sittings generally went smoothly, except for some issues at the Cliftons Adelaide and Melbourne test centres. ACER was informed (a week before the start of the test window) by Cliftons regarding the Christmas pageant taking place in the vicinity of its test centre in Adelaide on the morning of 9 November 2019. ACER undertook an assessment of the potential impact of the event on candidates and decided to work with Cliftons to reschedule the 7.30am literacy and 10.30am numeracy test sessions to take place instead on 16 November 2019 at the same venue. Candidates were offered the options of either sitting their affected test session(s) on 16 November 2019, or switching to sit by remote proctoring or to obtain a full refund. 68 candidates rescheduled to sit their test on 16 November, 3 candidates switched to remote proctoring and 8 candidates were refunded. ACER also assisted a few affected candidates to switch test sessions so that they could attend their test sessions on the same day. In addition, ACER provided relevant advice regarding public transport and travel time to the Adelaide test centre to candidates sitting the test in the afternoon on 9 November 2019.

There were minor technical issues at the Cliftons Sydney and Melbourne test centres on 8 November 2019 for the 10.30 am numeracy test session. Some candidates were unable to log in for a period of about 20 minutes due to a technical issue. The issue was quickly resolved and candidates were able to commence their test. All candidates for the test session completed their numeracy test with the full test duration. In view of the 10.30am numeracy test session starting and ending at a later time for the affected candidates, those who had also booked in for the 1.30pm literacy test session were assigned a separate test room and allowed to start the literacy session at a later time.

There was unexpected noise disruption from renovation works at the basement carpark of the Melbourne test centre on 9 November 2019. Cliftons was not previously informed of the work and contacted the building management and the renovation crew immediately to request that the work be ceased or done on an alternative date but was unsuccessful. The noise affected candidates who sat the 7.30am literacy and 10.30am numeracy tests, and also candidates who sat the 1.30pm session for a duration of about 20 minutes. ACER was informed of the issue before 9am and explored the possibility of using an alternative venue with Cliftons. However, the significant amount of time required to set up an alternative venue at short notice made this option impossible. All affected candidates were offered the use of earplugs for their test. ACER was also assured by Cliftons that the work would cease at lunchtime and the use of earplugs would adequately alleviate the noise disruption for candidates. Following the test, ACER undertook psychometric analysis on the candidates who sat in these three test sessions to investigate if there was any impact of the disruption on candidates' performance in the test. No significant difference in candidate performance could be seen from the analysis. ACER is currently in discussion with Cliftons regarding the possibility of having an alternative venue in place should a similar unpreventable and unexpected disruption occur in future.

The fire alarm went off during the 10.30am numeracy session on 15 November 2019 at the Cliftons Adelaide test centre and candidates and everyone had to be evacuated. As this was an actual drill, Cliftons and other occupants of the building were not informed prior to the activation of the fire alarm. The drill disrupted the test for about 15 minutes as candidates had to be evacuated from the building. The test supervisors managed the incident with a high level of competence, ensuring the safety of the candidates while keeping them calm and reassured. Candidates were provided with additional 30

minutes for their test to account for the period of disruption and time needed for them to resettle and readjust their mental frame. ACER undertook psychometric analysis on candidates who sat in these three test sessions to investigate if there was any impact of the disruption on candidates' performance in the test. No significant difference in candidate performance could be seen from the analysis.

ACER works with Cliftons and Saxons and the test supervisors continually to provide a conducive test environment and positive test experience for candidates. This includes requesting and obtaining feedback from them to review the suitability of new test centres. An alternative venue was used in Canberra for this test window as the original venue cancelled the test booking made by Saxons due to double-booking. Feedback from the Chief Supervisor in Canberra revealed a few shortcomings with the new test venue in relation to the room layout and break-out area, and the unhelpful attitude of the venue staff. As such, after discussing these issues with Saxons, it was agreed that the new venue would not be used for future test sittings and ACER will revert to using the original test venue for future sittings in Canberra and Saxons will ensure that the venue does not double-book again.

### Admission Tickets and Photo Identification

Admission tickets were released to candidates via their ACER account Friday 1 November 2019. The ticket stated the personal details, test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates had to check their personal details and their higher education provider and declare that the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were also reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

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### Attendance

A total of 6432 candidates registered for the literacy test, and a total of 6616 candidates registered to sit the numeracy test by the close of registrations. At the end of the test window, 6183 candidates had sat the literacy test, and 6215 candidates had sat the numeracy test.

Table 1 provides a summary of attendance for 2019 Test Window 4.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	4	3	75.00%	5	4	80.00%
Australian Catholic University	717	700	97.63%	757	731	96.57%
Australian College of Physical Education	13	11	84.62%	9	9	100.00%
Avondale College	54	54	100.00%	56	53	94.64%
Central Queensland University	103	97	94.17%	114	103	90.35%
Charles Darwin University	55	55	100.00%	55	53	96.36%
Charles Sturt University	67	63	94.03%	65	62	95.38%
Christian Heritage College	12	11	91.67%	13	11	84.62%
Curtin University	163	155	95.09%	167	159	95.21%
Deakin University	389	378	97.17%	406	393	96.80%
Eastern College Australia	2	2	100.00%	4	4	100.00%
Edith Cowan University	154	146	94.81%	156	144	92.31%
Excelsia College	7	6	85.71%	7	7	100.00%
Federation University Australia	129	125	96.90%	125	118	94.40%
Flinders University	197	189	95.94%	188	175	93.09%

Griffith University	236	231	97.88%	269	263	97.77%
Holmesglen TAFE	14	14	100.00%	17	16	94.12%
James Cook University	40	38	95.00%	38	34	89.47%
La Trobe University	139	134	96.40%	145	141	97.24%
Macquarie University	203	200	98.52%	212	207	97.64%
Melbourne Polytechnic	9	9	100.00%	12	12	100.00%
Monash University	415	394	94.94%	372	353	94.89%
Montessori World Educational Institute	4	4	100.00%	4	4	100.00%
Murdoch University	61	60	98.36%	61	61	100.00%
Queensland University of Technology	433	408	94.23%	435	405	93.10%
RMIT University	57	54	94.74%	53	49	92.45%
Southern Cross University	135	129	95.56%	128	123	96.09%
Swinburne University of Technology	366	349	95.36%	372	348	93.55%
Tabor Adelaide	9	8	88.89%	12	11	91.67%
The University of Adelaide	100	95	95.00%	97	91	93.81%
The University of Melbourne	69	66	95.65%	69	66	95.65%
The University of New England	174	169	97.13%	187	183	97.86%
The University of New South Wales	79	74	93.67%	70	68	97.14%
The University of Newcastle	180	170	94.44%	189	177	93.65%
The University of Notre Dame Australia	134	130	97.01%	139	134	96.40%
The University of Queensland	110	103	93.64%	101	96	95.05%
The University of Sydney	101	98	97.03%	99	97	97.98%
The University of Western Australia	46	44	95.65%	48	46	95.83%
University of Canberra	46	44	95.65%	45	41	91.11%
University of South Australia	195	193	98.97%	208	201	96.63%
University of Southern Queensland	142	138	97.18%	139	134	96.40%
University of Tasmania	46	46	100.00%	49	49	100.00%
University of Technology, Sydney	78	75	96.15%	73	71	97.26%
University of the Sunshine Coast	120	118	98.33%	120	118	98.33%
University of Wollongong	44	43	97.73%	47	47	100.00%
Victoria University	300	285	95.00%	289	270	93.43%
Western Sydney University	276	265	96.01%	284	273	96.13%
<b>Grand Total</b>	<b>6427</b>	<b>6183</b>	<b>96.20%</b>	<b>6510</b>	<b>6215</b>	<b>95.47%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2019 Test Window 4**

### Test Dates

2019 Test Window 4 was held from 8 November to 17 November 2019. Remote proctoring sessions could be scheduled by candidates between 8 November and 14 November 2019. The remote proctoring test window was extended until the morning of 19 November 2019 for a small number of candidates who experienced significant technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30am. The morning numeracy test session had a reporting time of 10.30am. Candidates who registered to sit the afternoon literacy test session had to report at 1.30pm and those sitting the afternoon numeracy test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Reasonable Adjustments**

A total of 167 applications for reasonable adjustments were received by ACER for 2019 Test Window 4. 161 applications were approved by ACER while 6 applications were not approved as these applications did not contain sufficient medical evidence and ACER had not received the required information by the deadline despite reminding candidates to do so.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidate's needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. For instance, ACER is not able to approve a request to provide a paper-based version of the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all of the adjustments that are requested, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required. When deemed necessary, ACER would contact the treating health practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate were able to submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to speak with the ACER Disability Liaison Officer, when appropriate.

The adjustments granted for 2019 Test Window 4 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin etc. for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses
- Permission to wear ear plugs, hearing aids or noise cancelling headphones
- Permission to have ergonomic chair with back support and elevated leg support, stress ball and cushion

- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to use more scratch paper
- Permission to use scratch paper of a specific colour and thick gel pen
- Permission to communicate with proctor via chat only
- Special seating arrangements in the test room or in a smaller room.

Two candidates were provided with the s 22 for their tests. Both candidates are s 22 and special arrangements were made to allow one candidate to sit her test at the ACER s 22 office. The other candidate sat the test via remote proctoring. s 22 Both test sittings went smoothly. s 22

ACER recently resolved a complaint by a candidate alleging that ACER did not grant her adequate reasonable adjustments that would provide her with an equitable opportunity to demonstrate her abilities. ACER has since had a discussion with the candidate and both parties have agreed on suitable reasonable adjustment that will be provided to her in her subsequent test sitting.

ACER is also currently in ongoing discussions with a s 22 candidate who had lodged a complaint against ACER even though ACER has provided the adjustments stated in her supporting medical documentation. Through further communication with the candidate and her lawyer, ACER has come to understand her needs better and has proposed certain adjustments. In addition, ACER has arranged for the candidate to have trial sessions with the online sample questions with the proposed adjustments at the ACER Brisbane office.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU on a daily basis and also investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2019 Test Window 4 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (Saxons)	18	17 candidates presented photo IDs that contained mismatches with DOB/names on the admission ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate did not present acceptable photo ID to sit the test.	The candidate was not permitted to sit the test.
Adelaide (Cliftons)	10	2 candidates presented photo IDs that contained mismatches with	Candidates were admitted to the test after having their identity verified by the test supervisors.

		DOB/names on the admission ticket.	Correct details were updated by ACER following the test.
		3 candidates queried the test content.	Referred to ACER test developers for review.
		2 candidates did not present acceptable photo ID to sit the test.	The candidates were not permitted to sit the test.
		2 candidates' phone alarm sounded during the test. The candidates stood up and switched them off (overseen by test supervisors).	Test supervisor ensured that the phones were completely switched off for the remainder of the test. An incident report was submitted to ACER following the test.
		1 candidate was suspected to have engaged in misconduct.	Test supervisor submitted an incident report to ACER following the test. ACER determined that there was no sufficient evidence to indicate misconduct.
		Mandatory fire drill at the test centre - all candidates were evacuated from the building.	Candidates were offered extra time to compensate for the disruption and time lost.
Brisbane (Saxons)	4	3 candidates presented a photo ID that contained mismatches with DOB/names on the admission ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate was unwell during the test session.	Test supervisor ensured the candidate was seated near the exit door. An incident report was submitted to ACER following the test.
Brisbane (Cliftons)	16	7 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were moved to alternative work stations and given extra time to compensate for the time lost.
		2 candidates' phones sounded/vibrated during the test. The candidate stood up and switched it off. The phone went off a second time.	After the phone alarm went off the second time, test supervisor moved the bag/phone to the test centre's reception desk until the end of the test. An incident report was submitted to ACER following the test.
		1 candidate queried the test content.	Referred to ACER test developers for review.
		4 candidates presented a photo ID that contained mismatches with the name/gender on the admission ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.

		1 candidate proceeded to the tutorial page when they were asked only to log in, before receiving instructions to do so.	Test supervisor asked the candidate to wait for the instructions to start the test.
		1 candidate who had not applied for reasonable adjustments prior to the test day requested for extra time to complete the test.	Test supervisor informed the candidate that they were not granted extra time for the test. The candidate decided to sit the test and was admitted as per normal procedure.
Melbourne (Cliftons)	25	10 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Test supervisor contacted ACER/IT technician to resolve issues and offered extra time to compensate for the time lost.
		1 candidate was unwell during the test session and decided not to continue with the test.	Test supervisor assisted the candidate and ended the candidate's test. An incident report was submitted to ACER following the test.
		1 candidate was reported as being disruptive during the test.	An incident report was submitted to ACER following the test.
		1 candidate's phone rang during the test. The candidate stood up and switched it off under supervision.	Test supervisor reminded the candidate that there had been clear instructions regarding mobile phones in the test room. An incident report was submitted to ACER following the test.
		1 candidate experienced issues when performing the zooming function.	Test supervisor contacted IT technician to resolve issues. An incident report was submitted to ACER following the test.
		2 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate was refused entry as the candidate was registered to sit the test on a different date.	The candidate was advised to return to the test centre on the correct date to sit the test as registered.
		1 candidate was late.	Candidate was refused entry to the test. An incident report was submitted to ACER following the test.
		3 candidates did not present acceptable photo ID to sit the test.	The candidates were not permitted to sit the test.



		1 candidate was unable to log into the test using the login credentials (username and password)	Test supervisors provided candidate with a spare login for the test.
		1 reasonable adjustment candidate completed the test 10 minutes early because the candidate had misread the finish time.	Candidate acknowledged their error in misreading the finish time. An incident report was submitted to ACER following the test.
		1 candidate did not follow instructions given by test supervisors at the beginning of the test. The candidate proceeded to start the exam earlier than the other candidates.	The candidate was instructed to finish the test earlier than the others as the candidate began early. The candidate was issued a separate timing card on the desk to reflect the updated exam time.
		"Drilling noise" could be heard from the basement due to the works in the building.	Candidates were offered earplugs to use during the test when it was impossible to stop the works. ACER liaised with Cliftons to prevent future building construction work during the booking dates.
Sydney (Saxons)	1	1 candidate had issues with the login credentials (username and password)	Test supervisor contacted ACER to resolve the issue and offered extra time to compensate for the time lost.
Sydney (Cliftons)	57	25 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Test supervisor contacted ACER/ IT technician immediately to resolve issues and offered extra time to compensate for the time lost.
		1 candidate was found with scratch papers prepared by the candidate.	Test supervisor reminded the candidate that there had been a clear directive regarding permitted items and the scratch papers were removed. An incident report was submitted to ACER following the test.
		1 candidate proceeded to the tutorial page when they were asked only to log in and before receiving instructions to do so.	Test supervisor asked the candidate to wait for the instructions to start the test.
		13 candidates presented a photo ID that contained mismatches with the name on the admission ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate alerted the test supervisor that they had a sore back and needed to stand up for a short time to relieve pain.	Test supervisor placed the candidate in the back row to avoid disturbance to other candidates. An incident report was submitted to ACER following the test.

		1 candidate complained about the typing noise from the person sitting next to the candidate and requested to move desk.	Test supervisor organised the candidate to move to a spare computer and offered extra time to compensate for the time lost.
		1 candidate registered but did not sit the test.	An incident report was submitted to ACER following the test. Test centre contacted ACER who contacted the candidate and the candidate claimed that they were unwell and left the premises after registration and before the test commenced.
		1 candidate presented previous results statements and inquired whether they needed to sit the tests again.	Test supervisor contacted ACER and confirmed that the candidate did not need to sit the tests. It was unclear why the candidate had registered for the tests.
		1 candidate had issues reading the screen and did not know how to zoom in.	Test supervisor contacted IT technician to assist the candidate. An incident report was submitted to ACER following the test.
		10 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate was refused entry as the candidate was registered to sit the test on a different date.	The candidate was advised to return to the test centre on the correct date to sit the test as registered.
		1 candidate complained about the vibration of floor in the test room.	Test supervisor explained to the candidate that the vibration might come from the Wynyard train station or possibly from nearby construction. An incident report was submitted to ACER following the test.
<b>Total</b>	<b>131</b>		

**Table 2: 2019 Test Window 4 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
3509	60	1.7%

**Table 3: 2019 Test Window 4 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 60 incidents which required significant investigation involving a detailed study of chat logs, test and time

logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions.

Where it was established that candidates lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## Post-Test Activities

### Review of Test Content

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2019 Test Window 4, 14 questions about the test content were raised by candidates. Of these, 11 required no action. Action was taken to revise the wording for 3 numeracy questions.

Table 4 provides a detailed summary of the actions taken.

Test component	Count of Action
<b>Literacy</b>	
No action required	7
<b>Literacy Total</b>	7
<b>Numeracy</b>	
Corrected a wording error.	3
No action required	4
<b>Numeracy Total</b>	7
<b>Grand Total</b>	14

**Table 4: Summary of actions taken based on candidate feedback in 2019 Test Window 4**

ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security and integrity at all times.

### Results

Test Window 4 results were released to DE, VIT and HEPs via the ACER portal on 9 December 2019. The portal allows DE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on 20 December 2019. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates that results had been released.

### Social Media

ACER continues to monitor five restricted access Facebook groups set up for the test.

- **LANTITE SUPPORT:** There are currently 474 members and the group describes itself as 'A group to help members with ideas on passing Lantite exams';

- **Numeracy and Literacy Test Support Group:** There are currently 3371 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- **Lantite Test Help:** There are currently 716 members and they describe themselves as 'Lantite test help to help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests';
- **Place to vent about LANTITE:** There are currently 357 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures'; and
- **LANTITE Study Group:** There are currently 2834 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'

The majority of comments and posts from members of the groups above generally provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

While monitoring the social media sites, ACER discovered a new Facebook group known as the **LANTITE Class Action** with over 300 members. This group has recently been created by some former and current ITE students advocating for the test to be cancelled amidst claims that the test implementation has resulted in loss of wages and other disadvantages for them. This group appears to have engaged a legal representative and has been contacting the union, state/federal Members of Parliament and ACER for comments. ACER has not responded to any questions or comments when contacted by one of the members of this Facebook group. Instead, ACER has let DE know about the existence of this group.

### Test Implementation Survey

On behalf of dandolopartners, which was engaged by DE to review the test implementation, ACER conducted an online survey with the candidates who sat in Test Window 4 survey. The survey opened on 25 November 2019 and closed on 15 December 2019. After the survey had closed, ACER linked the survey responses with de-identified data of the survey participants and sent them to dandolopartners via a secure folder on 20 December 2019. A total of 1741 candidates participated in the survey.

### Conclusion

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Test Window 4 has been a busy period with an unexpected increase in candidate demand as compared to previous test windows. ACER communicated effectively with Cliftons and Saxons to open up additional spaces where necessary during the registration period. Test centre sittings generally went smoothly without any major issues, except for the incidents outlined above in Adelaide, Melbourne and Sydney. These were all resolved promptly without further problems and delay. There were no significant changes for remote proctoring sittings and ACER continued to liaise with ProctorU to streamline and tighten the processes to ensure and enhance the test security of all sittings.

In addition, ACER also worked closely with dandolopartners between October to December 2019 to finalise the survey questions provided by dandolopartners, enter these questions in the online survey system, check and review the survey questions and functionality, conduct the survey and link the survey responses with the requested de-identified data of the candidates so that dandolopartners could receive all the necessary information before Christmas.

The number of reasonable adjustment applications, including those who have had to have separate sittings at the ACER offices across Australia, is continuing to rise significantly with the majority being re-sitters. ACER does its best to provide the relevant reasonable adjustments to allow candidates the opportunity to demonstrate their true ability in the test without compromising test integrity. Reasonable

adjustments were generally well managed by the test supervisors and online proctors. However, ACER has continued to receive complaints from some of the re-sit candidates alleging disability discrimination. ACER treats all complaints seriously and investigates all cases thoroughly and liaises with the candidates to work out a suitable solution or come to a satisfactory resolution. ACER is expecting the number of reasonable adjustment applications to increase, and is continuing to review and refine its reasonable adjustments framework, policy and processes. ACER is also working closely with DE with regards to requests for alternative test arrangements and formats for visually impaired candidates, and the implications these arrangements and formats will have on the test construct, test integrity and security, the validity of the test results, and the costs and time required.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2020 Test  
Window 1**

17 February – 1  
March 2020



Confidential

## Introduction

The first test window of 2020 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 17 February to Sunday 1 March 2020. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and regional locations.

A total of 12955 test session bookings were received during the registration period: Tuesday 14 January to Tuesday 28 January 2020. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the novel coronavirus (COVID-19) was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about managing the COVID-19 situation. Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitiser and/or a face mask - to the test centre. However, candidates were not permitted to wear a face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so.

Subsequent emails for remote proctoring candidates focused on test day procedures, such as the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### Registrations and Refunds

Registrations for Test Window 1 opened on Tuesday 14 January and closed on Tuesday 28 January 2020. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 5791 candidates registered for the literacy test, and a total of 5912 candidates registered to

sit the numeracy test.

The refund deadline was Tuesday 28 January 2020. 76 refund requests were received and processed by the deadline. A further 71 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death/serious illness of an immediate family member, major health issues and illness, the travel ban/self-quarantine restrictions due to the COVID-19 situation, and other unexpected circumstances beyond the candidates' control.

### **Test Centres**

ACER continued to work closely with our partners to offer both the Saxons and Cliftons test centres in some capital cities whenever the availability of test centres allowed us to do so and where there was candidate demand. Both the Saxons and Cliftons test centres were utilised for Adelaide, Brisbane, Melbourne, Perth and Sydney for this test window. To cater to the unexpected high demand for test spaces, ACER worked with Cliftons and Saxons to provide additional test sessions in Canberra, Gold Coast, Hobart, Perth and Wollongong. There was excess capacity at the Albury, Adelaide, Ballarat, Townsville and Warrnambool test centres where reserved spaces were not made available for booking due to the lack of demand. Experienced test supervisors were recruited and trained by ACER for the Saxons test centres. Supervisors for Cliftons test centres were engaged and trained by Cliftons in accordance to the ACER test administration manual and guidelines. In order to manage the increasing number and complexity of reasonable adjustment cases more effectively, ACER continued to work with Cliftons to make further refinements to the standardised set of procedures for managing reasonable adjustment test sittings at all Cliftons test centres. The new refinements were incorporated into the test centre procedures which were seamlessly implemented by Cliftons for this test window without any issue.

All test sittings generally went smoothly, except for some issues at the Cliftons Brisbane and the Granville and Ballarat test centres. There were minor technical issues at the Granville test centre on 22 February 2020 for the 7.30am literacy test session. There was an issue with the server which resulted in some of the computers being frozen and candidates were unable to log in. The disruption lasted for about 15 minutes and the issue was quickly resolved.

Affected candidates were provided with additional time of 15 minutes and those who had also signed up for the numeracy test session at 10.30am were permitted to start their test at a later time. For the 4.30pm numeracy test at the Ballarat test centre, computers shut down during the test due to a power failure brought about by an electrical storm. Power was quickly restored within 20 minutes. The test session started late but all candidates were able to log in and complete their numeracy test with the full test duration. There was some noise disruption during the 7.30am literacy session at Cliftons Brisbane. A drilling sound that lasted about 5 seconds and banging noise that lasted about 40 seconds were heard coming from the floor above on two occasions during the test session. Similar drilling sound lasting about 10 to 25 seconds was heard during the 10.30am numeracy session. The test supervisor managed to gain the cooperation of the tradesman concerned. The test session then proceeded without any further noise issue. Candidates were offered ear plugs for these test sessions.

ACER works with Cliftons and Saxons and the test supervisors continually to provide a conducive test environment and positive test experience for candidates. This includes requesting and obtaining feedback from them to review the suitability of new test centres. ACER reverted to using the original test venue in Canberra for the February 2020 test window after considering the feedback on the venue used for the November 2019 test window. Based on the feedback provided by the Chief Supervisor on her site visit to the test venue, ACER and Saxons worked with the venue provider to provide for a more suitable restroom arrangement for the new test venue in Albury. The venue provider made the necessary arrangement and the test proceeded smoothly without any issue and the test supervisors were happy with the alternative arrangement.

### **Admission Tickets and Photo Identification**

Admission tickets were released to candidates via their ACER account on Friday 7 February 2020. The ticket stated the personal details, test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates had to check their personal details and their higher education provider and declare that



the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) will not be accepted at the test centre or by the online proctor. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

### Attendance

A total of 5791 candidates registered for the literacy test, and a total of 5912 candidates registered to sit the numeracy test by the close of registrations. At the end of the test window, 5481 candidates had sat the literacy test, and 5589 candidates had sat the numeracy test.

Table 1 provides a summary of attendance for 2020 Test Window 1.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	12	12	100.00%	13	13	100.00%
Australian Catholic University	732	702	95.90%	747	718	96.12%
Australian College of Physical Education	5	5	100.00%	3	3	100.00%
Avondale College	19	18	94.74%	23	21	91.30%
Central Queensland University	66	63	95.45%	66	60	90.91%
Charles Darwin University	85	80	94.12%	86	82	95.35%
Charles Sturt University	88	86	97.73%	88	85	96.59%
Christian Heritage College	8	8	100.00%	8	7	87.50%
Curtin University	234	226	96.58%	235	227	96.60%
Deakin University	244	236	96.72%	236	229	97.03%
Eastern College Australia	2	2	100.00%	2	2	100.00%
Edith Cowan University	301	287	95.35%	308	291	94.48%
Excelsia College	2	2	100.00%	2	2	100.00%
Federation University Australia	103	101	98.06%	97	93	95.88%
Flinders University	82	77	93.90%	86	76	88.37%
Griffith University	147	143	97.28%	148	146	98.65%
Holmesglen TAFE	8	8	100.00%	7	7	100.00%
James Cook University	43	43	100.00%	48	48	100.00%
La Trobe University	196	190	96.94%	212	206	97.17%
Macquarie University	174	167	95.98%	177	172	97.18%
Melbourne Polytechnic	3	3	100.00%	7	7	100.00%
Monash University	72	62	86.11%	69	60	86.96%
Montessori World Educational Institute	2	2	100.00%	4	3	75.00%
Murdoch University	67	64	95.52%	62	58	93.55%
Queensland University of Technology	197	178	90.36%	213	193	90.61%
RMIT University	36	34	94.44%	37	34	91.89%
Southern Cross University	140	136	97.14%	135	129	95.56%
Swinburne University of Technology	320	300	93.75%	323	303	93.81%
Tabor Adelaide	10	9	90.00%	10	9	90.00%

The University of Adelaide	69	68	98.55%	67	64	95.52%
The University of Melbourne	144	131	90.97%	139	129	92.81%
The University of New England	138	131	94.93%	141	132	93.62%
The University of New South Wales	100	91	91.00%	98	90	91.84%
The University of Newcastle	205	201	98.05%	209	205	98.09%
The University of Notre Dame Australia	210	199	94.76%	227	215	94.71%
The University of Queensland	91	87	95.60%	93	90	96.77%
The University of Sydney	109	107	98.17%	111	108	97.30%
The University of Western Australia	28	28	100.00%	30	28	93.33%
University of Canberra	63	63	100.00%	66	65	98.48%
University of South Australia	253	244	96.44%	291	276	94.85%
University of Southern Queensland	101	99	98.02%	100	95	95.00%
University of Tasmania	127	125	98.43%	125	123	98.40%
University of Technology, Sydney	54	51	94.44%	54	51	94.44%
University of the Sunshine Coast	144	142	98.61%	152	146	96.05%
University of Wollongong	154	152	98.70%	167	164	98.20%
Victoria University	164	151	92.07%	191	175	91.62%
Western Sydney University	179	167	93.30%	156	149	95.51%
<b>Grand Total</b>	<b>5731</b>	<b>5481</b>	<b>95.64%</b>	<b>5869</b>	<b>5589</b>	<b>95.23%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2020 Test Window 1**

### Test Dates

2020 Test Window 1 was held from 17 February to 1 March 2020. Remote proctoring sessions could be scheduled by candidates between 17 February and 27 February 2020. The remote proctoring test window was extended until 2 March 2020 for a small number of candidates who experienced significant technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the morning literacy test session were advised to report to their test centre at 7.30am. The morning numeracy test session had a reporting time of 10.30am. Candidates who registered to sit the afternoon literacy test session had to report at 1.30pm and those sitting the afternoon numeracy test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 154 applications for reasonable adjustments were received by ACER for 2020 Test Window

1. 153 applications were approved by ACER while 1 application was not approved as the application did not contain sufficient medical evidence and ACER had not received the required information by the deadline despite reminding the candidate to do so.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidate's needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. For instance, ACER is currently not able to approve a request to provide a paper-based version of the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required. When deemed necessary, ACER would contact the treating health practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate were able to submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to speak with the ACER Disability Liaison Officer, when appropriate.

The adjustments granted for 2020 Test Window 1 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the screen
- Permission to wear ear plugs, hearing aids or noise cancelling headphones
- Permission to have ergonomic chair with back support and elevated leg support and cushion
- Permission to have written instructions provided
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to use more scratch paper
- Permission to communicate with proctor via chat only
- Special seating arrangements in the test room or in a smaller room.

One candidate was provided with the accessible test form. The candidate sat both the literacy and numeracy test components via remote proctoring without any problem. ACER also conducted a trial session with the online sample questions and the proposed adjustments at the ACER Brisbane office for a [22](#) candidate. Through the session, ACER has gained a better understanding of the candidate's needs and is able to accommodate most of the candidate's requested adjustments.

However, the candidate has not responded to further correspondences from ACER and did not register for the February 2020 test window.

During this test window, ACER has also been supporting DESE to address several RA questions and complaints by providing the necessary data and information.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and also investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2020 Test Window 1 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (Saxons)	22	16 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate had an issue with the Admission Ticket – registration ID was not showing due to the way it had been printed.	The candidate was admitted to the test after having their identity verified by the test supervisors.
		1 candidate experienced technical difficulties due to internet/computer-related issues at the test venue.	Test supervisor contacted IT technician to resolve issues and offered extra time to compensate for the time lost. Candidate completed test within allocated test time.
		1 candidate was reported for breaching test rules/instructions.	Test supervisor issued a verbal warning to the candidate. An incident report was submitted to ACER following the test.
		1 candidate had a general query about how to answer the test questions.	Referred to ACER for clarification. Test supervisor advised the candidate to answer the test questions to the best of her ability.
		2 candidates did not present acceptable photo ID to sit the test.	Candidates were not permitted to sit the test.
Adelaide (Cliftons)	3	1 candidate's phone sounded during the test. The candidate stood up and switched it off under supervision.	Test supervisor reminded the candidate that there had been clear instructions regarding mobile phones in the test room. An incident report was submitted to ACER following the test.
		1 candidate did not present acceptable photo ID to sit the test.	The candidate was not permitted to sit the test. Candidate was advised

			to contact ACER to discuss their options.
		1 candidate presented a screenshot of the Admission Ticket on her phone – was informed by the test supervisors that this was not acceptable for entry to the test.	The candidate received assistance in accessing the correct version of the Admission Ticket and was permitted to sit the test. An incident report was submitted to ACER following the test.
Ballarat (ACER)	10	3 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate experienced technical difficulties due to internet/computer-related issues at the test venue – majority of computers/candidates were affected.	Test supervisor contacted IT technician to resolve issues and offered extra time to compensate for the time lost.
		2 instances of technical difficulties due to internet/computer-related issues at the test venue – majority of computers/candidates were affected.	Test supervisor contacted IT technician to resolve issues and offered extra time to compensate for the time lost.
		2 candidates were unwell during the test session.	Test supervisor allowed candidates to have access to water, tissues, and medication (Ventolin) during the test. An incident report was submitted to ACER following the test.
Brisbane (Saxons)	4	1 candidate presented photo ID that contained mismatches with DOB/names on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate did not present acceptable photo ID to sit the test.	The candidate was not permitted to sit the test.
		2 candidates queried the test content.	Referred to ACER test developers for review.
Brisbane (Cliftons)	13	2 candidates presented photo IDs that contained mismatches with DOB/gender/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were moved to alternative workstations and completed test within allocated test time. No additional time was required.
		1 candidate queried the test content.	Referred to ACER test developers for review.

		2 candidates' phones sounded during the test.	Test supervisor removed the candidate's bag from the room for the remainder of the test. An incident report was submitted to ACER following the test.
		3 instances of noise disturbance (minor) at the test venue.	Earplugs were offered to all candidates to use during the test. An incident report was submitted to ACER following the test.
		1 candidate was reported as breaching test rules/instructions	Test supervisor issued a verbal warning to the candidate. An incident report was submitted to ACER following the test.
		1 candidate became extremely anxious at supervisors' presence in the large testing room.	Test supervisor contacted ACER to notify them of the situation. The candidate was permitted to move to the smaller testing room and was given extra time to compensate for the time lost.
		1 candidate was suspected of cheating during the test – copying test answers from another candidate's screen.	Test supervisor issued a verbal warning to the candidate to cease the behaviour immediately. An incident report was submitted to ACER following the test.
Canberra (ACER)	3	2 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate experienced technical difficulties due to internet/computer-related issues at the test venue.	Test supervisor offered candidate the option of moving to an alternative workstation – candidate declined. An incident report was submitted to ACER following the test.
Darwin (ACER)	2	2 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Gold Coast (Saxons)	8	2 instances of noise disturbance (minor) at the test venue.	An incident report was submitted to ACER following the test.
		1 candidate was noted to have extra sheets of blank paper on her desk.	Test supervisor removed the extra paper – this was returned to the candidate at the end of the test. An incident report was submitted to ACER following the test.
		2 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		All candidates experienced technical difficulties due to a major electrical storm at the test location.	All candidates were given extra time to compensate time lost.
		1 candidate was reported as breaching test rules/instructions.	Test supervisor issued a verbal warning to the candidate. An

			incident report was submitted to ACER following the test.
		1 candidate was incorrectly reprimanded for talking out loud during the test.	The candidate was given extra time to compensate for the time lost due to the interruption.
Granville (ACER)	10	9 candidates experienced technical difficulties due to internet/computer-related issues at the test venue. This delayed the start time of the test for all candidates in the test session.	All candidates were given extra time to compensate for the time lost at the beginning of the test session.
		1 candidate was unable to log in to the test due to obscured copy of the login credentials.	Test supervisor assisted the candidate to resolve the issue. The candidate was given extra time to compensate for the time lost.
Hobart (Cliftons)	1	1 candidate experienced technical difficulties due to internet/computer-related issues at the test venue.	The candidate was moved to an alternative workstation and completed test within allocated test time. No additional time was required.
Melbourne (Saxons)	1	1 candidate experienced technical difficulties due to internet/computer-related issues at the test venue.	The candidate was moved to an alternative workstation and given extra time to compensate for the time lost.
Melbourne (Cliftons)	8	7 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		1 instance of miscommunication between a candidate and a test supervisor – candidate believed she could return to Section 1 after starting Section 2 in the numeracy test.	Test supervisor clarified instructions with the candidate. An incident report was submitted to ACER following the test.
Perth (Saxons)	1	1 candidate queried the test content.	Referred to ACER test developers for review.
Sunshine Coast (Saxons)	1	1 candidate was unwell during the test.	Test supervisor escorted the candidate from the room and remained with her outside the test room. The candidate returned to the test room shortly after and continued the test. No additional time was required – the candidate completed the test within allocated test time.
Sydney (Saxons)	3	1 candidate presented photo ID that contained mismatches with DOB/names on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
Sydney (Cliftons)	35	10 candidates experienced technical difficulties due to	Candidates were moved to alternative workstations and given

		internet/computer-related issues at the test venue.	extra time to compensate for the time lost.
		13 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test
		4 candidates were reported as breaching test rules/instructions.	Test supervisor issued a verbal warning to the candidates. An incident report was submitted to ACER following the test.
		1 candidate tripped over the stairs prior to the test.	Test supervisor checked on the candidate's wellbeing – the candidate assured staff that they were uninjured. An incident report was submitted to ACER following the test.
		1 candidate experienced an asthma episode during the test – did not have asthma medication with her.	Test supervisor allowed candidate to leave the test room to cough as required.
		1 candidate was unwell during the test.	The candidate was permitted to have her medication/water bottle with her for easy access.
		1 candidate queried the test content.	Referred to ACER test developers for review.
		2 candidates did not present acceptable photo ID to sit the test	Candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		1 candidate complained about noise that was coming from the next room.	Test supervisor provided the candidate with earplugs to use during the test. The candidate was satisfied and continued the test without further incident.
		1 candidate did not present her reasonable adjustments document when registering for the test.	Test supervisor contacted ACER to confirm the approved reasonable adjustments. The candidate was permitted to sit the test with the reasonable adjustments granted.
Townsville (Saxons)	3	1 candidate queried the test content.	Referred to ACER test developers for review.
		1 candidate experienced technical difficulties due to internet/computer-related issues at the test venue.	The candidate was moved to an alternative workstation and given extra time to compensate for the time lost.
		1 candidate was mistakenly accepted into a test session that was different to the test session listed on their Admission Ticket.	Test supervisor contacted ACER to notify them of the situation. An incident report was submitted to ACER following the test.
Wollongong (Saxons)	1	1 candidate experienced technical difficulties due to internet/computer-related issues at the test venue.	The candidate was moved to an alternative workstation and given extra time to compensate for the time lost.
<b>Total</b>	<b>128</b>		

Table 2: 2019 Test Window 4 Test Centre Incident Summary



ACER investigated one potential case of test misconduct raised by test supervisors at the Cliftons Adelaide test centre. The candidate was observed to be looking at the screen of another candidate many times and was given a verbal warning by the test supervisor. ACER concluded that the candidate's behaviour during the test session was suspicious but there was insufficient evidence to conclusively prove misconduct on the part of the candidate. As such, the candidate was given a warning. Following this incident, ACER is looking at standardising warning procedures, as well as refining the requirements for test supervisors' reporting and evidence collection for cases of alleged misconduct at test centres.

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

Total sessions	Cases with significant investigations	Percentage
2491	65	2.6%

**Table 3: 2020 Test Window 1 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 65 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window. There were also two incidents caused by proctors' errors. In both cases, a full investigation was made and an audit report was provided by ProctorU. ACER and ProctorU then had a review meeting to ensure appropriate measures were put in place to prevent similar errors from happening in future.

## **Post-Test Activities**

### **Review of Test Content**

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2020 Test Window 1, 11 questions about the test content were raised by candidates. Of these, 9 required no action. Action was taken to revise the wording for 2 numeracy questions.

Table 4 provides a detailed summary of the actions taken.

Test component	Count of Action
<b>Literacy</b>	
No action required	3
<b>Literacy Total</b>	<b>3</b>
<b>Numeracy</b>	
Corrected a wording error.	2
No action required	6
<b>Numeracy Total</b>	<b>8</b>

<b>Grand Total</b>	<b>11</b>
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**Table 4: Summary of actions taken based on candidate feedback in 2020 Test Window 1**

ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security and integrity at all times.

### Results

Test Window 1 results were released to DESE, VIT and HEPs via the ACER portal on 27 March 2020. The portal allows DESE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on 3 April 2020. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates that results had been released.

### Social Media

ACER continues to monitor five restricted access Facebook groups set up for the test.

- **LANTITE SUPPORT:** There are currently 792 members and the group describes itself as 'A group to help members with ideas on passing Lantite exams';
- **Numeracy and Literacy Test Support Group:** There are currently 3495 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- **Lantite Test Help:** There are currently 798 members and they describe themselves as 'Lantite test help to help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests';
- **Place to vent about LANTITE:** There are currently 410 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures'; and
- **LANTITE Study Group:** There are currently 2990 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'
- **Lantite Made Easy:** There are currently 810 members and they described themselves as 'This group was created to help and offer FREE support for pre-registration teachers sitting the newly introduced LANTITE numeracy test.'
- **Students Acting Against LANTITE (STAAL) (formerly LANTITE Class Action):** There are currently 615 members and they described themselves as 'This group allows us to voice our concerns and how the LANTITE has personally affected all of us. We hope that this will allow for a class action law suit or to generate talk that gives us power to change the LANTITE, change the sanctions Universities are placing on it to graduate, change the percentage of 30% worldwide to a more realistic approach and to help the politicians realise that this DOES NOT make us better teachers.'
- **LANTITE Study Group 2020 (Only Students):** There are currently 152 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'

While monitoring the social media sites, ACER discovered several new Facebook groups. The majority of comments and posts from members of the groups above generally provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

**Conclusion**

The first test window of 2020 generally went smoothly without any major issues. Due to the COVID-19 situation, a substantial amount of time was spent on corresponding with affected candidates on their circumstances and providing them with relevant advice and processing full refunds where applicable.

Test centre and remote proctoring incidents were all resolved promptly without any delay. There were 2 remote proctoring incidents caused by the errors of proctors. A full investigation was undertaken for both cases as the nature of the errors could potentially be serious. However, early detection of the errors meant that there was no impact on the performance of the candidates. ACER has since had a review meeting with ProctorU and will continue to work with ProctorU to ensure preventative measures are put in place by them and to ensure that such errors are not made in future.

Following a test centre incident at the Adelaide test centre, ACER has put together a witness account template for future test windows that will be used and completed by test supervisors and relevant parties when necessary to help with investigations of potential misconduct by candidates.

In addition, ACER also worked closely with DESE to provide the necessary data and information to assist in the investigation of a few reasonable adjustment complaints and concerns that candidates had raised with DESE and various regulatory authorities. In the meantime, ACER is continuing to review and refine its inclusive test administration and reasonable adjustments framework, guidelines and processes. At the request of DESE, ACER is also looking into the possibility of developing a paper test equivalent for the test.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2020 Test  
Window 2**

18 May – 31 May  
2020



Confidential

## Introduction

The second test window of 2020 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 18 May to Sunday 31 May 2020. This window offered remote proctoring test sessions only. Due to the novel corona virus (COVID-19) government and health regulations and restrictions, this test window did not operate in test centres.

A total of 1223 valid test session bookings were received during the registration period: 15 April to 27 April 2020. All test sessions were administered successfully and smoothly.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email was in operation during standard business hours to assist candidates with their enquiries. The phone helpdesk was not manned as the project team members have been working from home since the COVID-19 lockdown commenced in March 2020. A notice was posted on the test website to advise candidates to email their queries. All emails were generally responded to within 24 business hours. For urgent cases, the project team contacted candidates via Skype voice calls.

A link to the ACER's statement on the COVID-19 situation and restrictions was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>. Information on the eligibility criteria and test delivery mode of this test window, as well as the rationale for only offering limited test places via remote proctoring to specific candidates were made available on the test website. This information was also communicated to HEPs by DESE.

Candidates who met the following criteria were eligible to register for the test:

- Initial teacher education students who must sit the test for mid-year 2020 graduation purposes; or
- Graduated initial teacher education students who must sit the test for teacher registration purposes.

The eligibility criteria were not subsequently expanded to include 'final year initial teacher education students who need to sit the test to facilitate their final professional experience' due to capacity constraints. Information regarding this was immediately posted on the test website and HEPs were subsequently informed by DESE.

At the close of registrations, all HEPs were provided with a list of candidates from their institution to verify their eligibility. Further communication then took place via email between ACER and ineligible candidates regarding cancellation of test registrations and refunds.

### Registrations

Registrations for the second test window opened on Wednesday 15 April and closed on Monday 27 April 2020. All eligible candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

Candidates were advised to register for the test during the first week of registrations only if they met the eligibility criteria. Based on the number of registrations and capacity limitations, the eligibility criteria were not further extended. HEPs were asked to verify the eligibility of all the registered candidates and to get back to ACER. The test registrations of ineligible candidates as identified by their HEPs were then cancelled and a full refund was given to every candidate. In total, test registrations for 1083 ineligible candidates were cancelled with a full refund provided.

In total, valid registrations were received for 595 eligible candidates for the literacy test, and 633 eligible candidates for the numeracy test.

The refund deadline was Monday 27 April 2020. A further 4 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death/serious illness of an immediate family member and major health issues and illness.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so.

Subsequent emails for remote proctoring candidates focused on test day procedures, such as the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### Test Centres

Due to the COVID-19 pandemic and its restrictions, test sittings at test centres could not be offered. ACER worked with the venue providers to transfer bookings for the second test window to the third and fourth test windows where possible and applicable.

### Admission Tickets and Photo Identification

Admission tickets were released to candidates via their ACER account on Monday 11 May 2020. The ticket stated the personal details and the usernames required to access the tests for remote proctoring candidates.

Candidates had to check their personal details and their higher education provider and declare that the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) would not be accepted by the online proctor. Candidates were permitted to show their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

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### Attendance

Valid registrations were received for 595 eligible candidates for the literacy test, and 633 eligible candidates for the numeracy test. At the end of the test window, 559 candidates had sat the literacy test, and 589 candidates had sat the numeracy test.

Table 1 provides a summary of attendance for 2020 Test Window 2.

HEP	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Australian Catholic University	105	99	94.29%	119	112	94.12%
Avondale College	5	4	80.00%	6	6	100.00%

Central Queensland University	11	11	100.00%	12	12	100.00%
Charles Darwin University	29	28	96.55%	19	18	94.74%
Charles Sturt University	24	24	100.00%	23	23	100.00%
Curtin University	55	52	94.55%	57	55	96.49%
Deakin University	22	22	100.00%	33	32	96.97%
Eastern College Australia	1	1	100.00%	1	1	100.00%
Edith Cowan University	13	13	100.00%	13	13	100.00%
Federation University Australia	12	12	100.00%	16	15	93.75%
Flinders University	9	7	77.78%	15	13	86.67%
Griffith University	11	10	90.91%	13	13	100.00%
Holmesglen TAFE	2	2	100.00%	2	2	100.00%
James Cook University	8	8	100.00%	9	9	100.00%
La Trobe University	20	17	85.00%	23	21	91.30%
Monash University	19	17	89.47%	14	14	100.00%
Montessori World Educational Institute				2	2	100.00%
Murdoch University	14	12	85.71%	18	14	77.78%
RMIT University	4	4	100.00%	4	4	100.00%
Southern Cross University	1	1	100.00%	2	2	100.00%
Swinburne University of Technology	9	8	88.89%	10	7	70.00%
Tabor Adelaide	3	3	100.00%	4	4	100.00%
The University of Adelaide	12	11	91.67%	11	10	90.91%
The University of Melbourne	5	2	40.00%	3	3	100.00%
The University of New England	29	29	100.00%	31	31	100.00%
The University of New South Wales	1	1	100.00%	2	2	100.00%
The University of Newcastle	1	1	100.00%	2	2	100.00%
The University of Notre Dame Australia	3	2	66.67%	2	2	100.00%
The University of Queensland	2	2	100.00%	3	3	100.00%
The University of Sydney	11	9	81.82%	11	10	90.91%
The University of Western Australia	5	5	100.00%	5	5	100.00%
University of Canberra	33	33	100.00%	34	32	94.12%
University of South Australia	6	6	100.00%	9	6	66.67%
University of Southern Queensland	31	31	100.00%	32	30	93.75%
University of Tasmania	1	1	100.00%	2	2	100.00%
University of Technology, Sydney	12	11	91.67%	10	10	100.00%
University of the Sunshine Coast	5	5	100.00%	7	7	100.00%
Victoria University	50	47	94.00%	44	36	81.82%
Western Sydney University	9	8	88.89%	7	6	85.71%
<b>Grand Total</b>	<b>593</b>	<b>559</b>	<b>94.27%</b>	<b>630</b>	<b>589</b>	<b>93.49%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2020 Test Window 2**

#### Test Dates

2020 Test Window 2 was held from 18 May to 31 May 2020. Remote proctoring sessions could be scheduled by candidates between 18 May and 26 May 2020. The remote proctoring test window was

extended until 31 May 2020 for a small number of candidates who experienced significant technical issues and needed to reschedule their sessions.

### **Reasonable Adjustments**

A total of 63 applications for reasonable adjustments were received by ACER for 2020 Test Window 2. 60 applications were approved by ACER while 2 applications were not approved as the applications did not contain sufficient medical evidence and ACER had not received the required information by the deadline despite reminding the candidates to do so. 1 application was not processed as the candidate was not eligible to sit the test.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidate's needs.

Each application was assessed individually against ACER procedures and guidelines and based on the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. For instance, ACER is currently not able to approve a request to provide a paper-based version of the test. ACER must consider all applications for reasonable adjustments in light of maintaining test integrity while ensuring that the adjustments allow candidates to demonstrate their true test ability. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required. When deemed necessary, ACER would contact the treating health practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate were able to submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to speak with the ACER Disability Liaison Officer, when appropriate.

The adjustments granted for 2020 Test Window 2 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the screen
- Permission to wear ear plugs, hearing aids or noise cancelling headphones
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to use more scratch paper
- Permission to display test content on a larger screen



## Management of Remote Proctoring Incidents

Table 2 below provides a breakdown of the total number of significant remote proctoring incidents.

Total sessions	Cases with significant investigations	Percentage
1223	37	3.0%

**Table 2: 2020 Test Window 2 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 37 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The vast majority of incidents were mainly due to use of unauthorised programs, test timing and internet connection issues. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## Post-Test Activities

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### Review of Test Content

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2020 Test Window 2, there were no queries about the test content raised by candidates.

### Results

Test Window 2 results were released to DESE, VIT and HEPs via the ACER portal on 23 June 2020. The portal allows DESE to access de-identified results, and HEP and VIT nominated contacts to access, search and verify results for their students.

Results will be released to candidates via their ACER candidate account on 2 July 2020. Candidates will receive an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website will be updated to notify candidates when results have been released.

### Social Media

ACER continues to monitor eight restricted access Facebook groups set up for the test. Three additional groups have been set up since the completion of the first test window.

- **LANTITE SUPPORT:** There are currently 987 members and the group describes itself as 'A group to help members with ideas on passing Lantite exams';
- **Numeracy and Literacy Test Support Group:** There are currently 3571 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- **Lantite Test Help:** There are currently 871 members and they describe themselves as 'Lantite test help to help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests';
- **Place to vent about LANTITE:** There are currently 407 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures';

- **LANTITE Study Group:** There are currently 3069 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.';
- **Lantite Made Easy:** There are currently 1002 members and they described themselves as 'This group was created to help and offer FREE support for pre-registration teachers sitting the newly introduced LANTITE numeracy test.';
- **Students Acting Against LANTITE (STAAL) (formerly LANTITE Class Action):** There are currently 704 members and they described themselves as 'This group allows us to voice our concerns and how the LANTITE has personally affected all of us. We hope that this will allow for a class action law suit or to generate talk that gives us power to change the LANTITE, change the sanctions Universities are placing on it to graduate, change the percentage of 30% worldwide to a more realistic approach and to help the politicians realise that this DOES NOT make us better teachers.'; and
- **LANTITE Study Group 2020 (Only Students):** There are currently 142 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'

The majority of comments and posts from members of the groups above generally provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of the test content has been found for this test window.

### Conclusion

Due to COVID-19 government and health regulations and restrictions, 2020 Test Window 2 only operated via remote proctoring. To limit pressure on IT infrastructure and systems, test sessions were limited and only available for candidates who needed to sit the test for course completion and graduation purposes. Test sittings for the second test window of 2020 generally went smoothly without any major issues.

Due to the evolving COVID-19 situation, a substantial amount of time was spent on corresponding with HEPs and candidates to provide them with the relevant advice and updates and addressing their queries regarding remote proctoring capacity, eligibility criteria and placement requirements. A significant amount of time and resources were also spent on verifying the eligibility of candidates who had registered by communicating with the HEPs, and processing full refunds to ineligible candidates.

ACER is continuing to work very closely with DESE and venue providers on test centre arrangements for Test Window 3 and in offering the best available test sitting options and capacity, while considering the COVID-19 restrictions in every state and territory, and the welfare of the candidates and all test centre staff.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2020 Test  
Window 3**

7 August – 23  
August 2020



Confidential

## Introduction

The third test window of 2020 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Friday 7 August to Sunday 23 August 2020. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities except Melbourne.

A total of 13616 test session bookings were received during the registration period: Tuesday 7 July to Monday 20 July 2020. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the novel coronavirus (COVID-19) was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation. Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitiser, disposable gloves, and/or a face mask to the test centre. However, candidates were not permitted to wear a face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so.

Subsequent emails for remote proctoring candidates focused on test day procedures, such as the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### Registrations and Refunds

Registrations for Test Window 3 opened on Tuesday 7 July and closed on Monday 20 July 2020. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 13616 test session bookings were received during the registration period.

The refund deadline was Monday 20 July 2020. 171 refund requests were received and processed by the deadline. A further 30 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death/serious illness of an immediate family member, major health issues and illness, border closure, lockdown and other exceptional circumstances due to COVID-19, and other unexpected personal situations beyond the candidates' control.

### **Test Centres**

ACER continued to work closely with our partners to offer both the Saxons and Cliftons test centres in the capital cities. These test centres are mainly Saxons or Cliftons owned or in the case of Saxons Adelaide and Cliftons Hobart, established partner venues. This allowed ACER to work with Saxons and Cliftons to ensure the essential and consistent COVID-safe measures were put in place and implemented at these venues for all the test sessions. Important administrative procedures were also standardised and implemented at these test centres. The only exception is the Darwin test centre, for which ACER was in direct contact with the owner and was able to work with the owner to ensure that the same consistent set of COVID-safe measures and administrative procedures were put in place and implemented. ACER was also able to obtain assurance from all the test centre providers that they operated in compliance with the relevant public health orders in the respective states.

Due to the worsening COVID-19 situation in Melbourne and the consequent tightening of restrictions, ACER had to cancel test sittings in Melbourne shortly after the opening of registrations. Affected candidates were provided the options of switching to remote proctoring or a full refund. Adequate capacity was provided for the other capital cities and there was no necessity for ACER to increase the available seats at these test centres. Test centres in Adelaide, Perth, Sydney, Darwin and Hobart were at near capacity. The Cliftons test centre in Brisbane was slightly underutilised. Seats for one test day were not made available due to insufficient demand.

Experienced test supervisors were recruited and trained by ACER for the Saxons test centres. Supervisors for Cliftons and Darwin test centres were engaged and trained by test centre providers in accordance to the ACER test administration manual and guidelines. The test supervisor manual and scripts were reviewed and updated with additional information relating to management of the test sittings and candidates in alignment with the COVID- safe measures and administrative procedures that were put in place. An addendum document on 'COVID-19 Management of Test Centres' was also provided to test venues and supervisors to reiterate the important measures and additional procedures. To ensure a standardised approach was taken at the test centres in the event that any candidate displayed COVID-like symptoms during a test session, ACER took the initiative to discuss the matter with DESE and subsequently included this approach as part of the addendum document. The agreed process was for test supervisors to ask candidates who fell ill and display COVID-like symptoms during a test to leave the test premises by using test scripts provided by ACER. This was to ensure the well-being and safety of the sick candidate and all candidates and staff at the test centre. Such candidates would be advised that ACER would follow up with them within 48 hours and a full incident report would be submitted by the test supervisors to ACER. Based on the incident report and a review of the candidate's test, ACER would discuss each case with DESE before informing the candidates about the course of action. During the test window, no candidate fell sick during the tests.

ACER also had numerous discussions with all test centre providers and supervisors to delineate the responsibilities of venue staff and test supervisors in relation to the implementation of the COVID-safe measures and administrative procedures.

To offer more flexibility to candidates in choosing a suitable test session, ACER implemented a new booking structure in which a candidate can book a literacy or numeracy test in any of the four scheduled test sessions for the day. Candidates are no longer restricted to sitting the literacy test at the 7.30am and 1.30pm sessions and numeracy test at the 10.30am and 4.30pm sessions.

All test sittings generally went smoothly, except for some issues at the Brisbane, Canberra and Sydney test centres. There were minor technical issues at the Cliftons Brisbane on 21 August 2020 for the 10.30am and 1.30pm session. A server issue resulted in some of the computers being frozen and candidates were unable to continue with their test. These candidates were moved to other

computers promptly and were given additional time to complete the test. The ACER test application also froze due to internet issues in 3 of the smaller test rooms, resulting in candidates being logged out of their tests. The technicians were able to resolve the issue quickly and all candidates were able to log back in to continue their test. These candidates were also given extra time to compensate for the time lost. 2 candidates experienced their screen going blank for the 1.30pm session on 21 Aug 2020 at the Canberra test centre. The issue was immediately resolved and the candidates were able to log in to resume their test without any loss of time.

A candidate was found to have started the test without permission from the test supervisors for the 10.30am session on 16 August 2020 at the Sydney test centre. The candidate was asked to stop his test and asked to wait for 5 minutes as it was determined that he had started 5 minutes before the rest. The candidate was given a warning and complied with the instructions of the test supervisors. No further action was taken against this candidate.

A complaint was lodged by a student from Griffith University to the university regarding inadequacies of the COVID-safe measures at the Brisbane test centre. This complaint was forwarded by the university to ACER. ACER investigated the issues listed in the complaint thoroughly with Cliftons and the venue. ACER was able to ascertain that appropriate measures were implemented by the test venue and there was little basis for most of the issues that were highlighted in the complaint. However, the investigation regarding the allegation that the candidate's temperature was not taken was inconclusive as it was difficult for Cliftons to verify what had taken place as the identity of the candidate was not made known to ACER and Cliftons. ACER and Cliftons reviewed all the COVID-safe measures and proposed additional measures for subsequent test windows. These were communicated to Griffith University who was supportive and appreciative of these measures.

ACER will continue to work with all test centre providers and test supervisors to offer the appropriate test centres for the November 2020 test window, ensure all essential COVID-safe measures and administrative procedures are put in place and implemented at these test centres, and also to improve on the procedures to ensure the safety and wellbeing of candidates and staff at the test centres at all times.

### **Admission Tickets and Photo Identification**

Admission tickets were released to candidates via their ACER account on Friday 31 July 2020. The ticket stated the personal details, test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates had to check their personal details and their higher education provider and declare that the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) will not be accepted at the test centre or by the online proctor. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## **Test Day**

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### **Attendance**

A total of 6765 candidates registered for the literacy test, and a total of 6765 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 6448 candidates had sat the literacy test, and 6390 candidates had sat the numeracy test.

Table 1 provides a summary of attendance for 2020 Test Window 3.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	5	5	100.00%	5	4	80.00%
Australian Catholic University	619	592	95.64%	627	596	95.06%
Australian College of Physical Education	9	8	88.89%	8	6	75.00%
Avondale College	18	16	88.89%	35	31	88.57%
Central Queensland University	246	237	96.34%	256	247	96.48%
Charles Darwin University	182	171	93.96%	162	154	95.06%
Charles Sturt University	100	96	96.00%	100	97	97.00%
Christian Heritage College	26	25	96.15%	28	27	96.43%
Curtin University	258	245	94.96%	261	250	95.79%
Deakin University	294	283	96.26%	302	287	95.03%
Eastern College Australia	9	9	100.00%	9	9	100.00%
Edith Cowan University	355	342	96.34%	369	354	95.93%
Excelsia College	7	7	100.00%	7	7	100.00%
Federation University Australia	96	93	96.88%	92	83	90.22%
Flinders University	64	61	95.31%	65	58	89.23%
Griffith University	130	120	92.31%	103	91	88.35%
Holmesglen TAFE	1	1	100.00%	2	2	100.00%
James Cook University	44	42	95.45%	45	44	97.78%
La Trobe University	169	163	96.45%	156	149	95.51%
Macquarie University	134	129	96.27%	134	123	91.79%
Melbourne Polytechnic	2	2	100.00%	2	2	100.00%
Monash University	400	384	96.00%	359	344	95.82%
Montessori World Educational Institute	3	3	100.00%	6	6	100.00%
Murdoch University	41	37	90.24%	47	44	93.62%
Queensland University of Technology	129	113	87.60%	129	109	84.50%
RMIT University	35	32	91.43%	39	35	89.74%
Southern Cross University	58	54	93.10%	55	48	87.27%
Swinburne University of Technology	317	295	93.06%	317	293	92.43%
Tabor Adelaide	3	3	100.00%	3	3	100.00%
The University of Adelaide	75	68	90.67%	70	63	90.00%
The University of Melbourne	369	360	97.56%	366	357	97.54%
The University of New England	159	152	95.60%	172	161	93.60%
The University of New South Wales	111	107	96.40%	104	99	95.19%
The University of Newcastle	265	256	96.60%	264	249	94.32%
The University of Notre Dame Australia	190	184	96.84%	186	181	97.31%
The University of Queensland	116	114	98.28%	119	115	96.64%
The University of Sydney	203	199	98.03%	200	197	98.50%
The University of Western Australia	29	26	89.66%	36	34	94.44%
University of Canberra	85	79	92.94%	89	86	96.63%
University of South Australia	466	436	93.56%	519	483	93.06%
University of Southern Queensland	193	185	95.85%	185	177	95.68%
University of Tasmania	74	73	98.65%	78	77	98.72%

University of Technology, Sydney	68	65	95.59%	69	65	94.20%
University of the Sunshine Coast	84	82	97.62%	87	82	94.25%
University of Wollongong	112	107	95.54%	104	101	97.12%
Victoria University	210	200	95.24%	197	185	93.91%
Western Sydney University	202	187	92.57%	197	175	88.83%
<b>Grand Total</b>	<b>6765</b>	<b>6448</b>	<b>95.31%</b>	<b>6765</b>	<b>6390</b>	<b>94.46%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2020 Test Window 3**

### Test Dates

2020 Test Window 3 was held from 7 August to 23 August 2020. Remote proctoring sessions could be scheduled by candidates between 7 August and 20 August 2020. The remote proctoring test window was extended until 26 August 2020 for a small number of candidates who experienced significant technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 179 applications for reasonable adjustments were received by ACER for 2020 Test Window 3. 175 applications were approved by ACER while 4 applications were not approved as the application did not contain sufficient medical evidence and ACER had not received the required information by the deadline despite reminding the candidates to do so.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidate's needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. For instance, ACER is currently not able to approve a request to provide a paper-based version of the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.



Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required during the registration period. When deemed necessary, ACER would contact the treating health practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate were able to submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to speak with the ACER Disability Liaison Officer, when appropriate.

The adjustments granted for 2020 Test Window 3 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids or noise cancelling headphones
- Permission to have elevated leg support and cushion
- Permission to wear brace/splint and to use a heat/cold pack
- Permission to have written instructions provided
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to have human reader
- Permission to use more scratch paper
- Permission to communicate with proctor via chat only
- Request to have female proctors
- Special seating arrangements in the test room or in a smaller room.

One candidate was provided with the accessible test form for the literacy test. The candidate sat the literacy test via remote proctoring without any problem. To meet the needs of candidates who required additional support for their condition, ACER took the initiative to work with 2 higher education providers, University of Newcastle and Charles Darwin University to enable 2 candidates to sit the test with the relevant adjustments on campus. In addition, ACER also held special test sittings for 21 candidates with more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Perth and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres but would be better provided for at ACER offices. Due to the implementation of stage 4 lock down restrictions in Melbourne, ACER had to move the test sitting for 1 candidate from its Melbourne office to remote proctoring. This candidate had difficulties with sitting the test via remote proctoring and ACER spent a significant amount of time and effort to ensure that the candidate's granted adjustments were provided for adequately and the candidate was eventually able to complete his test with no further problems by being remotely proctored by ACER individually.

### **Management of Incidents**

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and also investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

## Test Centres

Incidents reported for 2020 Test Window 3 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (Saxons)	29	26 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate arrived late for their test session.	The candidate was not permitted to sit the test.
		1 candidate did not present acceptable ID to sit the test.	The candidate was not permitted to sit the test.
		1 recorded a high temperature across two readings (38.8).	The candidate was not permitted to sit the test and asked to leave the test centre when they reported to the centre. An incident report was submitted to ACER following the test.
Adelaide (Cliftons)	7	3 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test
		1 candidate arrived for their test session on a different day to the date stated on the Admission Ticket.	The candidate was not permitted to sit the test and asked to return to the test centre on the correct day.
		1 candidate was reported as breaching test rules/instructions	The candidate was informed that an incident report would be submitted to ACER if they did not comply with verbal instructions/warnings from test supervisors. An incident report was submitted to ACER following the test. ACER reviewed the incident and deemed the warning given by the supervisor to be sufficient.
		1 candidate queried the test content.	Referred to ACER test developers for review.
		1 candidate was unwell but did not have a temperature or display COVID-like symptoms during the test session.	The candidate was given water and left the room without completing the test. An incident report was submitted to ACER following the test.
Brisbane (Cliftons)	20	4 candidates presented photo IDs that contained mismatches with DOB/gender/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.

		9 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were moved to alternative workstations and given extra time to compensate for the time lost
		Test application froze/shut down for all candidates at the same time in 3 test rooms.	Test supervisor contacted IT technician to resolve the issue. All candidates were able to log back in and were given extra time to compensate for the time lost. Incident reports were submitted to ACER following the test.
		5 candidates queried the test content.	Referred to ACER test developers for review.
		The lights in the test room (motion sensor) turned off momentarily during the test.	The lights were turned back on immediately. An incident report was submitted to ACER following the test.
		1 candidate was reported as breaching test rules/instructions (accidental).	The candidate ceased their behaviour immediately following a verbal warning from the test supervisor. An incident report was submitted to ACER following the test.
		1 test session was started 10 minutes early due to a miscommunication between the test supervisors.	Finishing time for the test was brought forward by 10 minutes to rectify the error. An incident report was submitted to ACER following the test.
Canberra (Cliftons)	3	1 candidate was persistently coughing during the test.	The candidate informed staff at the test venue that test supervisors that she had asthma and had her temperature taken. Candidate was wearing a face mask and was permitted to continue the test as her temperature was of an acceptable level and because of non-COVID medical condition. An incident report was submitted to ACER following the test.
		2 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were able to log back in (with assistance from test supervisors) and did not need to move to an alternative workstation. An incident report was submitted to ACER following the test.
Perth (Cliftons)	2	2 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Perth (Saxons)	1	1 candidate queried the test content.	Referred to ACER test developers for review.
Sydney (Cliftons)	19	4 candidates experienced technical difficulties due to	Candidates were moved to alternative workstations and given

		internet/computer-related issues at the test venue.	extra time to compensate for the time lost.
		1 candidate presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test
		1 candidate was reported as breaching test rules/instructions (starting the test before instruction was given to do so).	Test supervisor issued a verbal warning to the candidate. Finishing time for the candidate was brought forward by 5 minutes to account for time used at the start. An incident report was submitted to ACER following the test.
		1 candidate's phone alarm sounded during the test.	The candidate's bag was identified and moved for the remainder of the test. An incident report was submitted to ACER following the test.
		2 candidates presented for the incorrect test session.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		2 candidates queried the test content.	Referred to ACER test developers for review.
		6 candidates did not present acceptable photo ID to sit the test	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		2 candidates reported medical concerns before the test session commenced.	Test supervisors provided assistance to candidates outside the test room. Candidates returned to the test room and continued the test without further incident. An incident report was submitted to ACER following the test.
<b>Total</b>	<b>81</b>		

**Table 2: 2020 Test Window 3 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
8003	138	1.7%

**Table 3: 2020 Test Window 3 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 138 incidents which required significant investigation involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## Post-Test Activities

### Review of Test Content

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2020 Test Window 3, 11 questions about the test content were raised by candidates. Of these, 11 required no action.

Table 4 provides a detailed summary of the actions taken.

Test component	Count of Action
<b>Literacy</b>	
No action required	6
<b>Literacy Total</b>	<b>6</b>
<b>Numeracy</b>	
No action required	5
<b>Numeracy Total</b>	<b>5</b>
<b>Grand Total</b>	<b>11</b>

**Table 4: Summary of actions taken based on candidate feedback in 2020 Test Window 3**

ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security and integrity at all times.

### Results

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. To date, ACER has not found any such evidence.

Test Window 3 results were released to DESE, VIT and HEPs via the ACER portal on 15 September 2020. The portal allows DESE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results will be released to candidates via their ACER candidate account on 24 September 2020. Candidates will receive an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website will be updated to notify candidates when results have been released.

### Social Media

ACER continues to monitor an increasing number of restricted access Facebook groups set up for the test. While monitoring the social media sites, ACER discovered one new Facebook group (Say No to ProctorU!). There are currently 9 Facebook groups.

- **LANTITE SUPPORT:** There are currently 1396 members and the group describes itself as 'A group to help members with ideas on passing Lantite exams';

- **Numeracy and Literacy Test Support Group:** There are currently 3693 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- **Lantite Test Help:** There are currently 973 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests';
- **Place to vent about LANTITE:** There are currently 423 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures';
- **LANTITE Study Group:** There are currently 3226 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support';
- **Lantite Made Easy:** There are currently 1274 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test';
- **Student Teachers Acting Against LANTITE (STAAL) (formerly LANTITE Class Action):** There are currently 715 members and they describe themselves as 'This group allows us to voice our concerns and how the LANTITE has personally affected all of us. We hope that this will allow for a class action law suit or to generate talk that gives us power to change the LANTITE, change the sanctions Universities are placing on it to graduate, change the percentage of 30% worldwide to a more realistic approach and to help the politicians realise that this DOES NOT make us better teachers. Passion does. Together we are stronger. Together we will be heard';
- **LANTITE Study Group 2020 (Only Students):** There are currently 140 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!; and
- **Say No to ProctorU!:** There are currently 1322 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'

The majority of comments and posts from members of the groups above generally provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

## Conclusion

Despite the challenges brought on by COVID-19 pandemic, the third test window of 2020 generally went smoothly without any major issues. Due to the evolving COVID-19 situation across Australia during this window, a substantial amount of time was spent on working with the test centre providers on additional preparations and COVID-safe measures and to ensure clear information and consistent guidelines were provided to the candidates and the test supervisors. This included reviewing and updating all test administration manuals, test scripts, and test centre documentation to ensure all the different state restrictions and regulations were adhered to, corresponding with affected candidates on their personal circumstances and providing them with relevant advice and processing refunds or changing their test delivery mode to remote proctoring where applicable and possible.

The COVID-19 restrictions and regulations have also had a huge impact on the availability and costs of the test centres and the number of candidates who have had to sit the test by remote proctoring. Test centres in Melbourne and Victoria could not be offered in this window and Victorian candidates who needed to sit the test had to do so by remote proctoring. Candidates in other states faced similar challenges as the regional centres could not be opened. This has resulted in the highest number of remote proctoring test sessions since the inception of the test. More ACER staff were deployed to manage the high number of remote proctoring sessions and to assist in responding to candidates'

queries and to give them the support promptly.

Test centre sessions that could be offered in other states had to be reduced or halved per test session due to social distancing requirements. This meant that more test days had to be offered in each location to cater to the demand and to provide adequate test room conditions for candidates with reasonable adjustments. All these changes had resulted in higher operational costs such as staff resources, venue and supervision costs. ACER anticipates that if the COVID-19 situation does not improve in the next few months, other than an increase in operational costs, other limitations and challenges will include finding suitable test centres as some test centres have closed or are not accepting external test bookings, and test centres which require laptops to be couriered are likely to continue to face major delays in delivery time and/or the availability of laptops for the test windows.

In the meantime, ACER will continue to work closely with DESE to provide the necessary COVID-19 information to the candidates and the higher education providers via the test website and the Australian Council of Deans of Education. ACER is also constantly reviewing and refining its COVID-19 test centre management procedures with the test centre providers and test supervisors as the situation in Australia continues to change in each state. This is to ensure that all the COVID-safe measures are implemented appropriately and consistently at all test centres for the safety and well-being of all candidates and staff.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2020 Test  
Window 4**

5 November – 19  
November 2020



Confidential



## Introduction

The fourth test window of 2020 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Thursday 5 November to Thursday 19 November 2020. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations, except Melbourne due to the novel coronavirus (COVID-19) restrictions in Victoria.

A total of 13275 test session bookings were received during the registration period: Thursday 1 October to Tuesday 13 October 2020. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window.

For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation. Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitiser, disposable gloves, and/or a face mask to the test centre. However, candidates were not permitted to wear a face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so.

Subsequent emails for remote proctoring candidates focused on test day procedures, such as the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### Registrations and Refunds

Registrations for Test Window 4 opened on Thursday 1 October and closed on Tuesday 13 October 2020. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration details and payment. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 13275 test session bookings were received during the registration period.

The refund deadline was Tuesday 13 October 2020. 109 refund requests were received and processed by the deadline. A further 10 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death/serious illness of an immediate family member, major health issues and illness, overbooked test session, and other unexpected personal situations beyond the candidates' control.

### **Test Centres**

ACER continued to work closely with our partners to offer both the Saxons and Cliftons test centres in the capital cities and regional areas where possible. These test centres are mainly Saxons or Cliftons owned or established partner venues. This allowed ACER to work with Saxons and Cliftons to ensure the essential and consistent COVID-safe measures were put in place and implemented at these venues for all the test sessions. Important administrative procedures were also standardised and implemented at these test centres. The only exceptions for TW4 are the Darwin and Newcastle test centres. For the Darwin test centre, ACER was in direct contact with the owner and was able to work with the owner to ensure that the same consistent set of COVID-safe measures and administrative procedures were put in place and implemented. For the Newcastle test centre, ACER has a good working relationship with the coordinator at the venue. ACER was able to get the venue to arrange for additional cleaning that was required between test sessions with ACER paying for the additional cleaning costs. ACER also worked closely with the coordinator to ensure all required COVID-safe measures and documentation were in order and implemented by the venue staff and ACER test supervisors. ACER was also able to obtain assurance from all the test centre providers that they operated in compliance with the relevant public health orders in the respective states.

Due to the uncertainty surrounding the COVID-19 situation in Melbourne, ACER was unable to offer test sittings in Melbourne in this test window. The unavailability of test centres in many regional locations due to various reasons and the evolving COVID-19 situation also meant that the test could only be offered in Sunshine Coast, Gold Coast, Newcastle and Wollongong for regional locations. Adequate capacity was provided for the test centres and there was no necessity for ACER to increase the available seats with the exception of Brisbane. Test centres in Perth, Sydney, Darwin and Hobart, Sunshine Coast, Gold Coast and Wollongong were at near capacity. Test centres in Adelaide, Newcastle, Sydney and Canberra were slightly underutilised. Seats for one or more test days were not made available due to insufficient demand.

Experienced test supervisors were recruited and trained by ACER for the Saxons and Newcastle test centres. Supervisors for Cliftons and Darwin test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals and scripts were reviewed and updated with additional information relating to management of the test sittings and candidates in alignment with the COVID- safe measures and administrative procedures that were put in place. An addendum document on 'COVID-19 Management of Test Centres' was also provided to test venues and supervisors to reiterate the important measures and additional procedures. For the Newcastle test centre, test supervisors were also briefed on the additional responsibilities and tasks that they were required to undertake. To ensure a standardised approach was taken at the test centres in the event that any candidate displayed COVID-like symptoms during a test session, ACER had previously discussed the matter with DESE and continued to adopt the agreed approach. The agreed process was for test supervisors to ask candidates who fell ill and display COVID-like symptoms during a test to leave the test premises by using test scripts provided by ACER. This was to ensure the well-being and safety of the sick candidate and all candidates and staff at the test centre. Such candidates would be advised that ACER would follow up with them within 48 hours and a full incident report would be submitted by the test supervisors to ACER. Based on the incident report and a review of the candidate's test, ACER would then discuss each case with DESE before informing the candidates about the course of action. During this test window, no candidate fell sick during the tests.

ACER also had numerous discussions with all test centre providers and supervisors to delineate the responsibilities of venue staff and test supervisors in relation to the implementation of the COVID-safe measures and administrative procedures.

ACER continued with the new booking structure in which a candidate can book a literacy or numeracy test in any of the four scheduled test sessions for the day. Candidates are no longer restricted to sitting the literacy test at the 7.30am and 1.30pm sessions and numeracy test at the 10.30am and 4.30pm sessions. This initiative offers greater flexibility to candidates in choosing a suitable test session and has continued to work well in this test window without any issues.

All test sittings generally went smoothly. There were some computer issues at the Saxons Brisbane, Sunshine Coast and Gold Coast test centres. The 'next' button on screen was partially obscured by the 'Keyboard Language' button on some computers at these test centres. This makes it difficult for the affected candidates to click on the 'next' button to proceed to the next question. However, the technicians at the test centres were able to quickly help candidates resolve the issue. Candidates were able to proceed with their test without any further issues. Candidates who had lost test time were also provided with additional test time to make up for the time they lost. ACER and Saxons investigated the issue and found that two language packs had been installed on the affected computers. The ACER online test application appeared to call this function up during the test. This resulted in the 'Keyboard Language' button appearing on-screen and partially obscuring the 'Next' button. This issue can be resolved by ensuring only a 'single keyboard layout' is installed on the computers in future. ACER will work with Saxons to ensure this is done for future test windows.

The start time for the 7.30am session at the Saxons Brisbane test centre on 16 November 2020 was delayed by 20 minutes due to an issue with the servers. The servers were shut down over the weekend due to power maintenance work undertaken at the building. The servers were rebooted early on Monday morning but unforeseen complications arose as a result of the reboot. Assistance was then required from the Network Administrator in Sydney to resolve the issue. Due to the complications, each computer needed to have their connection reset to allow for internet connection to be established. This resulted in a delayed start to the test but test supervisors explained the situation to the candidates and the test session proceeded without any further issues once it commenced.

At the 4.30pm session at the Cliftons Sydney test centre on 16 November 2020, a candidate who finished his exam early was observed to have his mobile phone in his pocket when he stood up to leave. He was asked if he had a phone on him and he produced the mobile phone from his pocket. As the candidate had not taken a bathroom break and was seated in front of the chief supervisor and had not been observed to use his phone during the test, a warning was issued and no further action was taken against this candidate.

ACER will continue to work with all test centre providers and test supervisors to offer the appropriate test centres for the test windows in 2021, ensure all essential COVID-safe measures and administrative procedures are put in place and implemented appropriately at these test centres, and also to review and improve on the procedures to ensure the safety and wellbeing of candidates and staff at the test centres at all times.

### **Admission Tickets and Photo Identification**

Admission tickets were released to candidates via their ACER account on Thursday 29 October 2020. The ticket stated the personal details, test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates had to check their personal details and their higher education provider and declare that the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) will not be accepted at the test centre or by the online proctor. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## Test Day

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### Attendance

A total of 6589 candidates registered for the literacy test, and a total of 6669 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 6260 candidates had sat the literacy test, and 6257 candidates had sat the numeracy test. These numbers were higher than the November test window in 2019 when a total of 6427 candidates registered for the literacy test, and a total of 6510 candidates registered to sit the numeracy test by the close of registrations. 6183 candidates sat the literacy test, and 6215 candidates sat the numeracy test in November 2019.

Table 1 provides a summary of attendance for 2020 Test Window 4.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	6	6	100.00%	6	6	100.00%
Australian Catholic University	510	492	96.47%	517	494	95.55%
Australian College of Physical Education	8	8	100.00%	5	5	100.00%
Avondale College	37	36	97.30%	38	35	92.11%
Central Queensland University	105	101	96.19%	111	102	91.89%
Charles Darwin University	158	142	89.87%	156	140	89.74%
Charles Sturt University	81	78	96.30%	81	76	93.83%
Christian Heritage College	15	15	100.00%	17	17	100.00%
Curtin University	220	211	95.91%	223	209	93.72%
Deakin University	320	307	95.94%	332	317	95.48%
Eastern College Australia	2	2	100.00%	3	3	100.00%
Edith Cowan University	380	358	94.21%	393	369	93.89%
Excelsia College	2	2	100.00%	2	2	100.00%
Federation University Australia	138	132	95.65%	142	132	92.96%
Flinders University	134	126	94.03%	148	137	92.57%
Griffith University	274	256	93.43%	275	253	92.00%
Holmesglen TAFE	5	5	100.00%	6	6	100.00%
James Cook University	65	59	90.77%	59	54	91.53%
La Trobe University	164	157	95.73%	171	162	94.74%
Macquarie University	203	194	95.57%	223	213	95.52%
Melbourne Polytechnic	3	3	100.00%	5	5	100.00%
Monash University	475	441	92.84%	461	428	92.84%
Montessori World Educational Institute	6	4	66.67%	5	3	60.00%
Murdoch University	90	87	96.67%	87	84	96.55%
Queensland University of Technology	292	273	93.49%	299	278	92.98%
RMIT University	57	54	94.74%	61	58	95.08%
Southern Cross University	80	76	95.00%	81	74	91.36%
Swinburne University of Technology	365	352	96.44%	405	377	93.09%
Tabor Adelaide	18	18	100.00%	17	16	94.12%
The University of Adelaide	60	55	91.67%	57	49	85.96%
The University of Melbourne	141	139	98.58%	127	121	95.28%

The University of New England	182	178	97.80%	193	189	97.93%
The University of New South Wales	52	49	94.23%	48	45	93.75%
The University of Newcastle	176	170	96.59%	186	177	95.16%
The University of Notre Dame Australia	191	184	96.34%	182	178	97.80%
The University of Queensland	65	58	89.23%	70	63	90.00%
The University of Sydney	106	97	91.51%	105	96	91.43%
The University of Western Australia	44	42	95.45%	48	45	93.75%
University of Canberra	99	94	94.95%	84	80	95.24%
University of South Australia	232	223	96.12%	236	215	91.10%
University of Southern Queensland	159	156	98.11%	158	151	95.57%
University of Tasmania	104	100	96.15%	92	84	91.30%
University of Technology, Sydney	52	48	92.31%	58	54	93.10%
University of the Sunshine Coast	109	106	97.25%	121	117	96.69%
University of Wollongong	104	100	96.15%	96	90	93.75%
Victoria University	326	306	93.87%	313	294	93.93%
Western Sydney University	174	160	91.95%	166	154	92.77%
<b>Grand Total</b>	<b>6589</b>	<b>6260</b>	<b>95.01%</b>	<b>6669</b>	<b>6257</b>	<b>93.82%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2020 Test Window 4**

### Test Dates

2020 Test Window 4 was held from 5 November to 19 November 2020. Remote proctoring sessions could be scheduled by candidates between 5 November and 16 November 2020. The remote proctoring test window was extended until 21 November 2020 for 8 candidates who experienced technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 169 applications for reasonable adjustments were received by ACER for 2020 Test Window 4. 167 applications were approved by ACER while 2 applications were not approved as the application did not contain sufficient medical evidence and ACER had not received the required information by the deadline despite reminding the candidates to do so.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidate's needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required during the registration period. When deemed necessary, ACER would contact the treating health practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate were able to submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, when appropriate. In this test window, 2 candidates emailed ACER and asked for a review of their adjustments. 1 candidate asked for permission to read aloud due to her medical condition and was granted permission. Another candidate asked to bring in notes as aid for her test. This request was rejected and the candidate was receptive of ACER's decision. The adjustments granted for 2020 Test Window 4 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids or noise cancelling headphones
- Permission to have elevated leg support, back support and cushion
- Permission to wear wrist support
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to have human reader
- Permission to wear hearing-aid
- Permission to use more scratch paper
- Permission to communicate with proctor via chat only
- Permission to connect laptop to a larger screen with stated restrictions
- Special seating arrangements in the test room or in a smaller room
- Paper copy of the test
- Permission to use highlighter
- Permission to use personal non-scientific calculator for section 1 of numeracy test.

One candidate was provided with the accessible test form for the literacy test. The candidate sat both the literacy and numeracy tests via remote proctoring without any problem. To meet the needs of

candidates who required additional support for their condition, ACER worked with Charles Darwin University to enable 1 candidate to sit the test with the relevant adjustments on campus. In addition, ACER also held special test sittings for 14 candidates with more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Perth and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres and would be better provided for at the ACER offices. 2 candidates with s 22 were granted the opportunity to sit the paper version of the test.s 22

. Questions for the paper copy of the tests were specially developed by the test developers. The test papers were also formatted and printed in accordance with the requirements stipulated by the candidates' medical practitioners.

ACER also granted permission for a RA candidate to switch her numeracy test session from test centre to remote proctoring due to COVID-19 related reasons. ACER evaluated her case and worked with ProctorU to provide the equivalent of her granted adjustments for her remote proctoring test session. The candidate completed her test without any problem.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and also investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

#### Test Centres

Incidents reported for 2020 Test Window 4 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (Saxons)	19	14 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate arrived late for their test session.	The candidate was not permitted to sit the test.
		1 candidate arrived for their test session on a different day to the date stated on the Admission Ticket.	The candidate was not permitted to sit the test.
		2 candidates did not present acceptable ID/an admission ticket to sit the test.	The candidates were not permitted to sit the test.
		1 candidate was coughing intermittently during the test.	The candidate wore a mask and her workstation was thoroughly sanitised after her test session. An incident report was submitted to ACER following the test.
Adelaide (Cliftons)	26	3 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test

		1 candidate did not present acceptable ID to sit the test,	The candidate was not permitted to sit the test.
		1 candidate queried the test content.	Referred to ACER test developers for review.
Brisbane (Saxons)	21	4 candidates presented photo IDs that contained mismatches with DOB/gender/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		3 candidates arrived for their test session on a different day or at a different time to the date stated on the Admission Ticket.	Candidates were not permitted to sit the test and asked to return to the test centre at the correct time.
		1 candidate had difficulty logging in to the test application.	Candidate was advised on how to enter her password. Candidate completed test in allotted time.
		7 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		1 candidate arrived late as test instructions were being read.	Candidate was permitted to sit the test. An incident report was submitted to ACER following the test.
		1 candidate was present on time but did not commence their test at the test start time.	Candidate was advised to begin the test and shown the test times posted at the front of the room. Candidate completed the test.
		3 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate displayed symptoms of a head cold during the test.	ACER was contacted for advice. All candidates were monitored and no complaints were received.
Canberra (Cliftons)	4	2 candidates did not present acceptable photo ID to sit the test	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate started Section 2 of the numeracy test before completing Section 1.	Candidate was reminded of the test instructions given before the test began. An incident report was submitted to ACER following the test.
Darwin (ACER)	1	1 candidate's phone sounded from the waiting area.	Candidate was identified and phone was turned off. An incident report was submitted to ACER following the test.
Gold Coast	6	2 candidates queried the test content.	Referred to ACER test developers for review.



		2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		1 candidate did not log out of her account when leaving the test room.	Supervisor logged candidate out and submitted an incident report to ACER. Supervisor confirmed no person was near the computer after candidate left the room.
		Venue staff could be heard talking outside the test room during the test.	Supervisor asked venue staff to move away from the test room.
Hobart	1	1 candidate did not present acceptable photo ID to sit the test	The candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Newcastle	1	1 candidate presented for consecutive sessions with a confirmation email but no admission ticket.	Supervisor contacted ACER for advice. ACER confirmed candidate was registered for the test sessions. Candidate's ID was sighted and candidate was permitted to sit the test.
Perth (Cliftons)	1	1 candidate could not log in to the test with their own login credentials.	Test supervisors contacted IT staff and ACER to resolve the issue. The candidate was provided with a spare login and 1 candidate's password was reset and given extra time to compensate for the time lost.
Perth (Saxons)	2	1 candidate could not log in with their own test credentials.	Referred to ACER test developers for review.
		Building alarms sounded loudly during the test.	All candidates were offered extra time to compensate for the disturbance. An incident report was submitted to ACER following the test.
Sunshine Coast/ Maroochydore (Saxons)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was given a new workstation to continue the test and offered extra time to compensate for the time lost.
Sydney (Cliftons)	20	8 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		3 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	The candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate was reported as breaching test rules/instructions (seen with phone in pocket during the test).	Test supervisor issued a verbal warning to the candidate. Candidate was not seen using the phone and did not take a bathroom break. An incident report was submitted to ACER following the test.
		4 candidates queried the test content.	Referred to ACER test developers for review.

		4 candidates did not present acceptable photo ID to sit the test	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
Sydney (Saxons)	1	One candidate's phone alarm sounded during the test.	Candidate stopped the alarm immediately. An incident report was submitted to ACER following the test.
<b>Total</b>	<b>104</b>		

**Table 2: 2020 Test Window 4 Test Centre Incident Summary**

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

Total sessions	Cases with significant investigations	Percentage
8066	60	0.7%

**Table 3: 2020 Test Window 4 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 60 incidents which required significant investigations involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were mainly due to the use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate this by providing a Step-by-Step Guide on the test website and sent out emails to candidates before the test window to remind them to ensure that they had checked their equipment and internet connection and ensured they adhered to the test rules and the minimum requirements needed to sit the test by remote proctoring. However, despite these steps, there is always a minority during every test window who failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## **Post-Test Activities**

### **Review of Test Content**

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2020 Test Window 4, 9 questions about the test content were raised by candidates. Of these, 7 required no action. Action was taken to revise the wording for 1 literacy question and 1 numeracy question.

Table 4 provides a detailed summary of the actions taken.

Test component	Count of Action
<b>Literacy</b>	
No action required	4
Corrected a wording error	1
<b>Literacy Total</b>	<b>5</b>

<b>Numeracy</b>	
No action required	3
Corrected a wording error	1
<b>Numeracy Total</b>	<b>4</b>
<b>Grand Total</b>	<b>9</b>

**Table 4: Summary of actions taken based on candidate feedback in 2020 Test Window 4**

ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security and integrity at all times.

### Results

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. To date, ACER has not found any such evidence.

Test Window 4 results were released to DESE, VIT and HEPs via the ACER portal on 11 December 2020. The portal allows DESE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on 17 December 2020. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

### Social Media

ACER continues to monitor an increasing number of restricted access Facebook groups set up for the test. While monitoring the social media sites, ACER discovered one new Facebook group (Say No to ProctorU!). There are currently 10 Facebook groups.

- **LANTITE SUPPORT:** There are currently 2043 members and the group describes itself as 'A group to help members with ideas on passing Lantite exams';
- **Numeracy and Literacy Test Support Group:** There are currently 3811 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- **Lantite Test Help:** There are currently 1065 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests';
- **Place to vent about LANTITE:** There are currently 487 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures';
- **LANTITE Study Group:** There are currently 3367 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support';
- **Lantite Made Easy:** There are currently 1446 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test';
- **Student Teachers Acting Against LANTITE (STAAL) (formerly LANTITE Class Action):** There are currently 745 members and they describe themselves as 'This group allows us to voice our concerns and how the LANTITE has personally affected all of us. We hope that this will allow for a class action law suit or to generate talk that gives us power to change the LANTITE, change the sanctions Universities are placing on it to graduate, change the percentage of 30% worldwide to a more realistic approach and to help the politicians realise

that this DOES NOT make us better teachers. Passion does. Together we are stronger. Together we will be heard’;

- **LANTITE Study Group 2020 (Only Students):** There are currently 149 members and they describe themselves as ‘Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!;
- **Say No to ProctorU!:** There are currently 1322 members and they describe themselves as ‘Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!’; and
- **Australian LANTITE inequalities exposed!:** There are currently 253 members and they describe themselves as ‘This group aims to bring much needed attention to the institutional inequalities which exist regarding the Australian government’s implementation of the LANTITE exam for pre-service teachers. While we are NSW specific we are also abreast of the lantite situation Australia wide and will also assist should you be located elsewhere.

The majority of comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. One candidate was found trying to discuss test questions after the test session in this test window but the post was quickly removed by the candidate. ACER wrote to the candidate and warned about the consequences of discussing test questions and the candidate wrote to explain and apologised for their actions. ACER reviewed the matter and other than a warning, no further action was taken against the candidate.

## Conclusion

Despite the continued challenges brought on by the COVID-19 pandemic, the last test window of 2020 generally went smoothly without any major issues. Due to the evolving COVID-19 situation across Australia, ACER had to spend a substantial amount of time on monitoring the health regulations and restrictions in each state and working with the test centre providers and test supervisors in each location on the COVID-safe measures. This included reviewing and updating all test administration manuals, test scripts, and test centre documentation and corresponding with affected candidates on their personal circumstances and providing them with appropriate advice and support.

The COVID-19 restrictions and lack of availability of suitable test centres has once again resulted in a high and very similar number of remote proctoring test sessions as the previous test window. More ACER staff were again deployed to manage these numbers and to assist in responding to candidates’ queries and to give them the support promptly.

ACER has contacted all test centre providers and venues in the last 2 months to try and secure bookings for 2021 but have been advised by many TAFE institutions and higher education providers that the COVID-19 situation has meant that they are unable to accept external bookings from ACER at the moment. ACER was also advised just before Christmas that Saxons, a major test centre provider, has been badly impacted by the COVID and gone into liquidation and test centres that were already booked with them in Brisbane, Melbourne, Perth and Sydney in 2021 are no longer valid. Besides an increase in operational costs, finding suitable test centres particularly in the regional locations and offering them in a COVID-safe environment will remain the key challenges in 2021. ACER is currently in the midst of a contract discussion with Cliftons for 2021 and also looking at contingency plans to ensure test centres can continue to be offered adequately and safely despite these challenges.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2021 Test  
Window 1**

15 February – 28  
February 2021



Confidential

## Introduction

The first test window of 2021 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 15 February to Sunday 28 February 2021. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 12037 test session bookings were received during the registration period: Tuesday 12 January to Monday 25 January 2021. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitiser, disposable gloves, and/or a face mask to the test centre. Candidates were required to wear a face mask if it was mandated by their local government while attending their test session; otherwise, it was strongly recommended that candidates wear a face mask during their test session. However, candidates had to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, the first email notified candidates that Admission Tickets had been released. Candidates were reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so.

Subsequent emails for remote proctoring candidates focused on test day procedures, such as the technical and test room requirements, permitted items and misconduct policy for the test. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### Registrations and Refunds

Registrations for Test Window 1 opened on Tuesday 12 January and closed on Monday 25 January 2021. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account.

A total of 12037 test session bookings were received during the registration period.

The refund deadline was Monday 25 January 2021. 84 refund requests were received and processed by the deadline. A further 23 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death/serious illness of an immediate family member, major health issues and illness, sudden border closures due to the COVID-19 situation, and other unexpected personal situations beyond the candidates' control.

### **Test Centres**

ACER continued to work closely with our partners to offer test centres in the capital cities and regional areas where possible. Two key challenges emerged at the end of 2020 and in early 2021 with the liquidation of Saxons and of TAFE NSW's decision to discontinue hiring of premises to external parties. Despite these challenges, ACER continued to work on sourcing and organising suitable test venues for the test. ACER approached the individual partner venues of Saxons in Adelaide, Gold Coast and Sunshine Coast and worked with them directly to run the test at these venues for Test Window 1 2021. ACER continued to work with Cliftons to offer test venues in the major capital cities and a new test venue in Newcastle.

ACER also continued its collaboration with the test centre in Darwin to run the test during Test Window 1 2021. ACER worked with Cliftons and the owner/contact person at each individual test venue to ensure that essential and consistent COVID-safe measures were put in place and implemented appropriately at these venues for all the test sessions. This included having constructive conversations with the owners of the previous partner venues of Saxons to verify that previously implemented COVID-safe measures under Saxons would continue to be undertaken at each of these test venues. Important administrative procedures were standardised and implemented at these test centres with minor differences in administrative processes to account for the diverse ways in which the test venues operate. Such differences often relate to the allocation of tasks and responsibilities between the test venue staff and test supervisors at the ACER organised test venues. ACER was also able to obtain assurance from all the test centre providers that they operated in compliance with the relevant public health orders in the respective states.

With the improvement in the COVID-19 situation in Victoria, ACER was able to offer test sittings in Melbourne in this test window. However, the take-up rate for the Melbourne test centre was rather low as compared to pre-pandemic times. Demand was also lower in Warrnambool with many seats not taken. For Sydney and Adelaide, the demand for seats also decreased. In contrast, demand was particularly strong in Perth, where ACER negotiated with Cliftons to offer seats for 2 additional test days. Test centres in Canberra, Darwin, Hobart, Sunshine Coast, Gold Coast and Newcastle were at near capacity.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Cliftons and Darwin test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts and the document on 'COVID-19 Management of Test Centres' were reviewed and updated with additional information relating to management of the test sittings and candidates in alignment with the COVID- safe measures and administrative procedures that were put in place.

ACER also had numerous discussions with all test centre providers and supervisors to delineate the responsibilities of venue staff and test supervisors in relation to the implementation of the COVID-safe measures and administrative procedures.

ACER continued with the new booking structure in which a candidate can book a literacy or numeracy test in any of the four scheduled test sessions for the day. Candidates are no longer restricted to sitting the literacy test at the 7.30am and 1.30pm sessions and numeracy test at the 10.30am and 4.30pm sessions. This initiative offers greater flexibility to candidates in choosing a suitable test session and has continued to work well in this test window without any issues.

All test sittings generally went smoothly. ACER proactively worked with the owners of the Sunshine Coast and Gold Coast venues before the start of the test window to pre-empt the issue relating to the 'next' button being partially obscured by the 'Keyboard Language' button. Consequently, the issue

was resolved and no such problem was raised during the test window.

There were minor incidents at the Newcastle, Melbourne, and Gold Coast test centres. The building alarm was accidentally triggered for a brief period during the 4.30pm test session in Newcastle on 16 February 2021. Candidates were given 5 minutes of additional time to make up for the disruption caused by the alarm. There was a short burst of noise caused by construction work at an adjacent building during the 7.30am session at the Melbourne test centre on 19 February 2021. Candidates were immediately offered ear plugs. Candidates did not raise any issue with the test supervisors or ACER. During the 4.30pm session at the Brisbane test centre on 19 February 2021, a low humming sound could be heard coming from the speech pathologist office adjacent to the test centre in Gold Coast during the 4.30pm session on 22 February 2021. Candidates were immediately offered ear plugs and the owner of the venue quickly addressed the issue with the speech pathologist office and the noise ceased immediately. Candidates did not raise any issue. Several candidates experienced computer-related issues during their test sessions across the various test centres. These issues were as usual immediately attended to and resolved. Affected candidates were also given additional time to make up for the time they had lost.

ACER will continue to work with all test centre providers and test supervisors to offer the appropriate test centres for the remaining test windows in 2021, ensure essential COVID-safe measures and administrative procedures are put in place appropriately at all test centres. ACER will also review these measures and procedures and make appropriate changes if necessary, to always ensure the safety and well-being of candidates and staff at the test centres.

#### **Admission Tickets and Photo Identification**

Admission tickets were released to candidates via their ACER account on Monday 8 February 2021. The ticket stated the personal details, test session and venue details for test centre candidates, and the usernames required to access the tests for remote proctoring candidates.

Candidates had to check their personal details and their higher education provider and declare that the information was correct before they could access their ticket. This was done to minimise the number of errors that had to be rectified during and after the test period.

Candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) will not be accepted at the test centre or by the online proctor. Candidates were permitted to show the test supervisors or their online proctor either an electronic or printed copy of their admission ticket.

## **Test Day**

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### **Attendance**

A total of 5979 candidates registered for the literacy test, and a total of 6026 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 5773 candidates had sat the literacy test, and 5760 candidates had sat the numeracy test. These numbers were higher than the 2020 test window 1 when a total of 5791 candidates registered for the literacy test, and a total of 5912 candidates registered to sit the numeracy test by the close of registrations. 5481 candidates sat the literacy test, and 5589 candidates sat the numeracy test in 2020 test window 1.

Table 1 provides a summary of attendance for 2021 Test Window 1.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	3	3	100.00%	4	4	100.00%
Australian Catholic University	677	654	96.60%	649	620	95.53%
Australian College of Physical Education	10	9	90.00%	14	12	85.71%



Avondale College	13	12	92.31%	11	10	90.91%
Central Queensland University	72	71	98.61%	79	75	94.94%
Charles Darwin University	128	123	96.09%	109	98	89.91%
Charles Sturt University	76	76	100.00%	81	80	98.77%
Christian Heritage College	12	12	100.00%	13	13	100.00%
Curtin University	252	248	98.41%	264	254	96.21%
Deakin University	230	220	95.65%	234	227	97.01%
Eastern College Australia	1	1	100.00%	1	1	100.00%
Edith Cowan University	341	333	97.65%	344	332	96.51%
Excelsia College	1	1	100.00%	1	1	100.00%
Federation University Australia	50	48	96.00%	60	53	88.33%
Flinders University	75	73	97.33%	77	74	96.10%
Griffith University	207	203	98.07%	217	209	96.31%
Holmesglen TAFE	5	5	100.00%	2	2	100.00%
James Cook University	40	37	92.50%	43	39	90.70%
La Trobe University	192	188	97.92%	179	172	96.09%
Macquarie University	156	148	94.87%	172	167	97.09%
Melbourne Polytechnic	10	10	100.00%	6	6	100.00%
Monash University	103	96	93.20%	97	86	88.66%
Montessori World Educational Institute	1	1	100.00%			
Murdoch University	62	62	100.00%	66	65	98.48%
Queensland University of Technology	218	203	93.12%	216	201	93.06%
RMIT University	41	37	90.24%	37	31	83.78%
Southern Cross University	82	79	96.34%	93	88	94.62%
Swinburne University of Technology	359	347	96.66%	374	351	93.85%
Tabor Adelaide	14	14	100.00%	17	17	100.00%
The University of Adelaide	84	82	97.62%	75	73	97.33%
The University of Melbourne	216	210	97.22%	221	208	94.12%
The University of New England	179	171	95.53%	180	175	97.22%
The University of New South Wales	41	39	95.12%	45	42	93.33%
The University of Newcastle	187	183	97.86%	192	185	96.35%
The University of Notre Dame Australia	171	164	95.91%	177	172	97.18%
The University of Queensland	98	94	95.92%	91	86	94.51%
The University of Sydney	117	111	94.87%	109	104	95.41%
The University of Western Australia	43	43	100.00%	45	45	100.00%
University of Canberra	129	123	95.35%	132	124	93.94%
University of South Australia	254	240	94.49%	275	266	96.73%
University of Southern Queensland	142	141	99.30%	149	146	97.99%
University of Tasmania	134	133	99.25%	141	140	99.29%
University of Technology, Sydney	44	44	100.00%	40	38	95.00%
University of the Sunshine Coast	115	113	98.26%	106	105	99.06%
University of Wollongong	161	157	97.52%	164	162	98.78%
Victoria University	205	194	94.63%	201	192	95.52%
Western Sydney University	228	217	95.18%	223	209	93.72%

<b>Grand Total</b>	5979	5773	96.55%	6026	5760	95.59%
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**Table 1: Summary of attendance by Higher Education Provider for 2021 Test Window 1**

### Test Dates

2021 Test Window 1 was held from 15 February to 28 February 2021. Remote proctoring sessions could be scheduled by candidates between 15 February and 25 February 2021. The remote proctoring test window was extended until 1 March 2021 for 15 candidates who experienced technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 183 applications for reasonable adjustments were received by ACER for 2021 Test Window 1. 177 applications were approved by ACER while 6 applications were not approved as the application did not contain sufficient medical evidence to be processed and ACER had not received the required information by the deadline despite reminding the candidates to do so.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidate's needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required during the registration period. When deemed necessary, ACER would contact the treating health practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate were able to submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, when appropriate. In this test window, 3 candidates emailed ACER and asked for a review of their adjustments. 1 candidate asked for and was granted a paper copy of the test. However, this candidate later withdrew from the test due to other personal reasons. 1 candidate was granted additional test time with further supporting documentation from the medical practitioner while another's request was rejected due to inadequate information in the supporting documentation to support the additional time requested. The adjustments granted for 2021 Test Window 1 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids or noise cancelling headphones
- Permission to use wired headphones
- Permission to have elevated leg support, back support and cushion
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to have human reader
- Permission to use personal mouse
- Permission to have more copies of scratch paper
- Permission to communicate with proctor via chat only
- Permission to connect laptop to a larger screen with stated restrictions
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Permission to use highlighter
- Permission to read out loud
- Provision of written test instructions

ACER also held special test sittings for 24 candidates with more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres and would be better provided for at the ACER offices. 1 candidate with <sup>s 22</sup> was granted the opportunity to sit the paper version of the test, however the candidate later withdrew from the test due to personal reasons.

ACER also granted permission for a RA candidate to switch her literacy and numeracy test sessions from test centre to remote proctoring due to COVID-19 related reasons. ACER evaluated her case and worked with ProctorU to provide the equivalent of her granted adjustments for her remote proctoring test sessions. The candidate completed her test without any problem.

ACER has also revised the guidelines for application for reasonable adjustments. Changes in terms of the types of medical documentation required for application for reasonable adjustments will be implemented from Test Window 2, 2021. Relevant information has been published on the test website to allow candidates time to familiarise with new guidelines.

### **Management of Incidents**

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual

candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2021 Test Window 1 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	17	6 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		9 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		2 candidates did not present acceptable ID/an admission ticket to sit the test.	The candidates were not permitted to sit the test.
Adelaide (Cliftons)	1	1 candidate queried the test content.	Referred to ACER test developers for review.
Brisbane (Cliftons)	24	1 candidate presented photo IDs that contained a mismatch with DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		3 candidates arrived for their test session on a different day or at a different time to the date stated on the Admission Ticket.	Candidates were not permitted to sit the test and asked to return to the test centre at the correct time.
		2 candidates' phones sounded from their bag.	Candidates were identified and phone was turned off. An incident report was submitted to ACER following the test.
		12 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		1 candidate refused to turn mobile phone off and became defensive and aggressive. Candidate was reminded of test misconduct rules before calming down and complying.	Candidate gave phone to supervisor and was permitted to sit the test. An incident report was submitted to ACER following the test.
		1 candidate was unwell during the test.	Test supervisors attended to the candidate. Candidate's temperature

			was retaken and it was determined that she was fit to continue the test. The candidate wore a mask for the remainder of the test session.
		1 candidate could not log in to the test with their own login credentials.	Test supervisors contacted IT staff and ACER to resolve the issue. The candidate was provided with a spare login.
		3 candidates did not present acceptable photo ID to sit the test.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
Gold Coast (ACER)	8	7 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		Noise from an adjacent business could be heard during the test.	Venue staff contacted the adjacent business after being alerted to the noise disturbance by the test supervisors – the noise ceased within five minutes. Candidates were offered earplugs to use for the remainder of the test session. An incident report was submitted to ACER following the test.
Melbourne (Cliftons)	7	2 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		2 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate arrived after the test had started.	Candidates were not permitted to sit the test and advised to contact ACER.
		1 candidate's phone sounded from their bag.	Candidate was identified and phone was turned off. An incident report was submitted to ACER following the test.
		Construction noise could be heard outside the venue.	Candidates were offered earplugs. An incident report was submitted to ACER following the test. No complaints were received.
Newcastle (Cliftons)	3	1 candidate did not present acceptable photo ID to sit the test.	The candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	The candidate's workstation was restarted, which solved the issue. Candidate was given extra time to compensate for the time lost.
		Building alarms sounded loudly during the test.	All candidates were offered extra time to compensate for the disturbance. An incident report was submitted to ACER following the test.
Perth (Cliftons)	2	1 candidate could not log in to the test with their own login credentials.	Test supervisors contacted IT staff and ACER to resolve the issue. The

			candidate was provided with a spare login.
		1 candidate queried the test content.	Referred to ACER test developers for review.
Sunshine Coast/ Maroochydore (ACER)	1	1 candidate presented photo ID that contained mismatches with name on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Sydney (Cliftons)	32	8 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		10 candidates presented photo IDs that contained mismatches with DOB/names on the Admission Ticket.	The candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		3 candidates queried the test content.	Referred to ACER test developers for review.
		5 candidates did not present acceptable photo ID to sit the test	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		2 candidates could not log in to the test with their own login credentials.	Test supervisors contacted IT staff and ACER to resolve the issue. The candidates were provided with a spare login and no test time was lost.
		Construction noise could be heard outside the venue	Candidates were offered earplugs. An incident report was submitted to ACER following the test. No complaints were received.
		2 candidates' phones sounded during the test	Candidates were identified and phones were turned off. An incident report was submitted to ACER following the test.
		1 candidate displayed symptoms of a head cold during the test.	Candidate was offered a face mask. An incident report was submitted to ACER following the test.
<b>Total</b>	<b>95</b>		

**Table 1: 2021 Test Window 1 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
5414	87	1.6%

**Table 3: 2021 Test Window 1 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 87

incidents which required significant investigations involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate this by providing a Step-by-Step Guide on the test website and sent out emails to candidates before the test window to remind them to ensure that they had checked their equipment and internet connection and ensured they adhered to the test rules and the minimum requirements needed to sit the test by remote proctoring. However, despite these steps, there is always a minority during every test window who failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## Post-Test Activities

### Review of Test Content

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2021 Test Window 1, 7 questions about the test content were raised by candidates. Of these, 5 required no action. Action was taken to revise the wording for 1 literacy question and 1 numeracy question.

Table 4 provides a detailed summary of the actions taken.

Test component	Count of Action
<b>Literacy</b>	
No action required	2
Corrected a wording error	1
<b>Literacy Total</b>	<b>3</b>
<b>Numeracy</b>	
No action required	3
Corrected a wording error	1
<b>Numeracy Total</b>	<b>4</b>
<b>Grand Total</b>	<b>7</b>

**Table 4: Summary of actions taken based on candidate feedback in 2021 Test Window 1**

ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security and integrity at all times.

### Results

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. To date, ACER has not found any such evidence.

Test Window 1 results were released to DESE, VIT and HEPs via the ACER portal on 24 March 2021. The portal allows DESE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on 31 March 2021. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

### Social Media

ACER continues to monitor an increasing number of restricted access Facebook groups set up for the test. . There are currently 10 Facebook groups.

- **LANTITE SUPPORT:** There are currently 2445 members and the group describes itself as ‘A group to help members with ideas on passing Lantite exams’;
- **Numeracy and Literacy Test Support Group:** There are currently 3817 members and they describe themselves as ‘A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam’;
- **Lantite Test Help:** There are currently 1203 members and they describe themselves as ‘Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests’;
- **Place to vent about LANTITE:** There are currently 508 members and the group describes itself as ‘This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures’;
- **LANTITE Study Group:** There are currently 3592 members and they describe themselves as ‘A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support’;
- **Lantite Made Easy:** There are currently 1642 members and they describe themselves as ‘This group was created by ‘Arithmetricks’ to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test’;
- **Student Teachers Acting Against LANTITE (STAAL) (formerly LANTITE Class Action):** There are currently 731 members and they describe themselves as ‘This group allows us to voice our concerns and how the LANTITE has personally affected all of us. We hope that this will allow for a class action law suit or to generate talk that gives us power to change the LANTITE, change the sanctions Universities are placing on it to graduate, change the percentage of 30% worldwide to a more realistic approach and to help the politicians realise that this DOES NOT make us better teachers. Passion does. Together we are stronger. Together we will be heard’;
- **LANTITE Study Group 2020 (Only Students):** There are currently 140 members and they describe themselves as ‘Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!;
- **Say No to ProctorU!:** There are currently 1317 members and they describe themselves as ‘Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!’; and
- **Australian LANTITE inequalities exposed!:** There are currently 270 members and they describe themselves as ‘This group aims to bring much needed attention to the institutional inequalities which exist regarding the Australian government’s implementation of the LANTITE exam for pre-service teachers. While we are NSW specific we are also abreast of the lantite situation Australia wide and will also assist should you be located elsewhere.

The majority of comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. .



## **Conclusion**

The first test window of 2021 went smoothly on the whole. The improving COVID situation meant that more test centres could be offered and the Melbourne test centre finally reopened for the first time after almost a year.

The closure of Saxons and TAFE New South Wales' decision not to lease out computer laboratories to external parties meant that many regional test centres used by ACER in the past are no longer available. As such, ACER has been busy sourcing and exploring all suitable test centres in the affected locations and even alternative locations to ensure that the test can still be held in regional areas this year while ensuring COVID Safe procedures are implemented in each location. ACER is pleased to have found suitable regional test centres and is able to offer them in the upcoming May 2021 test window.

Two other significant changes that ACER has been working on, in consultation with the department, is firstly, the introduction of new medical documentation guidelines for reasonable adjustments applications and secondly, the introduction of the photo ID verification process to be undertaken by ACER for remote proctoring candidates. The new medical documentation guidelines aim to enhance clarity and specificity of the documentation that is required for the assessment of reasonable adjustments applications and were informed by ACER's ongoing review and consultation with relevant stakeholders such as higher education providers and disability organisations as well as the external panel of medical experts. The new photo ID verification process aims to reduce the personal information of candidates provided to the remote proctoring provider. Both changes will be implemented from the May 2021 test window and the test website will be updated with the new processes and information before registrations open on 14 April 2021.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2021 Test  
Window 2**

17 May – 30 May  
2021



Confidential

## Introduction

The second test window of 2021 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 17 May to Sunday 30 May 2021. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 12707 test session bookings were received during the registration period: Wednesday 14 April to Tuesday 27 April 2021. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitiser, disposable gloves, and/or a face mask to the test centre. Candidates were required to wear a face mask if it was mandated by their local government while attending their test session; otherwise, it was strongly recommended that candidates wear a face mask during their test session. However, candidates had to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of

each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 2 opened on Wednesday 14 April and closed on Tuesday 27 April 2021. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 12707 test session bookings were received during the registration period.

The refund deadline was Tuesday 27 April 2021. 114 refund requests were received and processed by the deadline. A further 31 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death/serious illness of an immediate family member, major health issues and illness, lockdown and other exceptional circumstances due to the COVID-19 situation, and other unexpected personal situations beyond the candidates' control.

### **Verification of Candidate Identity**

ACER introduced a new photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance the protection of the privacy of remote proctoring candidates from this test window. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER checked all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. In spite of this, more than 150 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER before the release of admission tickets. In consideration that candidates may not be familiar with the new ID verification process, ACER extended the deadline for a number of candidates with unique circumstances and also helped these candidates complete the verification process to sit their test.

Overall, the new ID verification process worked well although it has required a significant amount of IT development and administrative work and time by ACER. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centres**

With the COVID-19 situation stabilising in Australia, ACER was able to offer test centres in regional locations for the May 2021 test window. Despite the tight timeline, ACER worked closely with our partners to operate test centres in Wodonga, Armidale, Bathurst, Parramatta, Wagga Wagga, Wollongong, Ballarat, Geelong, Mildura, Cairns, Rockhampton and Townsville. The test had not been held at these locations since the onset of the COVID-19 pandemic and by being able to operate these test centres, candidates living in these locations were offered the opportunity of sitting the test at a test centre in addition to the option of remote proctoring. The other venues offered for the May 2021 test window included Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth, Sydney, Newcastle, Gold Coast and Sunshine Coast. ACER operated new test venues that it had sourced in Armidale, Wagga Wagga, Cairns, Rockhampton, Cairns, Townsville, Brisbane and Sydney. The ability to run ACER test centres at these locations testify to the hard work put in by the project team and its capacity to meet the COVID-19 challenges that had been worsened by the liquidation of Saxons and high fees imposed by Cliftons for regional test venues.

ACER worked with all test venues to ensure that appropriate and consistent COVID-safe measures were put in place and implemented for all the test sessions. Important test centre procedures were

standardised and implemented at these venues with minor differences in processes to account for the diverse ways in which the test venues operated. Such differences mainly related to the allocation of tasks and responsibilities between the test venue staff and ACER-employed test supervisors at the ACER organised test venues. ACER was also able to obtain assurance from all the test centre providers that they operated in compliance with the relevant public health orders in the respective states.

The demand for the test centres in many regional locations was rather low as compared to pre-pandemic times. ACER had to cancel an entire day of test sittings in Ballarat, Cairns, Mildura, Rockhampton, Wodonga, Wollongong as well as Melbourne. In addition, a significant number of places were not taken up in Armidale, Bathurst, Cairns, Mildura, Rockhampton, Townsville and Wagga Wagga. In contrast, demand was particularly strong in Perth and Adelaide where ACER negotiated with the venue providers to offer seats for an additional test day for Perth and 3 additional days for Adelaide. Test centres in Brisbane, Canberra, Darwin, Geelong, Gold Coast, Hobart, Newcastle, Parramatta, Sunshine Coast and Sydney were near full capacity.

Experienced test supervisors were recruited and trained by ACER for the ACER-organised test centres. Supervisors for Cliftons and Darwin test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts and the document on 'COVID-19 Management of Test Centres' were reviewed and updated with additional information relating to management of the test sittings and candidates in alignment with the COVID- safe measures and administrative procedures that were put in place.

The test sitting at the Mildura venue (scheduled towards the end of the May 2021 test window) had to be cancelled at short notice as the state of Victoria was placed into sudden lockdown due to COVID-19. ACER had no choice but to reschedule testing at the Mildura venue to the Aug 2021 test window. All affected candidates were offered the option of a full refund. Candidates who needed to sit the sit for graduation/teacher registration purpose could contact ACER to explore alternative arrangements. ACER assisted one such candidate to switch and sit the test via remote proctoring within a tight timeframe.

ACER continued with the new booking structure in which candidates could book a literacy or numeracy test in any of the four scheduled test sessions for the day. This initiative offers greater flexibility to candidates in choosing a suitable test session and has continued to work well in this test window without any issues.

All test sittings in this window generally went smoothly. There were some teething issues at the Wollongong test venue and some minor incidents in Adelaide, Geelong, Gold Coast, Newcastle and Rockhampton. There were technical issues with a few laptops at the Wollongong venue during the 7.30am session on the first test day. Assistance was given to affected by the test supervisors and the venue manager promptly and moved to spare laptops and completed the test with additional time provided to make up for the loss of time. One candidate was not able to continue with the test due to the spare laptops being fully utilised but arrangement was made for the candidate to return for the 4.30pm session to complete the test as there were a couple of places that were not taken up for this session. ACER worked quickly with the venue manger, test supervisors and laptop provider to assess the situation. It was established that the issues raised with a couple of the laptops were related to user issues while there could be internet connectivity issue with two of the laptops. ACER decided to deploy the spare 4G dongles at the venue and connect these directly to the two laptops and advised the test supervisors regarding the likely user issues and how to support the candidates should these issues arise again. The issues were resolved before the 10.30am session and the test proceeded smoothly without further problems.

At the Adelaide test centre, two candidates accidentally activated the language option on their keyboards and logged themselves out by clicking on the logout button in their haste. The affected

candidates were immediately assisted by the test supervisors to log in to their test and provided with additional time. This issue had previously not occurred at this venue. ACER advised the venue manager and test supervisors to convey relevant instructions to the candidates. Even though the issue was user-related, ACER worked with the test venue and provided relevant advice to minimise the possibility of the issue recurring in future sittings.

There was some noise disturbance at the Gold Coast, Newcastle and Geelong centres. Some noise was made by people in an adjacent room at the Gold Coast and Newcastle test centres. Ear plugs were offered to all candidates and the test supervisors and the venue manager took immediate action to advise the people in the adjacent room to lower their volume, and additional signs on maintaining silence were put up in the vicinity of the test rooms. There was no further noise disturbance after that. There was also some noise disturbance during the latter half of the 10.30am session on 18 May 2021 at the Geelong test venue. A campus event involving a soloist performance had taken place in the concourse. Ear plugs were immediately provided to candidates. The test supervisor also contacted the venue manager who managed to move the event to a spot that was furthest away from the test room and to lower the volume. The venue manager did not have prior knowledge of the event. ACER would double-check with all these test venues in future to ensure that there would be no campus activities that could potentially cause noise disturbance.

There was a power failure at the Rockhampton test centre during the 1.30pm session on 19 May 2021. The technicians were immediately called in and power supply was restored after about half an hour. The test supervisors managed the candidates expertly during the disruption and were able to obtain their understanding and cooperation. All affected candidates were given their full allocation of test time and completed their test without any problem.

An internet-related issue also occurred with a reasonable adjustments test sitting at the ACER s 22 office on s 22 . The candidate concerned was s 22 as part of the granted reasonable adjustments. However there was some issue with the WIFI access at the ACER s 22 test office during the time of the test session and the candidate was unable to connect to the internet to commence the test. The ACER project team was consulted and a decision was made to allow the candidate to sit the test s 22

The proposed alternative was suggested to the candidate who agreed with the alternative reasonable adjustments provided. It took some time to set up the required equipment causing the test commencement time to be delayed by slightly more than 30 minutes. The candidate was well taken care of by the ACER staff during the wait and completed the test without any issue.

ACER will continue to work with all test centre providers and test supervisors to ensure all essential COVID-safe measures and standard test administrative procedures are put in place and implemented appropriately. ACER will also continue to proactively source for suitable test centres in all locations to expand the available options for each location and ensure that the test would be able to be held at the agreed regional locations in the upcoming test windows.

#### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 10 May 2021. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) would not be accepted at the test centre. Candidates were permitted to show the test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission ticket.

## Test Day

### Attendance

A total of 6377 candidates registered for the literacy test, and a total of 6277 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 6041 candidates had sat the literacy test, and 5866 candidates had sat the numeracy test. These numbers were obviously much higher than the 2020 test window 2 when the COVID-19 pandemic hit and the test window could only be offered by remote proctoring and restricted to those candidates who needed to sit the test for mid-year graduation or practicum. During that window, a total of 593 candidates registered for the literacy test, and a total of 630 candidates registered to sit the numeracy test by the close of registrations. 559 candidates sat the literacy test, and 589 candidates sat the numeracy test in 2020 test window 2.

Table 1 provides a summary of attendance for 2021 Test Window 2.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	12	11	91.67%	13	12	92.31%
Australian Catholic University	410	390	95.12%	432	413	95.60%
Australian College of Physical Education	1	1	100.00%	3	2	66.67%
Avondale College	28	27	96.43%	19	17	89.47%
Central Queensland University	80	78	97.50%	81	79	97.53%
Charles Darwin University	139	129	92.81%	97	92	94.85%
Charles Sturt University	141	140	99.29%	143	140	97.90%
Christian Heritage College	7	7	100.00%	7	6	85.71%
Curtin University	231	220	95.24%	247	228	92.31%
Deakin University	230	221	96.09%	216	202	93.52%
Eastern College Australia	4	4	100.00%	4	4	100.00%
Edith Cowan University	308	293	95.13%	300	279	93.00%
Excelsia College	5	5	100.00%	5	5	100.00%
Federation University Australia	80	78	97.50%	93	88	94.62%
Flinders University	130	122	93.85%	123	114	92.68%
Griffith University	61	61	100.00%	71	70	98.59%
Holmesglen TAFE				1	1	100.00%
James Cook University	26	21	80.77%	18	14	77.78%
La Trobe University	117	113	96.58%	114	108	94.74%
Macquarie University	221	207	93.67%	223	207	92.83%
Melbourne Polytechnic	4	3	75.00%	5	5	100.00%
Monash University	221	202	91.40%	207	177	85.51%
Montessori World Educational Institute	3	3	100.00%	3	3	100.00%
Murdoch University	75	73	97.33%	81	78	96.30%
Queensland University of Technology	263	245	93.16%	248	229	92.34%
RMIT University	112	106	94.64%	95	91	95.79%
Southern Cross University	87	83	95.40%	90	81	90.00%

Swinburne University of Technology	344	332	96.51%	351	325	92.59%
Tabor Adelaide	7	7	100.00%	7	6	85.71%
The University of Adelaide	65	63	96.92%	72	69	95.83%
The University of Melbourne	432	412	95.37%	416	394	94.71%
The University of New England	172	163	94.77%	171	159	92.98%
The University of New South Wales	267	256	95.88%	265	252	95.09%
The University of Newcastle	150	143	95.33%	149	138	92.62%
The University of Notre Dame Australia	124	118	95.16%	136	129	94.85%
The University of Queensland	123	114	92.68%	125	116	92.80%
The University of Sydney	126	120	95.24%	125	119	95.20%
The University of Western Australia	98	92	93.88%	100	92	92.00%
University of Canberra	93	88	94.62%	88	83	94.32%
University of South Australia	443	411	92.78%	439	412	93.85%
University of Southern Queensland	123	118	95.93%	126	122	96.83%
University of Tasmania	112	108	96.43%	119	112	94.12%
University of Technology, Sydney	53	50	94.34%	49	47	95.92%
University of the Sunshine Coast	94	93	98.94%	89	83	93.26%
University of Wollongong	126	118	93.65%	123	111	90.24%
Victoria University	209	198	94.74%	177	163	92.09%
Western Sydney University	220	194	88.18%	211	189	89.57%
<b>Grand Total</b>	<b>6377</b>	<b>6041</b>	<b>94.73%</b>	<b>6277</b>	<b>5866</b>	<b>93.45%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2021 Test Window 2**

### Test Dates

2021 Test Window 2 was held from 17 May to 30 May 2021. Remote proctoring sessions could be completed by candidates between 17 May and 27 May 2021. The remote proctoring test window was extended until 30 May 2021 for 15 candidates who experienced technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience.

All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 148 applications for reasonable adjustments were received by ACER for 2021 Test Window



2. 146 applications were approved by ACER while 2 applications were not approved. 1 application was invalid as it was for a change of candidate's details. The other application did not contain sufficient medical evidence and ACER had not received the required information by the deadline despite reminding the candidate to do so.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidate's needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

After an extensive period of review and consultation with an external medical panel of practitioners and relevant stakeholders, ACER implemented the following changes from this test window:

- Treating medical doctors were asked to provide more information about the basis for their recommendations to ensure that the requested reasonable adjustments are appropriate, particularly for mental health or neurodevelopmental related needs.
- Information about the types of diagnostic assessments that doctors should be using as the basis for their recommendations has been published on the website before registrations opened, based on advice from ACER's independent medical expert panel.
- More information about the most common conditions and types of adjustments has also been published on the website.

An accompanying guide and a revised 'reasonable adjustment application form' was also uploaded on the test website for candidates' perusal. The implementation of the new guidelines went smoothly. Many of the RA candidates were able to make use of the information on the website and work with their medical practitioners to provide the relevant documentation. The main issue that arose was associated with some candidates submitting documentation relating to mental health conditions without any information on the level of severity or/and assessment tool used in the diagnosis. However, ACER was able to work with these candidates to obtain the required information from their medical practitioners. Overall, no application for reasonable adjustments was rejected due to the implementation of the new guidelines and requirements. For the sole candidate who did not have the application for reasonable adjustment approved, the same outcome would have applied under the previous requirements.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required during the registration period. When deemed necessary, ACER would contact the treating health practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate were able to submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, when appropriate. In this test window, 8 candidates emailed ACER and asked for a review of

their adjustments. 4 candidates were granted additional test time with further supporting documentation from the medical practitioner while the requests for the other 4 candidates were declined due to inadequate information in the accompanying medical documentation to support the request. The adjustments granted for 2021 Test Window 2 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids or noise cancelling headphones
- Permission to have elevated leg support, back support and cushion
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to have human reader
- Permission to use personal mouse
- Permission to have more copies of scratch paper or use own lined writing papers
- Permission to use touch-screen function on laptop
- Permission to connect laptop to a larger screen with stated restrictions
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Permission to use personal non-scientific calculator
- Permission to read out loud
- Provision of written test instructions
- Installation of chrome plug-in that allows inverted screen
- Provision of non-ticking digital clock and fan

ACER also held special test sittings for 16 candidates with more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne and Sydney, and one special sitting at the University of New England. These candidates had specific needs that could not be adequately catered for at the standard test centres and would be better provided for at these alternative locations.

2 candidates with complex medical conditions were granted the opportunity to sit the paper version of the test. 1 candidate sat the literacy test at the ACER Adelaide office and the other candidate sat at the University of New England. Both candidates successfully completed their test and were satisfied with the arrangements made by ACER.

ACER will continue to monitor the impact of the revised guidelines for application for reasonable adjustments on candidates' application in the upcoming test windows. ACER will also provide further assistance should candidates have difficulties in adhering to the new requirements.

### **Management of Incidents**

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

## Test Centres

Incidents reported for 2021 Test Window 2 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	24	13 candidates presented photo IDs that contained mismatches with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		8 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		2 candidates did not present acceptable ID/an admission ticket to sit the test.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate queried the test content.	Referred to ACER test developers for review.
Armidale (ACER)	2	1 candidate arrived for their test session on at a different time to the time stated on the Admission Ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Brisbane (ACER)	10	2 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate arrived for their test session at a different time to the time stated on the Admission Ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		7 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
Cairns (ACER)	2	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was advised to repeat their previous action in an attempt to resolve the issue. The issue was resolved and no further action was required.
		1 candidate queried the test content.	Referred to ACER test developers for review.

Canberra (ACER)	3	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were given extra time to compensate for the time lost.
Darwin (ACER)	1	1 candidate did not present acceptable photo ID to sit the test.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Geelong (ACER)	1	Noise from outside the building could be heard during the test.	Noise source was identified and relocated away from the test room. Candidates were offered ear plugs to use during the test.
Gold Coast (ACER)	2	1 candidate queried the test content.	Referred to ACER test developers for review.
		Noise from an adjacent staff room could be heard during the test.	Supervisors placed additional signage on the door of the staff room and advised the staff and the noise ceased. An incident report was submitted to ACER following the test.
Hobart (Cliftons)	1	1 candidate queried the test content.	Referred to ACER test developers for review.
Melbourne (Cliftons)	17	7 candidates experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		4 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates did not present acceptable photo ID to sit the test.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate queried the test content.	Referred to ACER test developers for review.
		2 candidates' phones sounded from their bag.	Candidates were identified and phones were turned off. An incident report was submitted to ACER following the test.
		1 candidate had a persistent cough.	Candidate was invited to use the bathroom. Coughing ceased when candidate returned and an incident report was submitted to ACER.
Newcastle (ACER)	6	2 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate for the time lost.
		2 candidates queried the test content.	Referred to ACER test developers for review.

Parramatta (ACER)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was moved to alternative workstations and given extra time to compensate for the time lost.
Perth (Cliftons)	1	1 candidate arrived for their test session on a different date to the date stated on the Admission Ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Rockhampton (ACER)	1	1 test session experienced internet disconnection.	IT support at the venue resolved the issue quickly. All candidates were given extra time to compensate for the time lost.
Sydney (ACER)	7	1 candidate experienced technical difficulties due to internet/computer-related issues at the test venue.	Candidate was moved to alternative workstation before the test started and completed the test without any further issues.
		2 candidates presented photo IDs that contained mismatches with the name/DOB on the Admission Ticket.	The candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		3 candidates arrived for their test session on a different date to the date stated on the Admission Ticket.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate did not present acceptable photo ID to sit the test	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Townsville (ACER)	1	1 candidate presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Wollongong (ACER)	3	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	1 candidate was moved to an alternative workstation and given extra time to compensate for the time lost. The other candidate was moved to a new test session to sit the test.
		1 candidate arrived for their test session on a different day or at a different time to the date stated on the Admission Ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
<b>Total</b>	<b>83</b>		

**Table 1: 2021 Test Window 2 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
5564	105	1.9%

**Table 3: 2021 Test Window 2 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 105 incidents which required significant investigations involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate this by providing a Step-by-Step Guide on the test website and sent out emails to candidates before the test window to remind them to ensure that they had checked their equipment and internet connection and ensured they adhered to the test rules and the minimum requirements needed to sit the test by remote proctoring. However, despite these steps, there is always a minority during every test window who failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## Post-Test Activities

### Review of Test Content

Following each test window, questions and feedback from candidates about the test content were summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2021 Test Window 2, 7 questions about the test content were raised by candidates. All 7 required no action.

Table 4 provides a detailed summary of the actions taken.

Test component	Count of Action
<b>Literacy</b>	
No action required	2
Corrected a wording error	0
<b>Literacy Total</b>	<b>2</b>
<b>Numeracy</b>	
No action required	5
Corrected a wording error	0
<b>Numeracy Total</b>	<b>5</b>
<b>Grand Total</b>	<b>7</b>

**Table 4: Summary of actions taken based on candidate feedback in 2021 Test Window 2**

ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### Results

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. ACER found a suspected case in this test window in which a candidate may have had someone else sit the test on their behalf. Investigations are currently underway and the test results of the candidate have been withheld from the HEP and the candidate in the meantime.

Test Window 2 results were released to DESE, VIT and HEPs via the ACER portal on Wednesday 23 June 2021. The portal allows DESE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Wednesday 30 June 2021. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

### Social Media

ACER continues to monitor an increasing number of restricted access Facebook groups set up for the test. While monitoring the social media sites, ACER discovered one new Facebook group (2021 LANTITE Support Group). It was also found that another group ('Australian LANTITE inequalities exposed!' briefly renamed 'LANTITE explored' in May 2021) is no longer a stand-alone group, merging with 'Student Teachers Acting Against LANTITE (STAAL)' in June 2021. There are currently 10 Facebook groups.

- **LANTITE SUPPORT:** There are currently 2743 members and the group describes itself as 'A group to help members with ideas on passing Lantite exams';
- **Numeracy and Literacy Test Support Group:** There are currently 3834 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- **Lantite Test Help:** There are currently 1270 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests';
- **Place to vent about LANTITE:** There are currently 532 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures';
- **LANTITE Study Group:** There are currently 4232 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support';
- **Lantite Made Easy:** There are currently 1724 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test';
- **Student Teachers Acting Against LANTITE (STAAL) (formerly LANTITE Class Action; merged with Australian Lantite inequalities exposed! in June 2021):** There are currently 742 members and they describe themselves as 'This group allows us to voice our concerns and how the LANTITE has personally affected all of us. We hope that this will allow for a class action law suit or to generate talk that gives us power to change the LANTITE, change the sanctions Universities are placing on it to graduate, change the percentage of 30% worldwide to a more realistic approach and to help the politicians realise that this DOES NOT make us better teachers. Passion does. Together we are stronger. Together we will be heard';
- **LANTITE Study Group 2020 (Only Students):** There are currently 138 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!';
- **Say No to ProctorU!:** There are currently 1305 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'; and
- **2021 LANTITE Support Group:** There are currently 317 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.

The majority of comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers

selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

### **Conclusion**

Two significant changes were implemented for the second test window of 2021. Firstly, the introduction of the new photo identification (ID) verification process to reduce the amount of personal information captured by ProctorU, and secondly the changes made to the reasonable adjustments medical documentation guidelines to ensure that appropriate medical information and supporting evidence were provided to ACER for the requested adjustments and to allow for these applications to be assessed in a fairer and more consistent manner.

Despite these changes and the minor incidents at some test centres, the test window went well on the whole. The improved COVID situation in May meant that all the regional test centres could be offered this time. However, ACER noticed a declining demand for some regional test centres and even capital city centres like Melbourne. This could be due to the apprehension of candidates in response to the uncertainty surrounding the COVID-19 situation.

In view of the worsening COVID-19 situation in some Australian states in recent weeks in June, ACER is monitoring the restrictions and working very closely with all test venues to ensure all COVID-safe measures are put in place and to prepare for a surge in demand for remote proctoring places for the upcoming August test window if some test centres cannot be offered.



**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2021 Test  
Window 3**

9 August – 22  
August 2021



Confidential

## Introduction

The third test window of 2021 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 9 August to Sunday 22 August 2021. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 13168 test session bookings were received during the registration period: Tuesday 13 July to Monday 26 July 2021. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitiser, disposable gloves, and/or a face mask to the test centre. Candidates were required to wear a face mask if it was mandated by their local government while attending their test session; otherwise, it was strongly recommended that candidates wear a face mask during their test session. However, candidates had to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### Practice Material

Sample and Practice Questions were available on the test website. An interactive online version of

each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 3 opened on Tuesday 13 July and closed on Monday 26 July 2021. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 13168 test session bookings were received during the registration period.

The refund deadline was Monday 26 July 2021. 243 refund requests were received and processed by the deadline. A further 53 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death/serious illness of an immediate family member, major health issues and illness, sudden lockdown, border closures and other exceptional circumstances due to the COVID-19 situation, and other unexpected personal situations beyond the candidates' control.

Due to the worsening COVID-19 situation and lockdowns in New South Wales, Victoria, and the Australian Capital Territory, a number of test centre sittings could not proceed as scheduled. A total of 1010 refunds (full) were processed as a result of cancellation of test sessions due to the COVID-19 situation. Of these, 110 refunds were processed for NSW candidates (Sydney, Armidale, Parramatta, Newcastle and Wollongong test centres) for candidates who did not switch their test sessions to remote proctoring, 841 refunds were processed for VIC candidates (Melbourne and Ballarat test centres), and 59 refunds were processed for ACT candidates (Canberra test centre).

Test centre sittings in Gold Coast and Mildura were also cancelled as a result of venues cancelling all external bookings due to the pandemic. Full refunds were provided to candidates registered at these locations who did not switch their test sessions to remote proctoring. 4 refunds were processed for Gold Coast candidates and 7 refunds were processed for Mildura candidates.

All candidates who registered to sit the test at NSW, Gold Coast and Mildura venues were offered the opportunity to switch to remote proctoring when their sessions were cancelled. It was operationally not viable for ACER to offer all affected candidates to switch to remote proctoring when VIC and ACT sessions had to be cancelled, and hence only those who must sit the test in August were offered to switch to remote proctoring.

### **Verification of Candidate Identity**

ACER continued with the new photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance the protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER checked all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. In spite of this, 58 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The new ID verification process continued to work well with the significant amount of time and effort put in by the project team. Further IT development work was undertaken to enhance functionality of the system. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centres**

Due to the sudden sharp rise in COVID-19 cases in New South Wales, Victoria, and the Australian

Capital Territory, test centre sessions had to be cancelled in Sydney, Armidale, Parramatta, Newcastle, Wollongong, Melbourne and Canberra. Test sessions were also cancelled in Gold Coast and Mildura as a result of these venues cancelling all external bookings. Test sessions for Ballarat were also cancelled after the first session on the test day itself as a lockdown for regional Victoria was announced at short notice on that morning. For the test centres that were cancelled during the registration period, candidates were able to switch their test session to remote proctoring or another test centre (subject to availability of places). Candidates who did not switch their test sessions were provided with a full refund. For test centres that were cancelled after the close of registrations, candidates were offered the opportunity to switch to remote proctoring if they could provide evidence from their HEP supporting a test sitting for graduation, teacher registration or practicum purposes. ACER was able to help 88 such candidates successfully switch and sit the test via remote proctoring during this test window. All other candidates were provided with a full refund. As for the Ballarat test centre, the cancellation happened at the end of the test window at a time when the remote proctoring test window had already closed. Therefore switching to remote proctoring was not possible at that juncture and ACER could only provide candidates with a full refund.

Despite the persistent threat of COVID-19 and challenges brought about by ever-changing restrictions and border closures, ACER worked closely with our test venue partners to operate test centre sittings in Adelaide, Brisbane, Perth, Hobart, Darwin, Cairns, Townsville, Sunshine Coast and Wodonga. In some of these venues, ACER worked with the venue provider to adjust capacity or offer additional test rooms in order to comply with the more restrictive capacity requirements that came into force during and after the close of registrations. The ability to run the test safely at these locations testify to the hard work and collaborative efforts of ACER and its partners and the ability to meet the challenges posed by the rapidly evolving COVID-19 situation in the various states. .

ACER worked with all test venues to ensure that appropriate and consistent COVID-safe measures were put in place and implemented for all the test sessions. Important test centre procedures were standardised and implemented at these venues with minor differences in processes to account for the diverse ways in which the test venues operated. Such differences mainly related to the allocation of tasks and responsibilities between the test venue staff and ACER-employed test supervisors at the ACER organised test venues. ACER was also able to obtain assurance from all the test centre providers that they operated in compliance with the relevant public health orders in the respective states.

The demand for the test centres that ACER managed to operate in the regional locations in Queensland was strong though the demand for the Wodonga test centre in Victoria was low. This could be due to the escalating COVID-19 situation in New South Wales and Victoria and the uncertainty over the NSW-VIC border measures and the relatively more controlled COVID-19 situation in Queensland. Demand was particularly strong in Perth and Brisbane where ACER negotiated with the venue providers to offer seats for an additional test day for Brisbane and 2 additional days for Perth. Test centres in Adelaide, Darwin, Hobart, Cairns, Townsville and Sunshine Coast were near full capacity.

Experienced test supervisors were recruited and trained by ACER for the ACER-organised test centres. Supervisors for Cliftons and Darwin test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts and the document on 'COVID-19 Management of Test Centres' were reviewed and updated with additional information relating to management of the test sittings and candidates in alignment with the COVID- safe measures and administrative procedures that were put in place.

ACER continued with the new booking structure in which candidates could book a literacy or numeracy test in any of the four scheduled test sessions for the day. This initiative offers greater flexibility to candidates in choosing a suitable test session and has continued to work well in this test window without any issues.

All test centre sittings in this window generally went smoothly. There were minor incidents at the Brisbane and Sunshine Coast test venues. There was an issue for the 4.30pm session at the Brisbane test centre. A power plug for a server box was dislodged causing computers located at a section of the room to lose internet connection. This was however discovered before the start of the test and quickly rectified. There was minimal disruption as the test started on time. There was also an issue associated with momentary loss of internet connection for the 1.30pm session on 11 August 2021 at the Sunshine Coast test centre. The venue immediately rebooted the modem and all candidates were able to log in after this reboot. The issue was rectified during the period when test supervisors were reading out test instructions and candidates were able to start their test on time.

ACER will continue to work with all test centre providers and test supervisors to ensure all essential COVID-safe measures and standard test administrative procedures are put in place and implemented appropriately. ACER will also continue to proactively source for suitable test centres in all locations to expand the available options for each location and ensure that the test would be able to be held at the agreed regional locations in the upcoming test windows.

### Admission Tickets

Admission tickets were released to candidates via their ACER account on Monday 2 August 2021. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) would not be accepted at the test centre. Candidates were permitted to show the test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

## Test Day

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### Attendance

A total of 5843 candidates registered for the literacy test, and a total of 5787 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 5555 candidates had sat the literacy test, and 5470 candidates had sat the numeracy test. These numbers were lower than in the 2020 test window 3 due to the cancellation of a large number of test centres this time. During 2020 test window 3, a total of 6765 candidates registered for the literacy test, and a total of 6765 candidates registered to sit the numeracy test. 6448 candidates sat the literacy test, and 6390 candidates sat the numeracy test in 2020 test window 3.

Table 1 provides a summary of attendance for 2021 Test Window 3.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance	Registered	Present	Attendance
Alphacrucis College	22	19	86.36%	21	19	90.48%
Australian Catholic University	411	387	94.16%	388	363	93.56%
Australian College of Physical Education	13	13	100.00%	12	12	100.00%
Avondale University	9	9	100.00%	10	10	100.00%
Central Queensland University	171	166	97.08%	170	167	98.24%
Charles Darwin University	106	97	91.51%	95	88	92.63%
Charles Sturt University	97	94	96.91%	95	91	95.79%
Christian Heritage College	21	20	95.24%	23	22	95.65%

Curtin University	239	224	93.72%	243	225	92.59%
Deakin University	152	145	95.39%	166	155	93.37%
Eastern College Australia	3	2	66.67%	4	3	75.00%
Edith Cowan University	514	489	95.14%	499	471	94.39%
Excelsia College	10	9	90.00%	10	10	100.00%
Federation University Australia	72	69	95.83%	71	70	98.59%
Flinders University	65	61	93.85%	76	72	94.74%
Griffith University	145	137	94.48%	156	148	94.87%
James Cook University	64	62	96.88%	62	60	96.77%
La Trobe University	122	119	97.54%	131	127	96.95%
Macquarie University	248	238	95.97%	247	234	94.74%
Melbourne Polytechnic	3	3	100.00%	4	4	100.00%
Monash University	236	226	95.76%	249	236	94.78%
Montessori World Educational Institute	2	2	100.00%	3	3	100.00%
Murdoch University	64	63	98.44%	72	71	98.61%
Queensland University of Technology	263	245	93.16%	239	222	92.89%
RMIT University	104	100	96.15%	106	101	95.28%
Southern Cross University	80	73	91.25%	82	74	90.24%
Swinburne University of Technology	296	275	92.91%	273	254	93.04%
Tabor Adelaide	8	8	100.00%	11	10	90.91%
The University of Adelaide	80	79	98.75%	74	72	97.30%
The University of Melbourne	115	109	94.78%	90	84	93.33%
The University of New England	138	133	96.38%	134	127	94.78%
The University of New South Wales	39	34	87.18%	50	43	86.00%
The University of Newcastle	280	266	95.00%	281	268	95.37%
The University of Notre Dame Australia	234	225	96.15%	222	214	96.40%
The University of Queensland	101	100	99.01%	106	102	96.23%
The University of Sydney	190	184	96.84%	184	178	96.74%
The University of Western Australia	38	37	97.37%	43	41	95.35%
University of Canberra	46	45	97.83%	54	54	100.00%
University of South Australia	175	159	90.86%	161	143	88.82%
University of Southern Queensland	195	188	96.41%	194	183	94.33%
University of Tasmania	97	92	94.85%	100	94	94.00%
University of Technology, Sydney	20	20	100.00%	26	24	92.31%
University of the Sunshine Coast	119	114	95.80%	122	117	95.90%
University of Wollongong	193	187	96.89%	195	190	97.44%
Victoria University	129	123	95.35%	126	118	93.65%
Western Sydney University	114	105	92.11%	107	96	89.72%
<b>Grand Total</b>	<b>5843</b>	<b>5555</b>	<b>95.07%</b>	<b>5787</b>	<b>5470</b>	<b>94.52%</b>

### **Table 1: Summary of attendance by Higher Education Provider for 2021 Test Window 3**

#### **Test Dates**

2021 Test Window 3 was held from 9 August to 22 August 2021. Remote proctoring sessions could be completed by candidates between 9 August and 19 August 2021. The remote proctoring test window was extended until 24 August 2021 for 62 candidates who experienced technical issues and needed to reschedule their sessions.

#### **Reporting and Test Start Times**

There were four test sessions at the test centres per day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

#### **Reasonable Adjustments**

A total of 149 applications for reasonable adjustments were received and 145 applications were approved by ACER while 4 applications were not approved. 2 applications were invalid as these were requests for sitting the test at home via remote proctoring and a change in test centre. The other 2 applications did not contain sufficient medical evidence and 1 of these applications contained the old reasonable adjustments form with a missing page. ACER did not receive the required information by the deadline despite reminding the candidates to do so.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

ACER continued with the implementation of the changes that were put in place from the May 2021 test window. These are:

- Treating medical doctors were asked to provide more information about the basis for their recommendations to ensure that the requested reasonable adjustments are appropriate, particularly for mental health or neurodevelopmental related needs.
- Information about the types of diagnostic assessments that doctors should be using as the basis for their recommendations was published on the website before registrations opened, based on advice from ACER's independent medical expert panel.

- More information about the most common conditions and types of adjustments was also published on the website.

Candidates are required to refer to the accompanying guide and use the revised 'reasonable adjustment application form' available on the test website. The implementation of the new guidelines continued to be successful. Many of the candidates were able to make use of the information on the website and work with their medical practitioners to provide the relevant documentation. As per 2021 test window 2, the main issue that arose was associated with some candidates submitting documentation relating to mental health conditions without any information on the level of severity or/and assessment tool used in the diagnosis. However, the number of such cases was significantly lower for 2021 test window 3. ACER was able to work with these candidates to obtain the required information from their medical practitioners. Overall, no application for reasonable adjustments was rejected due to the implementation of the new guidelines and requirements. For the 2 candidates who did not have the application for reasonable adjustment approved, the same outcome would have applied under the previous requirements.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 6 candidates emailed ACER and asked for a review of their adjustments. 2 candidates were granted additional test time with further supporting documentation from the medical practitioner while the requests for the other 3 candidates were declined due to inadequate information in the accompanying medical documentation to support the requests. The request for the remaining candidate could not be granted as this was for the use of calculator in section 2 of the numeracy test. The adjustments granted for 2021 Test Window 3 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids or noise cancelling headphones
- Permission to have elevated leg support, back support and cushion
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to have human reader. Permission to have more copies of scratch paper or use own lined writing papers
- Permission to connect laptop to a larger screen with stated restrictions
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Permission to read out loud
- Provision of written test instructions
- Permission to sit under the lights



ACER also held special test sittings for 10 candidates with more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, and Perth. These candidates had specific needs that could not be adequately catered for at the standard test centres and would be better provided for at these alternative locations. Special test sittings at ACER Melbourne and Sydney offices could not take place due to the lockdowns in New South Wales and Victoria. However, candidates in New South Wales test venues and ACER Sydney were able to switch their test session to remote proctoring and had their reasonable adjustments reviewed to suit test delivery via remote proctoring. Despite the late cancellations of test centre sittings, ACER was able to help 9 candidates originally scheduled to sit the test at test centres in Melbourne, Canberra and ACER Melbourne office to sit their test via remote proctoring with the relevant adjustments.

1 candidate with complex medical conditions was granted the opportunity to sit the paper version of the test at the ACER s 22 office. This candidate successfully completed the test and was satisfied with the arrangements made by ACER. ACER received a request from a s 22 candidate to use a s 22

s 22

The test sessions went well and the candidate was happy with special arrangements. ACER will continue to monitor the impact of the revised guidelines for reasonable adjustments on candidates' applications in the upcoming test windows. ACER will also provide further assistance should candidates have difficulties in adhering to the new requirements.

#### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

#### Test Centres

Incidents reported for 2021 Test Window 3 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	8	5 candidates presented photo IDs that contained mismatches with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate did not present an acceptable ID/an admission ticket to sit the test.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate arrived for their test session on a different date to the date stated on the Admission Ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate queried the test supervisor's instructions.	Test supervisor provided all records from the session to ACER for review, which confirmed that the correct instructions were given by the test supervisor.

Ballarat (ACER)	3	A sudden state lockdown was announced as test supervisors were preparing to start the second test session.	Test supervisors were contacted by ACER to inform them of the lockdown announcement and to cancel all remaining test sessions. Candidates were advised that the test session was cancelled and instructed to leave the venue immediately. Candidates were contacted by ACER and provided a full refund for their cancelled test session/s.
		2 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Brisbane (ACER)	3	1 session experienced a lost server connection.	Test supervisor contacted IT technician to resolve issues. Candidates did not lose any test time.
		1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidate was moved to an alternative workstation and did not lose any test time as the issue occurred and was resolved before the test started.
		1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was advised to repeat their previous action in an attempt to resolve the issue. The issue was resolved and no further action was required.
Cairns (ACER)	1	1 candidate presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Perth (Cliftons)	4	1 candidate advised supervisors they were feeling unwell.	Candidate declined medical attention and left the venue.
		1 candidate arrived with university documents expecting additional test time. No reasonable adjustment application had been submitted to ACER.	Supervisor advised the candidate they could not give additional time on the test day. Candidate sat the test under standard test conditions.
		2 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Townsville (ACER)	2	1 candidate attempted to start the test prior to the supervisor's instruction to do so.	Candidate was stopped by the supervisor and began the test with the rest of the candidates.
		1 candidate experienced technical difficulties due to	Test supervisor contacted IT technician to resolve issues.

		internet/computer related issues at the test venue.	Candidate was given extra time to compensate for time lost.
<b>Total</b>	<b>21</b>		

**Table 2: 2021 Test Window 3 Test Centre Incident Summary**

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
7942	143	1.8%

**Table 3: 2021 Test Window 3 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 143 incidents which required significant investigations involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnection, test timing and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate this by providing a Step-by-Step Guide on the test website and sent out emails to candidates before the test window to remind them to ensure that they had checked their equipment and internet connection and ensured they adhered to the test rules and the minimum requirements needed to sit the test by remote proctoring. However, despite these steps, there is always a minority during every test window who failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## **Post-Test Activities**

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### **Review of Test Content**

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2021 Test Window 3, no test content enquiries were raised by candidates.

ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### **Results**

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. Test Window 3 results were released to DESE, VIT and HEPs via the ACER portal on Thursday 16 September 2021. The portal allows DESE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Wednesday 22 September 2021. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

## Social Media

ACER continues to monitor an increasing number of restricted access Facebook groups set up for the test. While monitoring the social media sites, ACER discovered one new Facebook group (UTAS Literacy and Numeracy test support group). There are now 11 Facebook groups.

- **LANTITE SUPPORT:** There are currently 314851 members and the group describes itself as 'A group to help members with ideas on passing Lantite exams';
- **Numeracy and Literacy Test Support Group:** There are currently 3822 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam';
- **Lantite Test Help:** There are currently 1311 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests';
- **Place to vent about LANTITE:** There are currently 531 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures';
- **LANTITE Study Group:** There are currently 4525 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support';
- **Lantite Made Easy:** There are currently 2066 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test';
- **Student Teachers Acting Against LANTITE (STAAL) (formerly LANTITE Class Action; merged with Australian Lantite inequalities exposed! in June 2021):** There are currently 750 members and they describe themselves as 'This group allows us to voice our concerns and how the LANTITE has personally affected all of us. We hope that this will allow for a class action law suit or to generate talk that gives us power to change the LANTITE, change the sanctions Universities are placing on it to graduate, change the percentage of 30% worldwide to a more realistic approach and to help the politicians realise that this DOES NOT make us better teachers. Passion does. Together we are stronger. Together we will be heard';
- **LANTITE Study Group 2020 (Only Students):** There are currently 137 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!';
- **Say No to ProctorU!:** There are currently 1296 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!';
- **2021 LANTITE Support Group:** There are currently 599 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 152 members. A group description is currently not available for this group, however the majority of posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.

The majority of comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

## Conclusion

ACER continued with the two new initiatives that were implemented for the second test window of 2021; the photo identification (ID) verification process and changes to the reasonable adjustments medical documentation guidelines. Further improvement was made on the functionality of the ID

verification system. Both initiatives have continued to work well and fulfil the objectives for the implementation, which are to reduce the amount of personal information captured by ProctorU, and to ensure that appropriate medical information and supporting evidence were provided to ACER so that reasonable adjustments applications can be assessed in a fairer and more consistent manner.

Despite challenges posed by the worsening COVID situation in NSW, Victoria and ACT and the minor incidents at some test centres, the test window went well on the whole. By keeping a close eye on the COVID-19 situation and the ever changing restrictions in the various states, ACER (in consultation with DESE) was able to make quick informed decisions on relevant test centres. These timely decisions provided opportunities for a significant number of candidates to switch their test sittings to remote proctoring and allowed ACER to assist many candidates who needed to sit the test for practicum, teacher registration or graduation purposes to switch and sit their test via remote proctoring. By being prepared and working collaboratively with the test venues, ACER was also able to ensure candidates were not inconvenienced by test centre cancellations or changes in sessions when the capacity restrictions were adjusted for certain states during the test window.

In view of the worsening COVID-19 situation in some Australian states and changes in restrictions brought about by vaccination targets being met, ACER will continue to monitor the latest developments very closely. ACER will also continue to work closely with all test venues to ensure all relevant COVID-safe measures are put in place and all venues implement necessary measures in accordance with the prevailing regulations of the respective states whilst ensuring the test continues to be run at as many test centres as possible in a consistent and secure manner.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2021 Test  
Window 4**

1 November –14  
November 2021



Confidential

## Introduction

The fourth test window of 2021 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 1 November to Sunday 14 November 2021. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations, except Sydney, Melbourne, and Canberra due to uncertainty over the novel coronavirus (COVID-19 restrictions) situation in New South Wales, Victoria, and the Australian Capital Territory.

A total of 13212 test session bookings were received during the registration period: Tuesday 28 September to Monday 11 October 2021. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. Candidates were required to wear a face mask if it was mandated by their local government while attending their test session. Otherwise, it was strongly recommended by ACER that candidates wear a face mask during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

**Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

**Registrations and Refunds**

Registrations for Test Window4 opened on Tuesday 28 September and closed on Monday 11 October 2021. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 13212 test session bookings were received during the registration period.

The refund deadline was Monday 11 October 2021. 90 refund requests were received and processed by the deadline. A further 8 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death/serious illness of an immediate family member, major health issues and illness and other exceptional circumstances due to the COVID-19 situation.

**Verification of Candidate Identity**

ACER continued with the new photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance the protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER checked all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. In spite of this, 32 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The new ID verification process continued to work well with the significant amount of time and effort put in by the project team. Further IT development work was undertaken to enhance functionality of the system. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

**Test Centre**

Due to uncertainty over COVID-19 restrictions and vaccination requirements in the Australian Capital Territory (ACT), New South Wales (NSW) and Victoria (VIC) following the outbreak of the delta variant, testing in test centres for these states was cancelled for this test window. These include test centres in Sydney, Armidale, Parramatta, Newcastle, Wollongong, Melbourne, Ballarat, Mildura and Canberra.

Despite the persistent threat of COVID-19 and challenges brought about by ever-changing restrictions and border closures, ACER worked closely with our test venue partners to operate test centre sittings in Adelaide, Brisbane, Perth, Hobart, Darwin, and Gold Coast. ACER was also able to find and offer a new venue in Gold Coast to make up for the cancellation in the previous test window, despite the original venue not accepting external bookings. In some of these venues, ACER worked with the venue providers to adjust capacity or offer additional test rooms in order to comply with the more restrictive capacity requirements that came into force during and after the close of registrations. The ability to run the test safely at these locations testify to the hard work and collaborative efforts of ACER and its partners and the ability to meet the challenges posed by the rapidly evolving COVID-19 situation in the various states.



ACER worked with all test venues to ensure that appropriate and consistent COVID-safe measures were implemented for all the test sessions. Important test centre procedures were standardised with minor differences in processes to account for the diverse ways in which the test venues operated. Such differences mainly related to the allocation of tasks and responsibilities between the test venue staff and ACER-employed test supervisors at the ACER organised test venues. ACER was also able to obtain assurance from all the test centre providers that they operated in compliance with the relevant public health orders in the respective states.

The demand for test centre places was strong. Test centres in Adelaide, Brisbane, Darwin and Gold Coast were near full capacity. Demand was particularly strong in Adelaide and Hobart where ACER negotiated with the venue providers to offer seats for an additional test day for Hobart and 3 additional days for Adelaide.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin, Hobart and Cliftons test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts and the document on 'COVID-19 Management of Test Centres' were reviewed and updated with additional information relating to management of the test sittings and candidates in alignment with the COVID-safe measures and administrative procedures. Candidates attending the ACER offices in Melbourne and Sydney for their RA test sittings were required to provide proof of full COVID-19 vaccination as part of the entry requirement, in line with the prevailing regulations in NSW and VIC

All test centre sittings in this window generally went smoothly. There were minor incidents at the Hobart and Gold Coast test venues. The lights in the room were switched off for a short duration of a couple of minutes during the 7.30am test session at Hobart due to an electrician working in the building accidentally turning off the lights while fixing some other issues. This was quickly rectified, and the lights came back on. Candidates were still able to work on their test during this period and none of the candidates raised any concern. For the test sitting at 7.30am for Gold Coast on 4 November, the issue of the dual language button being called out onscreen and blocking the 'next' button was encountered by 3 candidates. These candidates were quickly moved to the spare computers and were able to complete their test without any issues. Candidates were given additional time to make up for the lost time. ACER quickly worked with the venue before the next test session to resolve the issue and it did not arise for subsequent test sessions. This issue should already have been addressed earlier by the test venue before the commencement of the test and as such ACER will work with the venue for subsequent test windows to ensure this issue does not recur. For the 10.30am test session in Adelaide on 11 November, a minute silence was observed as part of Remembrance Day. Candidates were given an additional minute for their test to make up for the time.

ACER will continue to work with all test centre providers and test supervisors to ensure all essential COVID-safe measures and standard test administrative procedures are put in place and implemented appropriately. ACER will also monitor the vaccination requirements in various states and provide candidates with relevant advice on attending their test in particular test centres. ACER will proactively source for suitable test centres in all locations to expand the available options for each location and ensure that the test would be able to be held at the agreed regional locations in the upcoming test windows.

### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 25 October 2021. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales)

would not be accepted at the test centre. Candidates were permitted to show the test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

## Test Day

### Attendance

A total of 6551 candidates registered for the literacy test, and a total of 6641 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 6207 candidates had sat the literacy test, and 6195 candidates had sat the numeracy test. These numbers were lower than in the 2020 test window 4. During 2020 test window 4, a total of 6589 candidates registered for the literacy test, and a total of 6669 candidates registered to sit the numeracy test. 6260 candidates sat the literacy test, and 6257 candidates sat the numeracy test in 2020 test window 4.

Table 1 provides a summary of attendance for 2021 Test Window 4

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance Rate	Registered	Present	Attendance Rate
Alphacrucis College	18	18	100.00%	19	18	94.74%
Australian Catholic University	486	461	94.86%	486	457	94.03%
Australian College of Physical Education	7	7	100.00%	9	7	77.78%
Avondale University	35	30	85.71%	35	29	82.86%
Central Queensland University	145	133	91.72%	152	139	91.45%
Charles Darwin University	80	68	85.00%	70	62	88.57%
Charles Sturt University	85	83	97.65%	83	80	96.39%
Christian Heritage College	16	15	93.75%	15	14	93.33%
Curtin University	185	179	96.76%	204	186	91.18%
Deakin University	404	393	97.28%	419	401	95.70%
Eastern College Australia	6	6	100.00%	7	7	100.00%
Edith Cowan University	260	240	92.31%	266	246	92.48%
Excelsia College	9	9	100.00%	9	9	100.00%
Federation University Australia	133	129	96.99%	133	127	95.49%
Flinders University	106	100	94.34%	122	113	92.62%
Griffith University	370	352	95.14%	370	350	94.59%
James Cook University	68	65	95.59%	65	60	92.31%
La Trobe University	131	126	96.18%	138	132	95.65%

Macquarie University	260	239	91.92%	262	238	90.84%
Melbourne Polytechnic	9	9	100.00%	15	14	93.33%
Monash University	332	311	93.67%	315	283	89.84%
Montessori World Educational Institute	4	4	100.00%	4	4	100.00%
Murdoch University	121	110	90.91%	118	107	90.68%
Queensland University of Technology	169	157	92.90%	181	156	86.19%
RMIT University	180	175	97.22%	186	180	96.77%
Southern Cross University	135	130	96.30%	122	117	95.90%
Swinburne University of Technology	379	351	92.61%	380	347	91.32%
Tabor Adelaide	11	10	90.91%	10	8	80.00%
The University of Adelaide	55	51	92.73%	59	54	91.53%
The University of Melbourne	201	189	94.03%	184	173	94.02%
The University of New England	144	142	98.61%	155	152	98.06%
The University of New South Wales	33	32	96.97%	32	31	96.88%
The University of Newcastle	151	144	95.36%	159	149	93.71%
The University of Notre Dame Australia	170	165	97.06%	181	174	96.13%
The University of Queensland	46	39	84.78%	46	38	82.61%
The University of Sydney	132	125	94.70%	134	128	95.52%
The University of Western Australia	31	31	100.00%	30	29	96.67%
University of Canberra	111	104	93.69%	110	106	96.36%
University of South Australia	188	172	91.49%	211	194	91.94%
University of Southern Queensland	257	249	96.89%	263	253	96.20%
University of Tasmania	140	137	97.86%	155	147	94.84%
University of Technology, Sydney	22	21	95.45%	23	22	95.65%
University of the Sunshine Coast	61	56	91.80%	50	45	90.00%
University of Wollongong	173	170	98.27%	169	164	97.04%
Victoria University	310	297	95.81%	308	287	93.18%
Western Sydney University	182	173	95.05%	177	158	89.27%
<b>Grand Total</b>	<b>6551</b>	<b>6207</b>	<b>94.75%</b>	<b>6641</b>	<b>6195</b>	<b>93.28%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2021 Test Window 4**

#### Test Dates

2021 Test Window 4 was held from 1 November to 14 November 2021. Remote proctoring sessions could be completed by candidates between 1 November and 11 November. The remote proctoring

test window was extended until 14 November 2021 for 9 candidates who experienced technical issues and needed to reschedule their sessions.

### **Reporting and Test Start Times**

There were four test sessions at the test centres per day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Reasonable Adjustments**

A total of 208 applications for reasonable adjustments were received and 206 applications were approved by ACER while 2 applications were not approved. Both applications did not contain sufficient medical evidence. ACER advised both candidates regarding the appropriate documentation but did not receive the required information by the deadline despite the reminders.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

ACER continued with the implementation of the changes that were put in place from the May 2021 test window. Candidates are required to refer to the information on the test website and the accompanying guide 'ACER Documentation Requirements - Guidelines for Reasonable Adjustments'. They can also use the revised 'reasonable adjustment application form' available on the test website. The implementation of the new guidelines continued to be successful. Many of the candidates were able to make use of the information on the website and work with their medical practitioners to provide the relevant documentation. Since the implementation of the new documentation requirements from 2021 test window 2, the instances in which candidates submitting documentation relating to mental health conditions or neurodevelopmental disorders without any information on the level of severity or/and assessment tool used in the diagnosis have declined significantly. The number of such cases was significantly lower for 2021 test window 4 when compared to the 2021 test window 2. ACER was able to work with these candidates to obtain the required information from their medical practitioners. Overall, no application for reasonable adjustments was rejected due to the implementation of the new guidelines and requirements. For the 2 candidates who did not have the application for reasonable adjustment approved, the same outcome would have applied under the previous requirements.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 10 candidates emailed ACER and asked for a review of their adjustments. 7 candidates were granted additional test time or/and other adjustments requested with further supporting documentation from the medical practitioner while the requests for the other 3 candidates were declined due to inadequate information in the accompanying medical documentation to support their requests. 1 of these 3 candidates was provided with a refund of registration fees as requested. The adjustments granted for 2021 Test Window 3 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have elevated leg support, back support and cushion
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to have human reader
- Permission to have more copies of scratch paper or use own lined writing papers
- Permission to use a touch screen laptop
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Permission to read out loud
- Provision of a physical non-scientific calculator for section 1 of numeracy test

ACER also held special test sittings for 16 candidates who require more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres and would be better provided for at these alternative locations.

4 candidates were granted the opportunity to sit the paper version of the test at the ACER offices. 2 of them sat both literacy and numeracy test components while the other 2 candidates sat literacy and numeracy respectively. These candidates successfully completed the test and was satisfied with the arrangements made by ACER. ACER received a request from a [s 22](#)

ACER worked closely with the test supervisors to come up with the appropriate procedures for [s 22](#)

. The candidate was happy with special arrangements and completed both tests without any issue.

ACER will continue to monitor the impact of the revised guidelines for reasonable adjustments on candidates' applications in the upcoming test windows. ACER will also provide further assistance should candidates have difficulties in adhering to the new requirements.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2021 Test Window 4 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	8	4 candidates presented photo IDs that contained mismatches with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were given extra time to compensate for time lost.
		1 candidate arrived for their test session on a different date to the date stated on the Admission Ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate arrived late for their test session.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Brisbane (ACER)	11	2 candidates did not present acceptable ID/an admission ticket to sit the test.	The candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		2 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate attempted to start the test prior to the supervisor's instruction to do so.	Candidate was stopped by the supervisor and began the test with the rest of the candidates.
		1 candidate accidentally clicked through to Section 2 of the Numeracy test before completing Section 1.	Supervisor confirm instructions had been read out at the start of the test session. Candidate was not permitted to return to Section 1.
		3 candidates experienced technical difficulties due to	Candidates were assisted to log in again and were able to continue the

		internet/computer related issues at the test venue.	test without further issue. Candidates were offered extra time to compensate for time lost.
Darwin (ACER)	1	1 candidate did not present acceptable ID/an admission ticket to sit the test.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Gold Coast (ACER)	4	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Candidates were moved to alternative workstations and given extra time to compensate time lost.
		1 candidate arrived with RA documentation from a previous test window.	Candidate was permitted food during the test session due to diabetes.
Hobart	1	The lights were switched off in the test room due to unplanned works in the building.	The lights in the room were restored within a couple of minutes. An incident report was submitted to ACER following the test.
<b>Total</b>	<b>25</b>		

**Table 2: 2021 Test Window 4 Test Centre Incident Summary**

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
9908	174	1.76%

**Table 3: 2021 Test Window 4 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 174 incidents which required significant investigations involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnection, test timing, and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate this by providing a Step-by-Step Guide and Online Test Application Instructions on the test website and sent out emails to candidates before the test window to remind them to ensure that they had checked their equipment and internet connection and ensured they adhered to the test rules and the minimum requirements needed to sit the test by remote proctoring. However, despite these steps, there is always a minority during every test window who failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## **Post-Test Activities**

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### **Review of Test Content**

Following each test window, questions and feedback from candidates about the test content are

summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2021 Test Window 4, 3 test content enquiries were raised by candidates. All 3 required no action.

ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

## Results

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. Test Window 4 results were released to DESE, VIT and HEPs via the ACER portal on Wednesday 8 December 2021. The portal allows DESE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Wednesday 15 December 2021. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

## Social Media

ACER continues to monitor a number of restricted access Facebook groups set up for the test. While monitoring the social media sites, ACER discovered that one Facebook group (Student Teachers Acting Against LANTITE (STAAL) is no longer in operation (moderators closed the group at the beginning of October 2021). There are now 10 Facebook groups.

- **LANTITE SUPPORT:** There are currently 3208 members and the group describes itself as 'A group to help members with ideas on passing Lantite exams';
- **Numeracy and Literacy Test Support Group:** There are currently 3908 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1326 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests'.
- **Place to vent about LANTITE:** There are currently 523 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures';
- **LANTITE Study Group:** There are currently 4617 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support'.
- **Lantite Made Easy:** There are currently 2171 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 134 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'.
- **Say No to ProctorU!** There are currently 1292 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'.



- **2021 LANTITE Support Group:** There are currently 739 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 151 members. A group description is currently not available for this group, however the majority of posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.

The majority of comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

### **Conclusion**

ACER continued with the two new initiatives that were implemented since the second test window of 2021; the photo identification (ID) verification process and changes to the reasonable adjustments medical documentation guidelines. Further improvement was made on the functionality of the ID verification system. Both initiatives have continued to work well and fulfil the objectives for the implementation, which are to reduce the amount of personal information captured by ProctorU, and to ensure that appropriate medical information and supporting evidence were provided to ACER so that reasonable adjustments applications can be assessed in a fairer and more consistent manner.

Despite challenges posed by ever-changing COVID situation and vaccination requirements and the minor incidents at some test centres, the test window went well on the whole. By keeping a close eye on the vaccination requirements in the various states, ACER (in consultation with DESE) was able to make quick informed decisions on relevant test centres. Test centres in NSW, VIC and ACT were not offered for TW4 2021. This decision helped reduce inconvenience and stress associated with the cancellation of test sessions at test venues for many candidates and allowed them to make early preparations to register and sit the test via remote proctoring. None of the test sessions at test venues had to be cancelled at the last moment due to COVID-19 related reasons for test window 4 2021.

In view of the evolving COVID-19 situation in some Australian states and changes in restrictions brought about by vaccination targets being met, ACER will continue to monitor the latest developments closely. ACER will also continue to work closely with all test venues to ensure all relevant COVID-safe measures are put in place and in accordance with the prevailing regulations of the respective states whilst ensuring the test continues to be run at as many test centres as possible in a consistent and secure manner.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2022 Test  
Window 1**

14 February – 27  
February 2022



Confidential

## Introduction

The first test window of 2022 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 14 February to Sunday 27 February 2022. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 11984 test session bookings were received during the registration period: Tuesday 11 January to Monday 24 January 2022. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. Candidates were required to wear a face mask if it was mandated by their local government while attending their test session. Otherwise, it was strongly recommended by ACER that candidates wear a face mask during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 1 opened on Tuesday 11 January and closed on Monday 24 January 2022. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 11984 test session bookings were received during the registration period.

The refund deadline was Monday 24 January 2022. 105 refund requests were received and processed by the deadline. A further 49 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death of an immediate family member, major health issues and illness, severe weather in Brisbane and other exceptional circumstances due to the COVID-19 situation.

### **Verification of Candidate Identity**

ACER continued with the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance the protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER checked all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. In spite of this, 32 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The new ID verification process continued to work well with the significant amount of time and effort put in by the project team. Further IT development work was undertaken to enhance functionality of the system. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

ACER conducted test centre sittings in all states and territories for this test window. Test centres were offered in capital cities of Adelaide, Brisbane, Darwin, Hobart, Melbourne, Perth and Sydney. For regional cities, test centres were offered in Armidale, Ballarat, Gold Coast, Mildura, Newcastle, Parramatta, Sunshine Coast, Warrnambool and Wollongong. Some of these test centres in regional cities were offered in TW1 2022 as replacements for cancellations in 2021.

ACER worked closely with our test venue partners to operate test centre sittings and despite the uncertain operating environment in which some venues were hesitant about taking bookings or cancelled bookings with short notice due to the fast-evolving COVID-19 situation, ACER was able to find and offer new venues in Newcastle and Wollongong. In some of these venues, ACER worked with the venue providers to adjust capacity or offer additional test rooms in order to comply with the more restrictive capacity requirements that came into force during and after the close of registrations. The ability to run the test safely at these locations testify to the hard work and collaborative efforts of ACER and its venue partners to meet the challenges posed by the rapidly changing COVID-19 situation across Australia.

ACER worked with all test venues to ensure that appropriate and consistent COVID-safe measures

were implemented for all the test sessions. Important test centre procedures were standardised with minor differences in processes to account for the diverse ways in which the test venues operated. Such differences mainly related to the allocation of tasks and responsibilities between the test venue staff and ACER-employed test supervisors at the ACER organised test venues. ACER was also able to obtain assurance from all the test centre providers that they operated in compliance with the relevant public health orders in the respective states. ACER also worked with these test venues to enforce checks for proof of COVID-19 vaccination should the prevailing state/territory regulation required that for entry. Candidates were also updated on any changes in vaccination requirement and advised on possible alternatives should such changes affect them.

The demand for test centre places was highly variable, possibly influenced largely by the COVID-19 situation in the various states and territories during the registration period. Demand was relatively low for test centres in NSW and Victoria, especially for Melbourne and Sydney. ACER had to cancel some sessions in these locations due to the low demand. It appeared that due to the high COVID-19 numbers in both states, many candidates might still be hesitant to return to sit the test at the test centres, choosing to do so by remote proctoring instead. On the other hand, test centres in Brisbane, Darwin, Hobart, Gold Coast and Sunshine Coast were near full capacity. Demand was particularly strong in Adelaide and Perth where ACER negotiated with the venue providers to offer seats for an additional test day in Perth and 2 additional days in Adelaide.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin, Hobart and Cliftons test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts and the document on 'COVID-19 Management of Test Centres' were reviewed and updated for each test window with additional information relating to management of the test sittings and candidates in alignment with the COVID-safe measures and administrative procedures. ACER also worked on having alternative plans in case test supervisors were furloughed due to COVID-19 related reasons. This was put to good use as ACER was able to find a replacement test supervisor for Mildura when being informed just the test day that one of the test supervisors had to self-isolate due to COVID-19.

All test centre sittings in this window generally went smoothly. There were minor incidents at the Ballarat, Gold Coast, Parramatta, Sydney and Wollongong test centres. For the 7.30 am session in Ballarat on 15 February, the computers used by 5 candidates shut down unexpectedly at the beginning of the test. The supervisors were able to restart the affected computers and candidates were able to continue with the test without any further issue. The issue was resolved within 3 minutes. Affected candidates were given the time in lieu for the disruption. An automatic computer update was suspected to be the cause. ACER will work with the test centre to reduce the possibility of a recurrence. During the pre-test check for the 7.30am session for Sydney on 23 February, it was discovered that there was no internet connection to half of the computers in the smaller test room. This was due to a power outage caused by the overnight storms in Sydney. The issue was quickly identified and resolved by the venue staff. The start of the test session was delayed by about 10 minutes due to the issue but all candidates were given the full test duration and completed the test without any issue. During the 7.30am session in Sydney on 24 February, another power outage caused by the storms raging in the vicinity of the venue affected the internet connection for one of the test rooms during the pre-test instructions. The issue was quickly identified and resolved by the venue staff within 5 minutes. The test session commenced on time and candidates were able to complete their test without any further issue and delay.

During the pre-test check for the 7.30am session in Gold Coast on 15 February, it was discovered that the test centre had installed an incorrect and earlier version of the ACER secure test application, even though the correct and latest version was provided by ACER. The venue staff contacted ACER and was once again provided with the correct version of the test application. This was installed immediately on the computers that were used for the test. This issue resulted in the delay in the start of the test session by about 20 minutes. However, it did not affect the subsequent test sessions and these sessions started on time. All candidates were given the full test duration. Investigations into the

matter revealed that the issue could have arisen due to internal miscommunication between the venue booking staff and their IT department. ACER will put in additional checks to minimise the risk of such a recurrence in future.

In Parramatta and Wollongong, there was noise issues from a neighbouring car park and another hotel event respectively. Test venue and supervisors resolved the issues by shutting all back windows and handed out ear plugs to candidates. These were all quickly resolved and candidates did not raise any issue regarding the noise at both test centres.

There have been instances in which test supervisors faced difficulty in enforcing the COVID-19 regulations to ensure the public health orders were carried out for the well-being and safety of everyone, especially in relation to face masks. Some candidates were not used to wearing masks and complained about having to do so. Some tried to remove or lower their masks during the test. The test supervisors often had to remind candidates about wearing their masks properly to ensure the well-being and safety of all present. Two candidates wrote to ACER after the test to express their annoyance and unhappiness at having to wear their masks but did not respond further when ACER explained that the supervisors were carrying out their duties to ensure all health regulations were adhered to for the safety of everyone.

ACER will continue to work with all test centre providers and test supervisors to ensure all essential COVID-safe measures and standard test administrative procedures are put in place and implemented appropriately. ACER will also monitor changes in vaccination and other COVID-19 requirements across Australia and provide candidates with relevant advice on attending their test in particular test centres. ACER will proactively continue to look for suitable test centres in all locations to expand the available options for each location and ensure that the test would be able to be held at the agreed locations in the upcoming test windows.

### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 7 February 2022. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) would not be accepted at the test centre. Candidates were permitted to show the test supervisors an electronic or printed copy of their admission ticket.

To ensure a greater accuracy in candidate records, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

## **Test Day**

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### **Attendance**

A total of 5931 candidates registered for the literacy test, and a total of 5968 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 5595 candidates had sat the literacy test, and 5555 candidates had sat the numeracy test. These numbers were lower than in the 2021 test window 1. During 2021 Test Window 1, a total of 5979 candidates registered for the literacy test, and a total of 6026 candidates registered to sit the numeracy test. 5773 candidates sat the literacy test, and 5760 candidates sat the numeracy test in 2021 Test Window 1.

Table 1 provides a summary of attendance for 2022 Test Window 1.

	<b>Literacy</b>	<b>Numeracy</b>

<b>HEPs</b>	<b>Registered</b>	<b>Present</b>	<b>Attendance Rate</b>	<b>Registered</b>	<b>Present</b>	<b>Attendance Rate</b>
Alphacrucis College	28	27	96.43%	28	25	89.29%
Australian Catholic University	697	651	93.40%	677	622	91.88%
Australian College of Physical Education	13	12	92.31%	17	15	88.24%
Avondale University	13	11	84.62%	14	11	78.57%
Central Queensland University	69	66	95.65%	67	65	97.01%
Charles Darwin University	115	104	90.43%	89	77	86.52%
Charles Sturt University	121	118	97.52%	125	121	96.80%
Christian Heritage College	13	12	92.31%	12	11	91.67%
Curtin University	287	263	91.64%	286	271	94.76%
Deakin University	238	228	95.80%	251	240	95.62%
Eastern College Australia	3	2	66.67%	3	2	66.67%
Edith Cowan University	354	342	96.61%	363	341	93.94%
Excelsia College				1	1	100.00%
Federation University Australia	73	66	90.41%	80	69	86.25%
Flinders University	102	96	94.12%	112	103	91.96%
Griffith University	243	228	93.83%	230	215	93.48%
James Cook University	24	21	87.50%	25	24	96.00%
La Trobe University	192	185	96.35%	187	180	96.26%
Macquarie University	177	167	94.35%	190	173	91.05%

Melbourne Polytechnic	4	4	100.00%	3	3	100.00%
Monash University	84	81	96.43%	103	98	95.15%
Montessori World Educational Institute	1	1	100.00%	1	1	100.00%
Murdoch University	91	85	93.41%	79	73	92.41%
Queensland University of Technology	208	195	93.75%	226	215	95.13%
RMIT University	42	39	92.86%	50	45	90.00%
Southern Cross University	160	151	94.38%	175	156	89.14%
Swinburne University of Technology	296	275	92.91%	303	273	90.10%
Tabor Adelaide	6	6	100.00%	8	7	87.50%
The University of Adelaide	78	76	97.44%	68	62	91.18%
The University of Melbourne	223	209	93.72%	217	207	95.39%
The University of New England	154	149	96.75%	155	144	92.90%
The University of New South Wales	65	63	96.92%	67	65	97.01%
The University of Newcastle	161	153	95.03%	158	148	93.67%
The University of Notre Dame Australia	222	216	97.30%	215	210	97.67%
The University of Queensland	91	86	94.51%	97	91	93.81%
The University of Sydney	74	65	87.84%	75	67	89.33%



The University of Western Australia	20	17	85.00%	23	19	82.61%
University of Canberra	62	60	96.77%	57	52	91.23%
University of South Australia	241	233	96.68%	237	224	94.51%
University of Southern Queensland	126	116	92.06%	129	116	89.92%
University of Tasmania	111	102	91.89%	119	107	89.92%
University of Technology, Sydney	31	28	90.32%	31	29	93.55%
University of the Sunshine Coast	113	113	100.00%	112	110	98.21%
University of Wollongong	94	92	97.87%	102	99	97.06%
Victoria University	224	209	93.30%	222	210	94.59%
Western Sydney University	187	172	91.98%	179	158	88.27%
<b>Grand Total</b>	<b>5931</b>	<b>5595</b>	<b>94.33%</b>	<b>5968</b>	<b>5555</b>	<b>93.08%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2022 Test Window 1**

### Test Dates

2022 Test Window 1 was held from 14 February to 27 February 2022. Remote proctoring sessions could be completed by candidates between 14 February and 24 February. The remote proctoring test window was extended until 26 February 2022 for 20 candidates who experienced technical issues and needed to reschedule their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres per day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Reasonable Adjustments**

A total of 206 applications for reasonable adjustments were received and 204 applications were approved by ACER while 2 applications were not approved. Both applications did not contain sufficient medical evidence and ACER was unable to assess the applications based on what was submitted. ACER advised both candidates regarding the appropriate documentation but did not receive the required information by the deadline despite the reminders.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

ACER continued with the implementation of the changes that were put in place from the May 2021 test window. Candidates are required to refer to the information on the test website and the accompanying guide 'ACER Documentation Requirements - Guidelines for Reasonable Adjustments'. They can also use the revised 'reasonable adjustment application form' available on the test website. The implementation of the new guidelines continued to be successful. Many of the candidates were able to make use of the information on the website and work with their medical practitioners to provide the relevant documentation. Since the implementation of the new documentation requirements from 2021 test window 2, the instances in which candidates submitting documentation relating to mental health conditions or neurodevelopmental disorders without any information on the level of severity or/and assessment tool used in the diagnosis have declined significantly. In cases in which the level of severity or/and assessment tool was not initially provided, ACER was able to work with these candidates to obtain the required information from their medical practitioners before the application deadline. Overall, no application for reasonable adjustments was rejected due to the implementation of the new guidelines and requirements. For the 2 candidates who did not have the application for reasonable adjustment approved, the same outcome would have applied under the previous requirements.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 13 candidates emailed ACER and asked for a review of their adjustments. 5 candidates were granted additional test time or/and other adjustments requested with further supporting documentation from the medical practitioner while the requests for the other 8 candidates were declined due to inadequate information in the accompanying medical documentation to support their requests. The adjustments granted for 2022 Test Window 1 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have elevated leg support, back support and cushion
- Permission to have message ball and highlighters
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to have human reader
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Permission to read out loud
- Permission to have written copies of test instructions
- Permission to have an AUSLAN interpreter
- Request for all communications with proctor to take place via the chat function only
- Request for proctors to ignore involuntary noise made by candidate
- Provision of a physical non-scientific calculator for section 1 of numeracy test

ACER also held special test sittings for 29 candidates who required more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres and would be better provided for at these alternative locations.

3 candidates were granted the opportunity to sit the paper version of the test at the ACER offices. 1 candidate sat both the literacy and numeracy test components while the other 2 candidates sat the literacy and numeracy tests respectively. These candidates successfully completed the test and were satisfied with the arrangements made by ACER. ACER will continue to monitor the impact of the revised guidelines for reasonable adjustments on candidates' applications in the upcoming test windows. ACER will also provide further assistance should candidates have difficulties in adhering to the new requirements.

### **Management of Incidents**

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily, and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### *Test Centres*

Incidents reported for 2022 Test Window 1 are summarised in Table 2 below.

<b>Test Centre</b>	<b>Number of Incidents Reported</b>	<b>Incident Type(s)</b>	<b>Resolution/Action (if required)</b>
<b>Capital cities</b>			

Adelaide (ACER)	17	5 candidates presented photo IDs that contained mismatches with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		4 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were given extra time to compensate for time lost.
		2 candidates arrived for their test session on a different date to the date stated on the Admission Ticket.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		4 candidates did not present acceptable ID/an admission ticket to sit the test.	The candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		1 candidate queried test content.	Referred to ACER test developers for review.
		1 candidate's phone alarm sounded during the test	The candidate was identified and the phone was turned off. An incident report was submitted to ACER following the test.
Armidale (ACER)	4	4 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor resolved issues. Candidates were given extra time to compensate for time lost.
Ballarat (ACER)	10	1 candidate presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates queried test content.	Referred to ACER test developers for review.
		7 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers and solved the issues. Candidates were given extra time to compensate for time lost.
Brisbane (ACER)	8	1 candidate sniffled throughout the test.	Candidate was given tissues.
		2 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates queried the test content.	Referred to ACER test developers for review.
		3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Candidates were assisted to log in again and were able to continue the test without further issue. Candidates were offered extra time to compensate for time lost.
Canberra (ACER)	2	1 candidate arrived for their test session at a different time to the time stated on the Admission Ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.

		1 candidate queried test content.	Referred to ACER test developers for review.
Darwin (ACER)	1	1 candidate asked to move seats so they could no longer see the wall clock.	Test supervisor adjusted room divider so candidate could no longer see the clock.
Gold Coast (ACER)	13	12 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Candidates restarted the computers or were moved to an alternative workstation and given extra time to compensate for time lost.
		1 candidate presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Hobart (Cliftons)	1	1 candidate attempted to start the test prior to the supervisor's instruction to do so.	Candidate was stopped by the supervisor and began with the rest of the candidates.
Melbourne (Cliftons)	26	12 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Supervisors refreshed the screens or moved candidates to new computers. Candidates were given extra time to compensate for time lost.
		1 candidate's phone alarm sounded during the test.	The candidate was identified and the phone was turned off. An incident report was submitted to ACER following the test.
		1 candidate complained of noise caused by a candidate moving to a new computer.	Candidate was given extra time to compensate.
		2 candidates queried test content.	Referred to ACER test developers for review.
		1 candidate accidentally clicked through to Section 2 of the Numeracy test before completing Section 1	Supervisor confirmed instructions had been read out at the start of the test session. Candidate was not permitted to return to Section 1.
		1 candidate arrived for their test session at a different time to the time stated on the Admission Ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		4 candidates did not present acceptable ID/an admission ticket to sit the test.	The candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		4 candidates presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Newcastle (ACER)	4	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Supervisors moved candidates to new computers. Candidates were given extra time to compensate for time lost.
		1 candidate presented photo ID that contained a mismatch with	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details

		the name on the Admission Ticket.	were updated by ACER following the test.
		1 candidate queried test content.	Referred to ACER test developers for review.
Parramatta (ACER)	4	3 candidates presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 session experienced a brief disruption from construction noise outside the venue.	Supervisors closed windows and handed out earplugs.
Perth (Cliftons)	1	1 candidate queried test content.	Referred to ACER test developers for review.
Sydney (ACER)	14	3 candidates presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate did not present acceptable ID/an admission ticket to sit the test.	The candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
		1 candidate arrived for their test session at a different time to the time stated on the Admission Ticket.	The candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
		1 candidate started test late due to air-conditioning and face mask fogging up glasses.	Candidate was given a new mask and moved away from the air conditioner.
		2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were given extra time to compensate for time lost.
		2 sessions experienced brief internet disconnections.	Test supervisor contacted IT technician to resolve issues. Candidates were given extra time to compensate for time lost.
		2 candidates' phone alarms sounded during the test.	Candidates were identified and the phones were turned off. An incident report was submitted to ACER following the test.
		1 candidate interrupted supervisor's instructions to refuse a face mask.	Candidate was told face masks are compulsory and was given a new mask to wear.
		1 candidate attempted to start the test prior to the supervisor's instruction to do so.	Candidate was stopped by the supervisor and began the test with the rest of the candidates.
Wollongong (ACER)	2	1 candidate did not present acceptable ID/an admission ticket to sit the test.	The candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
		Music was briefly heard during one session from a wedding outside the venue.	Supervisors handed out earplugs and venue staff moved wedding guests away from the test room.
<b>Total</b>	<b>107</b>		

**Table 2: 2022 Test Window 1 Test Centre Incident Summary***Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

Total sessions	Cases with significant investigations	Percentage
6386	102	1.60%

**Table 3: 2022 Test Window 1 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 102 incidents which required significant investigations involving a detailed study of chat logs, test and time logs to determine the problem and the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnection, test timing, and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate this by providing a Step-by-Step Guide and Online Test Application Instructions on the test website and sent out emails to candidates before the test window to remind them to ensure that they had checked their equipment and internet connection and ensured they adhered to the test rules and the minimum requirements needed to sit the test by remote proctoring. However, despite these steps, there is always a minority during every test window who failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their tests during the test window.

## Post-Test Activities

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### Review of Test Content

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2022 Test Window 1, 10 test content enquiries were raised by candidates. Nine of the 10 required no action. Only one question requires an update as described below.

A candidate provided feedback to ACER that s 22 . This candidate had not applied for reasonable adjustments during the registration period. He advised that the s 22

. ACER reviewed the question immediately and ascertained that his concern may be valid in such circumstances. As such, to ensure fairness and equity, ACER decided not to score this particular question for all candidates who were given test forms that contained the question and undertook psychometric adjustments to ensure that the same test standard was maintained for all candidates. ACER will also update the s 22 used in the test question to make them more accessible for people with s 22 . This update will be applied for the next round of testing in May 2022.

ACER reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### Results and Misconduct

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt

and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. ACER also conducts random checks, and in this test window, discovered that a candidate had tried to cheat during a remote proctoring literacy test session. A word from one of the test questions that the candidate was working on was being searched for during their bathroom break. After investigating the matter, including a review of the candidate's explanation and the video recording of their test session, ACER concluded from all the evidence that the candidate had breached the test rules as they had tried to look for assistance to answer a test question during the literacy test by accessing other websites. As such, their test result was cancelled. This was considered as one test attempt but not a failed attempt due to the result. The candidate was not banned from sitting the test but was advised that their HEP would be notified of their misconduct.

Test Window 1 results were released to DESE, VIT and HEPs via the ACER portal on Wednesday 23 March 2022. The portal allows DESE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 29 March 2022. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

### Social Media

ACER continues to monitor a number of restricted access Facebook groups that have been set up by students or members of the public about the test. While monitoring the social media sites, ACER discovered that one Facebook group (2021 LANTITE Support Group) is still in operation but has changed its name by removing "2021" from the group name. There are currently 10 Facebook groups.

- **LANTITE SUPPORT:** There are currently 3475 members and the group describes itself as 'A group to help members with ideas on passing Lantite exams';
- **Numeracy and Literacy Test Support Group:** There are currently 3986 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1346 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests'.
- **Place to vent about LANTITE:** There are currently 523 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures';
- **LANTITE Study Group:** There are currently 4717 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support'.
- **Lantite Made Easy:** There are currently 2268 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 133 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!** : There are currently 1281 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'
- **LANTITE Support Group:** There are currently 835 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.



- **UTAS Literacy and Numeracy test support group:** There are currently 151 members. A group description is currently not available for this group, however the majority of posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.

The majority of comments and posts from members of the groups above provide general exam information, exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

### **Conclusion**

Despite ongoing challenges posed by COVID-19 and changes in the health regulations across Australia, ACER was able to conduct test centre sittings in all states and territories during this test window. Some of the regional test centres were offered this time because of forced cancellations due to COVID restrictions in 2021. None of the test centre sittings has had to be cancelled at the last moment this time. Remote proctoring test sessions continued to run successfully. The first test window generally went quite smoothly on the whole.

Even though the COVID-19 situation seemed to have stabilised as compared to the last 2 years, it was noted that the demand for test centres in NSW and VIC in this test window was generally lower than pre-COVID times. It is still early to tell if this downward trend will continue and ACER will continue to monitor its development and the changes in health regulations to ensure appropriate measures are implemented and regulations are adhered to at all times and at all test centres. By constantly keeping a close eye on the vaccination requirements in the various states, ACER (in consultation with DESE) has been able to make quick informed decisions on relevant test centres and to secure the necessary bookings.

In the last 2 years, ACER has granted 145 full refunds and switched 82 candidates' test centre sittings to remote proctoring due to COVID-19 related reasons and on compassionate grounds. ACER has thus had to absorb additional test centre and other administration costs. Given that Australia is moving into an endemic-like stage, it is hoped that ACER and DESE will be able to come up with an approach in the near future that will enable candidates to continue to have minimal disruption from sitting their tests due to COVID-19 related reasons, while ensuring that ACER is able to continue to deliver the test successfully in a more viable and time-effective manner.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2022 Test  
Window 2**

9 May – 22 May  
2022



Confidential

## Introduction

The second test window of 2022 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 9 May to Sunday 22 May 2022. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 11333 test session bookings were received during the registration period: Friday 1 April to Thursday 14 April 2022. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. Candidates were required to wear a face mask if it was mandated by their local government while attending their test session. Otherwise, it was strongly recommended by ACER that candidates wear a face mask during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 2 opened on Friday 1 April and closed on Thursday 14 April 2022. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 11333 test session bookings were received during the registration period.

The refund deadline was Thursday 14 April 2022. 79 refund requests were received and processed by the deadline. A further 89 refunds were processed on compassionate grounds after the deadline for varied reasons such as the death of an immediate family member, major health issues and illness, severe weather in Queensland and other exceptional circumstances due to the COVID-19 situation.

### **Verification of Candidate Identity**

ACER continued with the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance the protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER checked all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. In spite of this, 26 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The ID verification process continued to work well. Further IT development work was undertaken to enhance the functionality of the system. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

ACER conducted test centre sittings in all states and territories for the May 22 test window. Test centres were offered in capital cities of Adelaide, Brisbane, Darwin, Hobart, Melbourne, Perth and Sydney. For regional cities, test centres were offered in Albury, Armidale, Ballarat, Cairns, Bathurst, Geelong, Gold Coast, Mildura, Newcastle, Parramatta, Rockhampton, Sunshine Coast, Townsville, Wagga Wagga and Wollongong. ACER worked closely with our test venue partners and was able to find and offer new venues in Albury, Bathurst and Wagga Wagga.

Despite the states and territories relaxing COVID-19 restrictions, ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were implemented for all the test sessions. Important test centre procedures were standardised with minor differences in processes to account for the diverse ways in which the test venues operated. Such differences mainly related to the allocation of tasks and responsibilities between the test venue staff and ACER-employed test supervisors at the ACER organised test venues. ACER was also able to obtain assurance from all the test centre providers that they operated in compliance with the relevant public health orders in the respective states, including enforcing checks for proof of COVID-19 vaccination should the prevailing state/territory regulation or the venue itself require that for entry. Candidates

were updated on any changes in vaccination requirement and advised on possible alternatives should such changes affect them.

Overall demand for test centre places was lower as compared to the May test window in previous years. This could be due to the prevailing high number of cases of COVID-19 in the various states/territories during the registration period and possibly the lower intake of ITE students over the last couple of years. For capital cities, demand was low for test centres in Melbourne and Brisbane. For regional locations, demand was low for Albury, Armidale, Bathurst, Ballarat, Cairns and Townsville. ACER had to cancel some sessions in these locations due to the lower demand. The test could not proceed in Mildura as only 1 candidate had registered. The candidate agreed to switch to remote proctoring and successfully completed the test. Demand for test places in Canberra, Darwin, Geelong, Hobart, Gold Coast, Newcastle, Parramatta, Perth, Sydney and Sunshine Coast remained steady while demand was particularly strong in Adelaide where ACER managed to negotiate with the venue provider to offer extra spaces for 2 additional days.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin, Hobart and Cliftons test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts and the document on 'COVID-19 Management of Test Centres' were reviewed and updated with additional information relating to management of the test sittings and candidates in alignment with the COVID-safe measures and administrative procedures. ACER also worked on having some back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons. This proved useful in enabling ACER to engage additional test supervisors for the replacement sessions that were held on 21 May 2022 in Sydney.

All test centre sittings in this window generally went smoothly. There were minor incidents at the Ballarat, Armidale, Bathurst, Darwin, Newcastle and Sydney test centres. For the 10.30am session in Darwin, water supply was cut off between 10.00am and 10.50am due to urgent repairs for a water leak in the building. Buckets of water were placed in the toilets at the test venue and the venue had alternative supplies of drinking water, so there was no impact on the candidates. For the 7.30am session in Ballarat on 21 May 2022, the campus security had forgotten to unlock the door to the building. The test supervisors were however able to access the building and test room via their access card and immediately took proactive action. Campus security was alerted and one test supervisor was stationed at the door during the entire registration period to enable candidates to access the building and test room until the security personnel were able to attend to the issue.

There were IT-related issues for the 7.30am session in Armidale on 10 May 2022 and Bathurst on 16 May 2022. In Armidale, an error message was displayed when the ACER test application was accessed. This issue was however quickly resolved and the test proceeded smoothly though the start time was delayed for a couple of minutes. In Bathurst, the test supervisors found out that some computers did not have the ACER test application installed during the pre-test checks. They took immediate action and contacted the venue IT to have it installed. The test session was not affected as ACER had not used all the computers in the test room and there was an adequate number of computers for the test session to proceed without delay. The venue in Bathurst is a new venue as the original venue no longer accepts bookings. There were some issues in terms of communication between the IT department and the contact person for the venue as ACER's requirements were not properly conveyed internally. Even though the venue was booked months ahead, ACER had to step in to work out issues with the IT department and contact person directly in the days leading up to the test sessions to ensure things were in place. ACER will review the suitability of this venue and may consider offering an alternative venue in Dubbo in future as there is a lack of suitable test centres in Bathurst.

There was a major technical disruption at the 1.30pm session on 18 May 2022 at the Sydney test centre. Internet service to the building in which the test centre was located was suddenly disrupted shortly after registration for the test session were completed. Internet connection for all computers was lost. ACER was informed immediately and set about managing the situation by asking the chief supervisor to hold the candidates for 20 minutes to allow the venue to work out the issue. At the same time, ACER was in contact with the venue to ascertain the issue, activate possible back-up plan and arrange for alternative sessions should cancellation be required. The venue tried to resolve the issue and implemented the back-up plan of using WIFI connection for the computers but was unsuccessful for the affected session. To avoid further stress and anxiety to candidates, ACER cancelled the 1.30pm session and advised candidates to wait for an email on alternative options from ACER. Candidates who were also registered for the next session were advised to come back at 4.30pm. The issue was eventually resolved and internet connection was restored at about 3.30pm. Further investigations by the venue and the internet service provider showed that there was an outage to the core network routers which had caused all the devices in the entire building that had connection to the building network to lose their route to the internet. ACER has followed up on this incident with the test venue and they have agreed to have the additional back-up of 4G dongles in place for future windows.

Immediate action was also taken by ACER to secure booking for replacement sessions on 21 May 2022 and offer these places to the affected candidates. Candidates who wanted to sit the test but were unable to attend on 21 May 2022 were also offered alternative sessions on 20 May 2022. Refunds were also offered to candidates who chose that option. As the remote proctoring test window had closed on 18 May 2022, it was not operationally feasible to offer remote proctoring to these affected candidates at that point in time. 31 candidates rescheduled and sat the test during the alternative sessions and 16 candidates accepted a refund from ACER. These options were however not available to the 6 candidates who were absent for the original test session.

In view of the continual easing of restrictions, ACER will continue to work with all test centre providers and test supervisors to ensure appropriate COVID-safe measures and related administrative procedures continue to be implemented. ACER will proactively source for suitable test centres in all locations to expand the available options for each location and look for alternative locations for those locations in which there are limited suitable test centres.

#### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 2 May 2022. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) would not be accepted at the test centre. Candidates were permitted to show the test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

## Test Day

### Attendance

A total of 5589 candidates registered for the literacy test, and a total of 5597 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 5174 candidates had sat the literacy test, and 5116 candidates had sat the numeracy test. These numbers were lower than in the 2021 May test window. In the same window in 2021, a total of 6377 candidates registered for the literacy test, and a total of 6277 candidates registered to sit the numeracy test. 6041 candidates sat the literacy test, and 5866 candidates sat the numeracy test.

Table 1 provides a summary of attendance for 2022 Test Window 2.

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance Rate	Registered	Present	Attendance Rate
Alphacrucis College	17	16	94.12%	15	14	93.33%
Australian Catholic University	537	495	92.18%	520	474	91.15%
Australian College of Physical Education	4	3	75.00%	7	5	71.43%
Avondale University	36	29	80.56%	34	25	73.53%
Central Queensland University	172	168	97.67%	170	162	95.29%
Charles Darwin University	90	81	90.00%	74	70	94.59%
Charles Sturt University	97	90	92.78%	104	96	92.31%
Christian Heritage College	3	3	100.00%	3	3	100.00%
Curtin University	163	147	90.18%	162	148	91.36%
Deakin University	305	285	93.44%	308	284	92.21%
Eastern College Australia	3	3	100.00%	2	2	100.00%

Edith Cowan University	386	356	92.23%	393	358	91.09%
Excelsia College	5	4	80.00%	5	2	40.00%
Federation University Australia	49	47	95.92%	61	56	91.80%
Flinders University	109	105	96.33%	129	120	93.02%
Griffith University	78	72	92.31%	85	78	91.76%
James Cook University	34	33	97.06%	31	29	93.55%
La Trobe University	99	94	94.95%	104	96	92.31%
Macquarie University	168	159	94.64%	190	177	93.16%
Melbourne Polytechnic	2	2	100.00%	2	2	100.00%
Monash University	246	225	91.46%	226	207	91.59%
Montessori World Educational Institute	2	2	100.00%	1	1	100.00%
Murdoch University	59	55	93.22%	56	54	96.43%
Queensland University of Technology	120	105	87.50%	116	103	88.79%
RMIT University	54	51	94.44%	43	39	90.70%
Southern Cross University	85	79	92.94%	81	72	88.89%
Swinburne University of Technology	279	251	89.96%	300	258	86.00%
Tabor Adelaide	11	10	90.91%	8	7	87.50%
The University of Adelaide	80	71	88.75%	72	66	91.67%



The University of Melbourne	317	296	93.38%	286	262	91.61%
The University of New England	131	124	94.66%	133	127	95.49%
The University of New South Wales	228	215	94.30%	229	216	94.32%
The University of Newcastle	219	204	93.15%	212	192	90.57%
The University of Notre Dame Australia	114	106	92.98%	127	113	88.98%
The University of Queensland	85	78	91.76%	78	72	92.31%
The University of Sydney	120	110	91.67%	115	106	92.17%
The University of Western Australia	42	40	95.24%	43	41	95.35%
University of Canberra	88	86	97.73%	84	84	100.00%
University of South Australia	225	209	92.89%	248	225	90.73%
University of Southern Queensland	106	99	93.40%	108	101	93.52%
University of Tasmania	76	72	94.74%	84	80	95.24%
University of Technology, Sydney	30	26	86.67%	26	22	84.62%
University of the Sunshine Coast	69	64	92.75%	74	69	93.24%
University of Wollongong	71	66	92.96%	73	70	95.89%
Victoria University	170	158	92.94%	157	136	86.62%
Western Sydney University	205	180	87.80%	218	192	88.07%

<b>Grand Total</b>	<b>5589</b>	<b>5174</b>	<b>92.57%</b>	<b>5597</b>	<b>5116</b>	<b>91.41%</b>
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**Table 1: Summary of attendance by Higher Education Provider for 2022 Test Window 2**

### **Test Dates**

2022 Test Window 2 was held from 9 May to 22 May. Remote proctoring sessions could be completed by candidates between 9 May and 19 May. The remote proctoring test window was extended until 23 May 2022 for 13 candidates who experienced technical issues and needed to reschedule and complete their sessions.

### **Reporting and Test Start Times**

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Reasonable Adjustments**

A total of 140 applications for reasonable adjustments were received and 137 applications were approved by ACER while 3 applications were not approved because they did not contain sufficient medical evidence. ACER advised the candidates regarding their incomplete documentation but did not receive the required information by the deadline despite the reminders. 1 candidate informed ACER that they did not want the adjustment that had been approved and was thus not provided with the adjustment.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

ACER continued with the implementation of the changes that were put in place from the May 2021 test window. Candidates are required to refer to the information on the test website and the accompanying guide 'ACER Documentation Requirements - Guidelines for Reasonable Adjustments'. They can also use the revised 'reasonable adjustment application form' available on the test website. The implementation of the new guidelines continued to be successful. Many of the candidates were able to make use of the information on the website and work with their medical practitioners to provide

the relevant documentation. Since the implementation of the revised documentation requirements from 2021 test window 2, the instances in which candidates submitting documentation relating to mental health conditions or neurodevelopmental disorders without any information on the level of severity or/and assessment tool used in the diagnosis have declined significantly. In cases in which the level of severity or/and assessment tool was not initially provided, ACER was able to work with these candidates to obtain the required information from their medical practitioners before the application deadline. Overall, no application for reasonable adjustments was rejected due to the implementation of the revised guidelines and requirements. For the 3 candidates who did not have the application for reasonable adjustment approved, the same outcome would have applied under the previous guidelines.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 7 candidates emailed ACER and asked for a review of their adjustments. 1 candidate was granted additional test time or/and other adjustments requested with further supporting documentation from the medical practitioner, while the requests for the other 6 candidates were declined due to inadequate information in the accompanying medical documentation to support their requests. The adjustments granted for 2022 Test Window 2 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget
- Permission to have elevated leg support, back support and cushion
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- P
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Permission to have written copies of test instructions
- Request for all communications with proctor to take place via the chat function only
- Request for proctors to ignore involuntary noises made by candidate
- Provision of a physical non-scientific calculator for section 1 of numeracy test

ACER also held special test sittings for 13 candidates who required more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres and were better provided for at these alternative locations.

1 candidate was granted the opportunity to sit the paper version of the numeracy test at the Wagga Wagga test centre, as the candidate was unable to travel to an ACER office to sit the test. ACER made special arrangement with the venue to set up a partition to segregate this candidate from the other candidates sitting the test using computers in the same test session, so as to minimise disturbance from the standard instructions given in the main test area. The candidate was provided with written instructions and one test supervisor was also always available to manage this special test sitting and address the candidate's queries. Test supervisors were provided with specific instructions for managing this particular test session. The entire test session went on smoothly without any issues. The candidate successfully completed the test and was satisfied with the arrangements made by ACER.

Based on ACER's observations, no candidate has been denied of the opportunity to have appropriate reasonable adjustments granted for their test sitting as a direct result of the revised documentation requirements that were implemented from the May 2021 test window. ACER will continue to monitor the situation and to provide further assistance should candidates have difficulties in adhering to the new requirements.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2022 Test Window 2 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	16	3 candidates presented photo IDs that contained mismatches with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		5 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted the IT technician to resolve issues or moved candidate to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate arrived for their test session after the test had started.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		6 candidates did not present acceptable ID/an admission ticket to sit the test.	The candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		1 candidate's phone alarm sounded during the test	The candidate was identified and the phone was turned off. An incident report was submitted to ACER following the test.

Ballarat (ACER)	2	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor resolved issue. Candidate was given extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
Brisbane (ACER)	7	1 candidate presented a photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate did not present acceptable ID for admission to the test.	The candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
		1 candidate queried test content.	Referred to ACER test developers for review.
		4 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers and solved the issues. Candidates were given extra time to compensate for time lost.
Cairns (ACER)	1	1 candidate experienced technical difficulties due to internet related issues at the test venue.	Test supervisors resolved the issue.
Canberra (ACER)	1	1 candidate presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Hobart (ACER)	1	1 candidate did not present an Admission Ticket on arrival at the venue.	The candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
Melbourne (Cliftons)	13	6 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Supervisors refreshed the screens or moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		1 candidate arrived for their test session at a different time to the time stated on the Admission Ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		4 candidates did not present acceptable ID to sit the test.	The candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		2 candidates presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Parramatta (ACER)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Supervisors restarted the computer and candidate was given extra time to compensate for time lost.

Rockhampton (ACER)	1	1 candidate presented photo ID that contained a mismatch with the DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Sydney (ACER)	25	2 candidates presented photo ID that contained a mismatch with the name on the Admission Ticket.	1 candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test. 1 candidate was not admitted to the test as their identity could not be verified. Candidate was advised to contact ACER to discuss their options.
		10 candidates did not present acceptable ID/an admission ticket to sit the test.	Candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		1 candidate queried test content.	Referred to ACER test developers for review.
		8 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted IT technician to resolve issues. Candidates were given extra time to compensate for time lost.
		1 candidate's phone alarm sounded during the test.	The candidate was identified and the phone was turned off. An incident report was submitted to ACER following the test.
		1 candidate caused a verbal noise disruption during their test session.	Candidate was warned of the test misconduct policy and advised to remain quiet.
		2 candidates attempted to start the test prior to the supervisor's instruction to do so.	Candidates were stopped by the supervisor and began the test with the rest of the candidates.
Townsville (ACER)	1	1 candidate presented a photo ID that contained a mismatch with the DOB on their Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Wollongong (ACER)	3	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors solved the issue or moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
<b>Total</b>	<b>72</b>		

**Table 2: 2022 Test Window 2 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

Total sessions	Cases with significant investigations	Percentage
5273	122	2.31%

**Table 3: 2022 Test Window 2 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 122 incidents which required significant investigations involving a detailed study of chat logs, test and time logs to determine the problem and the extent of the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnection, test timing, and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate this by providing a Step-by-Step Guide and Online Test Application Instructions on the test website and sent out emails to candidates before the test window to remind them to ensure that they had checked their equipment and internet connection and to ensure they adhered to the test rules and the minimum requirements needed to sit the test by remote proctoring. However, despite these steps, there is always a minority during every test window who failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## Post-Test Activities

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### Review of Test Content

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2022 Test Window 2, 4 test content enquiries were raised by candidates. Three of the 4 required no action.

Following feedback from the candidates, ACER test developers and psychometricians reviewed the 4<sup>th</sup> question, known as the “Rainfall Data” question and ascertained that it may be more appropriate to replace this question with another item with similar metadata and performance statistics in future test windows as the two shades in the question could be a little difficult for some candidates to differentiate. As such, ACER did not score this particular question for candidates who answered the question incorrectly or had missing response. Candidates with the correct response were scored.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### Results and Misconduct

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. ACER discovered a case of impersonation due to such checks and investigations showed that another person sat the test on behalf of the candidate. At the point of writing this report, ACER has withheld the release of this candidate’s result and has given them 14 days until 5 July 2022 to provide an explanation.

Test Window 2 results were released to DESE, VIT and HEPs via the ACER portal on Thursday 16 June 2022. The portal allows DESE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Wednesday 22 June 2022. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

### Social Media

ACER continues to monitor a number of restricted access Facebook groups set up for the test. While monitoring the social media sites, ACER discovered one new Facebook group (IXL LANTITE Tutoring group). There are currently 11 Facebook groups.

- **LANTITE SUPPORT:** There are currently 3610 members and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4006 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1342 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests'.
- **Place to vent about LANTITE:** There are currently 525 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures'.
- **LANTITE Study Group:** There are currently 4688 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support'.
- **Lantite Made Easy:** There are currently 2210 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 131 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!** There are currently 1270 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'.
- **LANTITE Support Group:** There are currently 872 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 151 members. A group description is currently not available for this group, however the majority of posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **IXL LANTITE Tutoring group:** There are currently 10 members and they describe themselves as 'a group for our students attending Sydney LANTITE sessions, we will post information about locations, dates and other necessary information within the one space for convenience and to ensure no one misses an announcement'.

The majority of comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

### Conclusion

As a result of the easing of COVID-19 restrictions across Australia, none of the test centre sittings has had to be cancelled due to COVID-19 for this test window. Remote proctoring and test centre sessions continued to run successfully. ACER continues to monitor the COVID-19 situation and



work with venues and test supervisors to ensure test sittings in test centres are administered in a COVID-safe manner.

In the last 2 years, ACER has granted 202 full refunds and switched 106 candidates' test centre sittings to remote proctoring due to COVID-19 related reasons and on compassionate grounds. As a result, ACER has had to absorb significant costs. It is hoped that DESE and ACER will be able to come up with an approach in the near future that will enable candidates to continue to have minimal disruption from sitting their tests due to COVID-19 related reasons, while ensuring that ACER is able to deliver the test successfully in a more viable manner.

In addition, ACER has been having ongoing discussions with DESE on the 2023 Prospective Students entry Policy and the implications on the test and test processes. In response to ProctorU's notification that they will be implementing a 'No show' fee in addition to the test fee from 2023, ACER has also been discussing with ProctorU on the implications of this.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2022 Test  
Window 3**

8 August – 21  
August 2022



Confidential

## Introduction

The third test window of 2022 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 8 August to Sunday 21 August 2022. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 11845 test session bookings were received during the registration period from Tuesday 5 July to Monday 18 July 2022. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

## Pre-Test Activities and Candidate Communication

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### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. Candidates were required to wear a face mask if it was mandated by their local government while attending their test session. Otherwise, it was strongly recommended by ACER that candidates wear a face mask during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 3 opened on Tuesday 5 July and closed on Monday 18 July 2022. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 11845 test session bookings were received during the registration period.

The refund deadline was Monday 18 July 2022. 106 refund requests were received and processed by the deadline. A further 35 refunds were processed on compassionate grounds after the deadline for varied reasons such as major health issues and illness, jury duty and other exceptional circumstances due to the COVID-19 situation.

### **Verification of Candidate Identity**

ACER continued with the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance the protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER checked all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. In spite of this, 23 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The ID verification process continued to work well. Further IT development work was undertaken to enhance the functionality of the system. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

ACER conducted test centre sittings in all states and territories for this test window. Test centres were offered in capital cities of Adelaide, Brisbane, Darwin, Hobart, Melbourne, Perth and Sydney. For regional cities, test centres were offered in Albury, Armidale, Ballarat, Cairns, Gold Coast, Newcastle, Parramatta, Sunshine Coast, Townsville, and Wollongong. ACER worked closely with our test venue partners and was able to find and offer a new venue in Wollongong.

Despite the states and territories relaxing COVID-19 restrictions, ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were still implemented for all the test sessions. Important test centre procedures were standardised with minor differences in processes to account for the diverse ways in which the test venues operated. Such differences mainly related to the allocation of tasks and responsibilities between the test venue staff and ACER-employed test supervisors at the ACER organised test venues. ACER was also able to obtain assurance from all the test centre providers that they operated in compliance with the relevant public health orders in the respective states, including enforcing checks for proof of COVID-19 vaccination should the prevailing state/territory regulation or the venue itself require that for entry. Candidates

were updated on any changes in the vaccination requirement and advised on possible alternatives should such changes affect them. ACER will also continue to source for alternative suitable test venues as a contingency plan and to ensure test centres could be run in a cost-effective and efficient manner.

Overall demand for test centre places was surprisingly quite high. Demand was higher than the May 22 and Aug 21 test windows respectively. For regional locations, demand was strong as well, with all test centres with the exception of Armidale being filled.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin, Hobart and Cliftons test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts and the document on 'COVID-19 Management of Test Centres' were reviewed and updated with additional information relating to management of the test sittings and candidates in alignment with the current COVID-safe measures and administrative procedures. ACER also worked on having some back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons.

All test centre sittings in this window generally went smoothly. There were minor incidents at the Ballarat, Darwin and Newcastle test centres. For the 1.30pm session in Newcastle on 13 Aug 2022, the air conditioning malfunctioned halfway through the session. Test supervisor immediately informed the venue contact and opened the windows/doors to facilitate air flow. The issue was fixed at the end of the test session and the air conditioner functioned well for subsequent test sessions. For test sessions in Ballarat on 22 Aug 2022, the automatic doors to the building (in which the test room was located) were locked and could only be accessed by swipe cards. The test supervisors were alert to the potential issue that this might cause and did frequent checks to let candidates into the building during registration period. Test supervisors ensured that there were no candidates waiting at the door before starting the test for each session. Campus security was immediately informed as well. However, it took some time for security to resolve the issue and the door was only opened for the following day. ACER will bring this issue up with the venue again to find a suitable solution.

s 22

s 22 . The candidate only requested for additional time for her reasonable adjustments and there was no request for s s 22 in her application. s 22

s 22

s 22 . The candidate had already started the test when ACER was informed of the situation by the test supervisor. ACER and the test supervisor and venue staff decided to s 22

s 22

s 22

. The candidate completed the test without any further issue. s 22

to

A significant incident occurred at the 10.30am session on 20 August 2022 at the Sydney test venue. There was noise caused by a construction site in the vicinity of the Sydney test venue during the session. The noise started about half an hour into the test session and stopped about 15 minutes towards the end of the test session. Upon commencement of the noise, the test supervisors took immediate action by offering candidates ear plugs. The manager of the test venue was also quickly alerted and promptly investigated the source of the noise. It was ascertained that the noise was coming from construction work at another building. The test supervisors and venue staff did what they could to reduce the impact of the noise but were not able to take any action to stop the work as they did not have any authority to halt the construction work in another building. ACER and the test venue did not have any prior notification of this work and as such could not have taken any preventative

measures in advance. In view of the situation, ACER will undertake a psychometric analysis to ascertain whether performance for candidates for this test session is significantly different from that of other candidates.

There were minor IT-related issues in Wollongong and Adelaide. At the 7.30am session in Adelaide on 12 Aug 2022, there was an internet outage that lasted for a few minutes just before the test was supposed to commence. The issue was quickly resolved and the test was able to commence with a few minutes' delay in start time. The test finished on time with the full test duration and subsequent test sessions were not affected. Investigations showed that the outage was a planned outage that was undertaken by the internet provider TPG in the area in which the venue was located. However, the venue was not informed of the outage. ACER discussed the issue with the venue which had since spoken to the internet provider and requested for advance notifications of such planned outages in future so that contingency plans could be enacted to avoid testing on these days or to manage such outages proactively to minimise the impact.

At the 7.30am session in Wollongong on 16 Aug 2022, there was internet connectivity issue due to confusion over the username/password to log into the internet at the venue. The venue staff was alerted and the issue was quickly resolved. The test started more than 10 minutes late due to the additional time it took to log onto all the computers at the venue. However, the test finished on time and subsequent test sessions were not affected. Test supervisors managed to clear up the issue with the venue staff and there was no further issue. For the 1.30pm test session on the same day, 6 computers stopped working and lost power towards the end of the test session. Affected students were immediately moved to spare computers and were given additional time to compensate for the time they lost. Students were able to complete their test without any further issue. The venue immediately undertook a check at the end of the test session. It was discovered that the power point used for these computers was faulty. Hence the computers ran out of power after a period of time. These computers were routed to another power point and there was no further issue.

### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 1 August 2022. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) would not be accepted at the test centre. Candidates were permitted to show the test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

## **Test Day**

### **Attendance**

A total of 5930 candidates registered for the literacy test, and a total of 5834 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 5494 candidates had sat the literacy test, and 5369 candidates had sat the numeracy test. In the same window in 2021, a total of 5843 candidates registered for the literacy test, and a total of 5787 candidates registered to sit the numeracy test. 5555 candidates sat the literacy test, and 5470 candidates sat the numeracy test. The registered numbers in the 2022 August test window were higher than in the equivalent 2021 test window but the number of candidates who attended and sat the tests were lower in 2022 than in 2021.

Table 1 provides a summary of attendance for 2022 Test Window 3

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance Rate	Registered	Present	Attendance Rate
Alphacrucis College	21	20	95.24%	14	14	100.00%
Australian Catholic University	675	618	91.56%	665	599	90.08%
Australian College of Physical Education	18	17	94.44%	21	20	95.24%
Avondale University	20	18	90.00%	29	27	93.10%
Central Queensland University	137	130	94.89%	138	126	91.30%
Charles Darwin University	156	138	88.46%	126	116	92.06%
Charles Sturt University	165	157	95.15%	162	154	95.06%
Christian Heritage College	11	10	90.91%	13	11	84.62%
Curtin University	221	195	88.24%	217	191	88.02%
Deakin University	208	196	94.23%	204	188	92.16%
Eastern College Australia	2	2	100.00%	2	2	100.00%
Edith Cowan University	268	246	91.79%	288	264	91.67%
Excelsia College	6	6	100.00%	8	8	100.00%
Federation University Australia	66	61	92.42%	71	66	92.96%

Flinders University	72	67	93.06%	74	67	90.54%
Griffith University	153	140	91.50%	150	139	92.67%
James Cook University	43	38	88.37%	48	43	89.58%
La Trobe University	143	132	92.31%	145	134	92.41%
Macquarie University	186	174	93.55%	190	172	90.53%
Melbourne Polytechnic	9	9	100.00%	6	6	100.00%
Monash University	242	224	92.56%	246	225	91.46%
Montessori World Educational Institute	5	4	80.00%	6	6	100.00%
Murdoch University	53	51	96.23%	47	43	91.49%
Queensland University of Technology	177	168	94.92%	170	161	94.71%
RMIT University	105	98	93.33%	112	104	92.86%
Southern Cross University	88	79	89.77%	97	83	85.57%
Swinburne University of Technology	313	282	90.10%	322	291	90.37%
Tabor Adelaide	10	9	90.00%	11	11	100.00%
The University of Adelaide	71	67	94.37%	55	49	89.09%
The University of Melbourne	159	147	92.45%	123	115	93.50%
The University of New England	134	127	94.78%	128	123	96.09%



The University of New South Wales	85	80	94.12%	72	67	93.06%
The University of Newcastle	295	280	94.92%	289	274	94.81%
The University of Notre Dame Australia	218	208	95.41%	214	205	95.79%
The University of Queensland	81	75	92.59%	81	77	95.06%
The University of Sydney	145	134	92.41%	145	134	92.41%
The University of Western Australia	11	11	100.00%	10	10	100.00%
University of Canberra	82	75	91.46%	80	74	92.50%
University of South Australia	187	170	90.91%	183	161	87.98%
University of Southern Queensland	145	138	95.17%	145	136	93.79%
University of Tasmania	110	105	95.45%	101	94	93.07%
University of Technology, Sydney	68	63	92.65%	70	64	91.43%
University of the Sunshine Coast	90	83	92.22%	83	78	93.98%
University of Wollongong	103	96	93.20%	105	101	96.19%
Victoria University	169	159	94.08%	170	156	91.76%
Western Sydney University	204	187	91.67%	198	180	90.91%
<b>Grand Total</b>	<b>5930</b>	<b>5494</b>	<b>92.65%</b>	<b>5834</b>	<b>5369</b>	<b>92.03%</b>

### **Table 1: Summary of attendance by Higher Education Provider for 2022 Test Window 3**

#### **Test Dates**

2022 Test Window 3 was held from 8 August to 21 August. Remote proctoring sessions could be completed by candidates between 8 August and 16 August. The remote proctoring test window was extended until 20 August 2022 for 35 candidates who experienced technical issues and needed to reschedule and complete their sessions.

#### **Reporting and Test Start Times**

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

#### **Reasonable Adjustments**

A total of 157 applications for reasonable adjustments were received before close of registrations and 152 applications were approved by ACER. 2 applications were not approved because they did not provide the relevant medical documentation. ACER advised these candidates regarding relevant supporting document but did not receive the required information by the deadline despite the reminders. The other 3 applications were not related to any disability or other health-related need.

All applications had to be received at ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

ACER continued with the implementation of the changes that were put in place from the May 2021 test window. Candidates are required to refer to the information on the test website and the accompanying guide 'ACER Documentation Requirements - Guidelines for Reasonable Adjustments'. They can also use the revised 'reasonable adjustment application form' available on the test website. The implementation of the new guidelines continued to be successful. Many of the candidates were able to make use of the information on the website and work with their medical practitioners to provide the relevant documentation. Since the implementation of the revised documentation requirements from 2021 Test Window 2, the instances in which candidates submitting documentation relating to mental health conditions or neurodevelopmental disorders without any information on the level of severity or/and assessment tool used in the diagnosis have declined significantly. In cases in which

the level of severity or/and assessment tool was not initially provided, ACER was able to work with these candidates to obtain the required information from their medical practitioners before the application deadline. Overall, no application for reasonable adjustments was rejected due to the implementation of the revised guidelines and requirements. For the 2 candidates who did not have the application for reasonable adjustment approved, the same outcome would have applied under the previous guidelines.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they required during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 6 candidates emailed ACER and asked for a review of their adjustments. 5 candidates were granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioners, while the request for 1 candidate was declined due to inadequate information in the accompanying medical documentation to support the requested adjustments. The adjustments granted for 2022 Test Window 3 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget
- Permission to have elevated leg support, back support or cushion
- Permission to increase the font size or/and adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to read aloud when required
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Permission to have written copies of test instructions
- Request for all communications with proctor to take place via the chat function only
- Request for proctors to ignore involuntary noises made by candidate
- Request for female test supervisor
- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader
- Permission to use mobile phone to monitor blood sugar level

ACER also held special test sittings for 24 candidates who required more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres and were better provided for at these alternative locations. Out of these candidates, 4 candidates were granted the opportunity to sit the paper version of the test at the ACER offices. 3 candidates sat the literacy test component while 1 candidate sat the numeracy component.

Candidates' specific requirements in the terms of formatting of the paper test were catered for. These candidates completed the tests and were satisfied with the arrangements made by ACER.

1 candidate was allowed to use the mobile phone for monitoring blood glucose level during their remote proctoring test session. Specific instructions were provided to both candidate and ProctorU and the test sessions went well without any issues. ACER, ProctorU and test supervisors have now successfully managed test sessions in a secure manner, which allowed candidates to use an application on their mobile phone to manage their blood glucose level for both test centres and remote proctoring test sittings but while maintaining test security. As more candidates are expected to use such mobile telephone applications for monitoring of health conditions, this stands ACER in good stead to grant candidates such adjustments and competently and securely manage their test sittings.

Based on ACER's records, no candidate has been denied of the opportunity to have appropriate reasonable adjustments granted for their test sitting as a direct result of the revised documentation requirements that were implemented from the May 2021 test window. ACER will continue to monitor the situation and to provide further assistance should candidates have difficulties in adhering to the new requirements.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2022 Test Window 3 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	17	5 candidates presented photo IDs that contained mismatches with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		5 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted the IT technician to resolve issues or moved candidate to an alternative workstation. Candidates were given extra time to compensate for time lost.
		2 candidates arrived for their test sessions after the test had started.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		5 candidates did not present acceptable ID to sit the test.	The candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
Ballarat (ACER)	3	1 candidate arrived for their test session on a different test day.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.

		1 candidate attempted to start the test prior to the supervisor's instruction to do so.	Candidate was stopped by the supervisor and began the test with the rest of the candidates.
		1 candidate queried test content.	Referred to ACER test developers for review.
Brisbane (ACER)	7	5 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate attempted to start the test prior to the supervisor's instruction to do so.	Candidate was stopped by the supervisor and began the test with the rest of the candidates.
		1 candidate queried test content.	Referred to ACER test developers for review.
Canberra (ACER)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computer and resolved the issue. Candidate was given extra time to compensate for time lost.
Darwin (ACER)	3	1 candidate arrived for their test session on a different day to the day stated on the Admission Ticket.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their options
		1 candidate did not present an acceptable ID to sit the test.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their options
		s 22 s 22 even though it was not requested as part of their reasonable adjustments application.	s 22 and a report was made to ACER. Test supervisor was informed by ACER that they should have called ACER before making this discretionary decision.
Gold Coast (ACER)	3	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors refreshed the screens or moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		1 candidate arrived for their test session on a different test day.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their options
Hobart (ACER)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computer and resolved the issue. Candidate was given extra time to compensate for time lost.
Melbourne (Cliftons)	13	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors refreshed the screens or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		4 candidates queried test content.	Referred to ACER test developers for review.

		2 candidates did not present acceptable ID to sit the test.	The candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		1 candidate attempted to start the test prior to the supervisor's instruction to do so.	Candidate was stopped by the test supervisor and asked to wait until the instruction to log in to the test was given. An incident report was submitted to ACER following the test.
		2 candidates' phone alarms sounded during the test.	Candidates were identified and the phones were turned off/removed from the test room. An incident report was submitted to ACER following the test.
		1 candidate presented photo ID that contained a mismatch with the DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Newcastle (ACER)	3	2 candidates queried the test content.	Referred to ACER test developers for review.
		1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors assisted the candidate to refresh the screen and resolved the issue. Candidate was offered extra time to compensate for time lost but did not require the additional time.
Parramatta (ACER)	5	2 candidates did not present acceptable ID to sit the test.	The candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		3 candidates presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Sydney (ACER)	18	1 candidates presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		4 candidates did not present acceptable ID/an admission ticket to sit the test.	Candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		1 candidate arrived for their test session after the test had started.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their option
		7 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computers/contacted IT technician to resolve issues or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		1 candidate's phone alarm sounded during the test.	The candidate was identified and the phone was turned off. An incident

			report was submitted to ACER following the test.
		1 session faced disruption due to construction noise nearby.	Earplugs were offered to candidates while venue staff located the cause of the noise. A report was submitted to ACER and psychometric analysis was undertaken to ensure candidates were not adversely affected.
		1 candidate arrived for their test session on a different test day.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
		2 candidates attempted to start the test prior to the supervisor's instruction to do so.	Candidates were stopped by the supervisor and began the test with the rest of the candidates.
Townsville (ACER)	2	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors relaunched the test application and resolved the issues. Candidates were given extra time to compensate for time lost.
Wollongong (ACER)	4	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors resolved the issues or moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
		1 candidate did not present acceptable ID/an admission ticket to sit the test.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their option
<b>Total</b>	<b>80</b>		

**Table 3: 2022 Test Window 3 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
5513	128	2.32%

**Table 3: 2022 Test Window 3 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 128 incidents which required significant investigations involving a detailed study of chat logs, test and time logs to determine the problem and the extent of the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnection, test timing, and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate this by providing a Step-by-Step Guide and Online Test Application Instructions on the test website and sent out emails to candidates before the test window to remind them to check their equipment and internet connection, and to ensure they adhered to the test rules and the minimum requirements needed to sit the test by remote proctoring.

However, despite these steps, there is always a handful of candidates during each test window who failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## Post-Test Activities

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### Review of Test Content

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2022 Test Window 3, 7 test content enquiries were raised by candidates. All seven queries required no action.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### Results and Misconduct

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. No such case has been found to date for the August 2022 test window.

Test Window 3 results were released to DE, VIT and HEPs via the ACER portal on Wednesday 14 September 2022. The portal allows DE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 20 September 2022. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

### Social Media

ACER continues to monitor a number of restricted access Facebook groups set up for the test. There are currently 11 Facebook groups.

- **LANTITE SUPPORT:** There are currently 4363 members and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4040 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1368 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests'.
- **Place to vent about LANTITE:** There are currently 633 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures'.
- **LANTITE Study Group:** There are currently 4683 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support'.
- **Lantite Made Easy:** There are currently 2233 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test'.



- **LANTITE Study Group 2020 (Only Students):** There are currently 130 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!:** There are currently 1258 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'
- **LANTITE Support Group:** There are currently 1004 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 151 members. A group description is currently not available for this group, however the majority of posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **IXL LANTITE Tutoring group:** There are currently 10 members and they describe themselves as 'a group for our students attending Sydney LANTITE sessions, we will post information about locations, dates and other necessary information within the one space for convenience and to ensure no one misses an announcement'.

The majority of comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

### Conclusion

The August 2022 test window was administered successfully with no cancellation of test centres required due to COVID-19 or any other reasons. ACER continues to monitor the COVID-19 situation closely and work with venues and test supervisors to ensure test sittings in test centres are always administered in a COVID-safe manner.

In the last 2 years, ACER has granted 228 full refunds and switched 121 candidates' test centre sittings to remote proctoring due to COVID-19 related reasons and on compassionate grounds. The increasing cost has become a significant financial burden to ACER, particularly in the light of inflation. This means that 2022 Test Window 4 will unfortunately be the last window that ACER is able to grant full refunds and switches to remote proctoring due to COVID-19 reasons. Information on this will be clearly published on the test website in preparation for 2023, so that candidates are able to make an informed decision when selecting their preferred test delivery option to sit the test.

In view of an emerging trend of assistance animals being used as a disability support, ACER is currently working with DE on updating the Reasonable Adjustments Policy guidelines that allow accredited assistance animals to be granted as a reasonable adjustment if a candidate requests for it as part of their application and is supported by relevant medical documentation. The policy implications are also being discussed with DE as part of an ongoing review on the increasing complexity of reasonable adjustments being requested for, and how best to cater for it so that all candidates who require such adjustments can sit the test in an equitable manner, while allowing ACER to continue to administer the test in a secure, cost effective and efficient manner.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2022 Test  
Window 4**

31 October – 13  
November 2022



Confidential

## Introduction

The fourth test window of 2022 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 31 October to Sunday 13 November 2022. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities only.

A total of 11878 test session bookings were received during the registration period from Tuesday 27 September to Monday 10 October 2022. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. Candidates were required to wear a face mask if it was mandated by their local government while attending their test session. Otherwise, it was strongly recommended by ACER that candidates wear a face mask during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 4 opened on Tuesday 27 September and closed on Monday 10 October 2022. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 11878 test session bookings were received during the registration period.

The refund deadline was Monday 10 October 2022. 79 refund requests were received and processed by the deadline. A further 21 refunds were processed on compassionate grounds after the deadline for varied reasons such as major health issues and illness, jury duty, family related issues and other exceptional circumstances due to the COVID-19 situation.

### **Verification of Candidate Identity**

ACER continued with the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance the protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER checked all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. In spite of this, 27 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The ID verification process continued to work well. Further IT development work was undertaken to enhance the functionality of the system. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

ACER conducted test centre sittings in all states and territories for this test window. Test centres were offered in capital cities of Adelaide, Brisbane, Darwin, Hobart, Melbourne, Perth and Sydney. ACER worked closely with our test venue partners and was able to find and offer new venues in Melbourne and Perth.

Despite the states and territories relaxing COVID-19 restrictions, ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were still implemented for all the test sessions. Important test centre procedures were standardised with minor differences in processes to account for the diverse ways in which the test venues operated. Such differences are mainly related to the allocation of tasks and responsibilities between the test venue staff and ACER-employed test supervisors at the ACER organised test venues. ACER was also able to obtain assurance from all the test centre providers that they operated in compliance with the relevant public health orders in the respective states. Candidates were updated on any changes in the vaccination requirement and advised on possible alternatives should such changes affect them. ACER will also continue to source for alternative suitable test venues as a contingency plan and to ensure test centres could be run in a cost-effective and efficient manner.

Overall demand for test centre places was rather high. An additional test day was added to Adelaide, Brisbane and Melbourne to provide more places for candidates. Demand was strong in Perth, Sydney and Hobart though it was relatively weak for Canberra and Darwin.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin and Hobart test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts and the document on 'COVID-19 Management of Test Centres' were reviewed and updated in alignment with the current COVID-safe measures and administrative procedures. ACER also continued to have back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons.

All test centre sittings in this window generally went smoothly. There were teething problems for the 1<sup>st</sup> test session at the new venue for Melbourne. These include issues such as test supervisors not being able to gain entry early in the morning, registration table not being set up, air conditioning not working until 8am in the morning and computers in one of the rooms not being ready. These issues were readily resolved through the ingenuity of the test supervisors and timely assistance of the venue staff. Candidates were not affected in any way except for a delayed start of about 10 minutes for candidates in the room in which computers were not properly set up. The issue was quickly attended to by the IT technicians once they were alerted to it. Candidates in the room were given their full allocation of test time and the start time of the following session was not affected. ACER and the test supervisors provided immediate feedback to the venue coordinator who acted quickly to ensure these issues do not crop up again. Testing went on smoothly for the next few test days without any issues.

There was a noise issue at the new venue in Perth for a couple of test sessions on a weekday. There was noise from another office in the building that was streaming the Melbourne Cup. Excessive noise was also made by participants in seminars taking place in the same venue. The venue staff took quick action to advise the other parties to lower the noise level once they were informed. Ear plugs were immediately offered by the test supervisors. Few candidates took up the offer as the noise was quite mild. No candidate had complained to ACER about the noise so far. The weekend sessions went on smoothly without any noise disruption. ACER will discuss with the venue, measures that could be undertaken to minimise the impact from the noise from other users at the venue on our candidates. ACER will also use the venue mainly for test sittings on weekends in which our candidates are the only users of the venue.

There was also a noise issue during the 4.30pm session at the Sydney test centre on 1 Nov 2022. Loud music could be heard coming from the street, halfway through the session. Ear plugs were immediately offered by the test supervisors. This helped to reduce the noise level for candidates. The disruption lasted for a short period of time.

There was also noise disruption for 2 RA test sessions in ACER Brisbane and Sydney office. The noise mainly came from ACER staff who were holding meetings in adjacent or nearby rooms. Test supervisors took immediate action to alert the relevant ACER liaison staff as soon as they possibly could and offered ear plugs. ACER liaison staff investigated the source of the noise as soon as they could in both cases. They managed to locate the source of the noise after some time and obtain the cooperation of other ACER staff to lower their volume. Testing then went on smoothly without any further issues. The test supervisor for the Sydney office also provided a rest break to the candidate to allow the candidate to calm down and regain composure. Both candidates were given their full allocation of test time (including additional time for reasonable adjustments). ACER is looking into this issue and will be engaging in discussions with staff from all our Australian offices on implementing relevant measures to prevent such noise disruption and mitigate its impact should this happen again.

### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 24 October 2022. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and

appropriate photo identification to be permitted to sit the test. They were also informed that any photo identification in digital format, including digital driver licenses (South Australia and New South Wales) would not be accepted at the test centre. Candidates were permitted to show test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

## Test Day

### Attendance

A total of 5970 candidates registered for the literacy test, and a total of 5842 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 5627 candidates had sat the literacy test, and 5433 candidates had sat the numeracy test. In the same window in 2021, a total of 6551 candidates registered for the literacy test, and a total of 6641 candidates registered to sit the numeracy test. 6207 candidates sat the literacy test, and 6195 candidates sat the numeracy test. The number of candidates in the 2022 October/November test window is lower than in the equivalent 2021 test window.

Table 1 provides a summary of attendance for 2022 Test Window 4

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance Rate	Registered	Present	Attendance Rate
Alphacrucis College	11	10	90.91%	8	8	100.00%
Australian Catholic University	994	941	94.67%	988	930	94.13%
Australian College of Physical Education	8	8	100.00%	10	9	90.00%
Avondale University	16	15	93.75%	16	13	81.25%
Central Queensland University	78	74	94.87%	89	79	88.76%
Charles Darwin University	93	84	90.32%	74	66	89.19%
Charles Sturt University	85	83	97.65%	95	85	89.47%
Christian Heritage College	14	14	100.00%	11	11	100.00%
Curtin University	183	169	92.35%	171	161	94.15%
Deakin University	292	275	94.18%	293	277	94.54%
Eastern College Australia	4	4	100.00%	5	5	100.00%
Edith Cowan University	286	267	93.36%	283	263	92.93%
Excelsia College	3	2	66.67%	3	2	66.67%
Federation University Australia	108	101	93.52%	115	106	92.17%
Flinders University	159	153	96.23%	161	151	93.79%
Griffith University	255	240	94.12%	257	239	93.00%
James Cook University	44	40	90.91%	40	36	90.00%
La Trobe University	160	151	94.38%	170	160	94.12%
Macquarie University	158	152	96.20%	165	158	95.76%
Melbourne Polytechnic	4	4	100.00%	8	7	87.50%

Monash University	249	233	93.57%	250	232	92.80%
Montessori World Educational Institute	3	3	100.00%	3	3	100.00%
Murdoch University	55	53	96.36%	54	52	96.30%
Queensland University of Technology	199	193	96.98%	205	193	94.15%
RMIT University	76	71	93.42%	65	62	95.38%
Southern Cross University	104	100	96.15%	99	92	92.93%
Swinburne University of Technology	294	267	90.82%	277	251	90.61%
Tabor Adelaide	6	6	100.00%	2	2	100.00%
The University of Adelaide	73	71	97.26%	60	56	93.33%
The University of Melbourne	81	72	88.89%	55	50	90.91%
The University of New England	165	159	96.36%	172	162	94.19%
The University of New South Wales	29	29	100.00%	26	25	96.15%
The University of Newcastle	211	194	91.94%	220	203	92.27%
The University of Notre Dame Australia	146	140	95.89%	130	119	91.54%
The University of Queensland	39	38	97.44%	32	30	93.75%
The University of Sydney	129	120	93.02%	123	116	94.31%
The University of Western Australia	18	16	88.89%	17	15	88.24%
University of Canberra	85	84	98.82%	69	69	100.00%
University of South Australia	179	172	96.09%	182	172	94.51%
University of Southern Queensland	171	166	97.08%	172	166	96.51%
University of Tasmania	131	124	94.66%	123	115	93.50%
University of Technology, Sydney	44	40	90.91%	37	33	89.19%
University of the Sunshine Coast	61	58	95.08%	59	55	93.22%
University of Wollongong	68	67	98.53%	69	63	91.30%
Victoria University	215	197	91.63%	207	183	88.41%
Western Sydney University	184	167	90.76%	172	148	86.05%
<b>Grand Total</b>	<b>5970</b>	<b>5627</b>	<b>94.25%</b>	<b>5842</b>	<b>5433</b>	<b>93.00%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2022 Test Window 4**

#### Test Dates

2022 Test Window 4 was held from 31 October to 13 November. Remote proctoring sessions could be completed by candidates between 31 October and 8 November. The remote proctoring test

window was extended until 12 November 2022 for 48 candidates who experienced technical issues and needed to reschedule and complete their sessions.

### **Reporting and Test Start Times**

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Reasonable Adjustments**

A total of 197 applications for reasonable adjustments were received before close of registrations and 192 applications were approved by ACER. 4 applications were not approved because they did not provide the relevant medical documentation. ACER advised these candidates regarding relevant supporting document but did not receive the required information by the deadline despite the reminders. The remaining application was not related to any disability or other health-related need.

All applications had to be received by ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and on the basis of the medical and/or educational assessments and recommendations provided with the candidate's application. ACER's procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER has to consider all applications for reasonable adjustments in light of maintaining the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

ACER continued with the implementation of the changes that were put in place from the May 2021 test window. Candidates are required to refer to the information on the test website and the accompanying guide 'ACER Documentation Requirements - Guidelines for Reasonable Adjustments'. They can also use the revised 'reasonable adjustment application form' available on the test website. The implementation of the new guidelines continues to be successful. Candidates were able to make use of the information on the website and work with their medical practitioners to provide the relevant documentation. Since the implementation of the revised documentation requirements from the May 2021 test window, the instances in which candidates submit documentation relating to mental health conditions or neurodevelopmental disorders without any information on the level of severity or/and assessment tool used in the diagnosis have declined significantly. In cases in which the level of severity or/and assessment tool was not initially provided, ACER was able to work with these candidates to obtain the required information from their medical practitioners before the application deadline. Overall, no application for reasonable adjustments was rejected due to the implementation of the revised guidelines and requirements. For the 5 candidates who did not have the application for reasonable adjustment approved, the same outcome would have applied under the previous guidelines.



Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they require during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 4 candidates emailed ACER and asked for a review of their adjustments. 3 candidates were granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioners, while the request for 1 candidate was declined due to inadequate information in the accompanying medical documentation to support the requested adjustments. The adjustments granted for 2022 Test Window 4 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to use application on handphone to monitor blood glucose level during the test
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget or tactile/fidget item
- Permission to have elevated leg support, back support or cushion
- Permission to increase the font size
- Permission to use the night mode or adjust the screen contrast and brightness
- Permission to use a text-to-speech software
- Permission to read aloud when required
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Permission to have written copies of test instructions
- Request for all communications with proctor to take place via the chat function only
- Request for proctors to ignore specific involuntary actions
- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader

ACER also held special test sittings for 25 candidates who required more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres and were better provided for at these alternative locations. Out of these candidates, 7 candidates were granted the opportunity to sit the paper version of the test at the ACER offices. 4 candidates were granted paper test for both literacy and numeracy test components while 2 candidates were granted the literacy test component and 1 candidate the numeracy test component. Candidates' specific requirements in the terms of formatting of the paper test were catered for. These candidates completed the tests and were satisfied with the arrangements made by ACER.

1 candidate was allowed to use the mobile phone for monitoring blood glucose level during their remote proctoring test sessions. Specific instructions were provided to both candidate and ProctorU and the test sessions went well without any issues. Over the past year, ACER has successfully managed in a secure manner, a number of test sessions which allowed candidates to use an

application on their mobile phone to manage their blood glucose level for both test centres and remote proctoring test sittings. As more candidates are expected to use such mobile telephone applications for monitoring of health conditions, this stands ACER in good stead to grant candidates such adjustments and manage their test sittings competently and securely.

Based on ACER's records, no candidate has so far been denied of the opportunity to have appropriate reasonable adjustments granted for their test sitting as a direct result of the revised documentation requirements that were implemented from the May 2021 test window. ACER will continue to monitor the situation and to provide further assistance should candidates have difficulties in adhering to the new requirements.

In response to incidents of candidates bringing in assistance animals to test centres without applying for RA or informing ACER prior to the test session, ACER has devised internal guidelines for handling application to bring in assistance animals as part of reasonable adjustments. ACER will also publish relevant information on the test website to inform candidates of the appropriate process and requirements. This will be implemented from TW1 2023.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2022 Test Window 4 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	6	1 candidate presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted the IT technician to resolve issues or moved candidate to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
		1 candidate did not present acceptable ID to sit the test.	The candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
Brisbane (ACER)	10	6 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.

		4 candidates did not present acceptable ID to sit the test.	The candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
Canberra (ACER)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computer and resolved the issue. Candidate was given extra time to compensate for time lost.
Darwin (ACER)	2	1 candidate arrived for their test session at a different time to that stated on the Admission Ticket.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their options
		1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was moved to an alternative workstation and given extra time to compensate for time lost.
Melbourne (ACER)	14	6 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors refreshed the screens or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		2 candidates arrived for their test on a different date to that on their admission ticket.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		2 candidates did not present acceptable ID to sit the test.	The candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		4 candidates presented photo ID that contained a mismatch with the DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Perth (ACER)	8	4 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computers/contacted IT technician to resolve issues or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		1 candidate presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate's phone alarm sounded during the test.	The candidate was identified and the phone was turned off. An incident report was submitted to ACER following the test.
		2 candidates were found with calculators for literacy test session.	Test supervisors removed the calculators and an incident report was submitted to ACER.

Sydney (ACER)	19	2 candidates presented photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		11 candidates did not present acceptable ID to sit the test.	Candidates were not permitted to sit the test and were advised to contact ACER to discuss their options.
		1 candidate queried the test content.	Referred to ACER test developers for review.
		2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computers/contacted IT technician to resolve issues or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		1 candidate suffered a nosebleed during the test.	The candidate was given tissues and continued their test.
		1 candidate's test timer clock malfunctioned during the test session (private test room).	Test supervisor calculated the full test timing while venue staff replaced the clock to ensure candidate had their full test time.
		1 candidate arrived for their test session at a different time to that on their admission ticket.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
<b>Total</b>	<b>60</b>		

**Table 2: 2022 Test Window 4 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

Total sessions	Cases with significant investigations	Percentage
6702	134	2.00%

**Table 3: 2022 Test Window 4 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 134 incidents which required significant investigations involving a detailed study of chat logs, test and time logs to determine the problem and the extent of the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnections and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate this by providing a Step-by-Step Guide and Online Test Application Instructions on the test website and sent out emails to candidates before the test window to remind them to check their equipment and internet connection, and to ensure they adhere to the test rules and the minimum requirements needed to sit the test by remote proctoring. However, despite these steps, there is always a handful of candidates during each test window who fail to read and follow the test instructions. Where it was established that candidates had lost test time

due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

## Post-Test Activities

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### Review of Test Content

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2022 Test Window 4, four test content enquiries were raised by candidates. All four queries required no further action.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### Results and Misconduct

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. No such case has been found to date for the October/November 2022 test window.

Test Window 4 results were released to DE, VIT and HEPs via the ACER portal on Wednesday 7 December 2022. The portal allows DE to access de-identified results, and HEP and VIT nominated contacts are able to access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Wednesday 14 December 2022. Candidates received an email notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

### Social Media

ACER continues to monitor a number of restricted access Facebook groups set up for the test. There are currently 11 Facebook groups.

- **LANTITE SUPPORT:** There are currently 4768 members and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4053 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1388 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests'.
- **Place to vent about LANTITE:** There are currently 740 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures'.
- **LANTITE Study Group:** There are currently 4969 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support'.
- **Lantite Made Easy:** There are currently 2271 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 129 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'

- **Say No to ProctorU!**: There are currently 1255 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'
- **LANTITE Support Group**: There are currently 1117 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group**: There are currently 149 members. A group description is currently not available for this group, however the majority of posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **IXL LANTITE Tutoring group**: There are currently 10 members and they describe themselves as 'a group for our students attending Sydney LANTITE sessions, we will post information about locations, dates and other necessary information within the one space for convenience and to ensure no one misses an announcement'.

The majority of comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

### Conclusion

The October/November 2022 test window was administered successfully with no cancellation of test centres required due to COVID-19 or any other reasons. ACER continues to monitor the COVID-19 situation closely and work with venues and test supervisors to ensure test sittings in test centres are always administered in a COVID-safe manner.

In the last 2 years, ACER has granted 233 full refunds and switched 126 candidates' test centre sittings to remote proctoring due to COVID-19 related reasons and on compassionate grounds. The increasing cost has become a significant financial burden to ACER, particularly in the light of inflation. This means that 2022 Test Window 4 will unfortunately be the last window that ACER is able to grant full refunds and switches to remote proctoring due to COVID-19 related reasons. Information on this will be published on the test website in preparation for 2023, so that candidates are able to make an informed decision when selecting their preferred test delivery option to sit the test.

ACER constantly reviews its test policies in view of the changing external environment. In view of an emerging trend of assistance animals being used as a disability support, ACER has updated the Reasonable Adjustments Policy guidelines to allow accredited assistance animals to be granted as a reasonable adjustment if a candidate requests for it as part of their application and is supported by relevant medical documentation. In view of the increasing number of states/territories issuing digital driver's licence, ACER will accept digital driver's licence for admission to the test. These changes will be implemented from TW1 2023.

# **The Literacy and Numeracy Test for Initial Teacher Education Students**

## **Administration Report 2023 Test Window 1**

13 February – 26  
February 2023



Confidential

## Introduction

The first test window of 2023 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 13 February to Sunday 26 February 2023. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 9720 test session bookings were received during the registration period from Tuesday 10 January to Monday 23 January 2023. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were generally responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website at <https://teacheredtest.acer.edu.au/>.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. Candidates were required to wear a face mask if it was mandated by their local government while attending their test session. Otherwise, it was strongly recommended by ACER that candidates wear a face mask during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.



### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 1 opened on Tuesday 10 January and closed on Monday 23 January 2023. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 9720 test session bookings were received during the registration period.

The refund deadline was Monday 23 January 2023. 84 refund requests were received and processed by the deadline. A further 23 refunds were processed on compassionate grounds after the deadline for varied reasons such as major health issues and illness, family related issues and cancellation of the original sessions at the Newcastle test centre.

### **Verification of Candidate Identity**

ACER continued with the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance the protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER checked all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. Despite this, 22 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The ID verification process continued to work well. Further IT development work was undertaken to enhance the functionality of the system. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

ACER conducted test centre sittings in all states and territories for this test window. Test centres were offered in capital cities of Adelaide, Brisbane, Darwin, Hobart, Melbourne, Perth and Sydney. For regional cities, test centres were offered in Gold Coast, Newcastle, Sunshine Coast, and Warrnambool.

Despite the states and territories relaxing COVID-19 restrictions, ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were still implemented for all the test sessions. Important test centre procedures were standardised with minor differences in processes to account for the diverse ways in which the test venues operated. Such differences are mainly related to the allocation of tasks and responsibilities between the test venue staff and ACER-employed test supervisors at the ACER organised test venues. ACER will also continue to source for alternative suitable test venues as a contingency plan and to ensure test centres could be run in a cost-effective and efficient manner.

Overall demand for test centre places was low as compared to TW1 2022. The number of registered candidates decreased by more than a thousand. Demand was weak for Brisbane, Hobart, Darwin,

Canberra, Newcastle and Warrnambool. ACER had to cancel one day of testing at Brisbane and Newcastle and half a day of testing at Darwin and Warrnambool. Many test places were not taken up at Hobart and Canberra. However, demand was relatively strong in Melbourne, Perth, Gold Coast and Sunshine Coast. An additional test day was added to Adelaide to provide more places for candidates. Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin and Hobart test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts and the document on 'COVID-19 Management of Test Centres' were reviewed and updated in alignment with the current COVID-safe measures and administrative procedures. ACER also continued to have back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons. Testing on the original test dates of 18 and 19 February at the Newcastle test centre had to be cancelled due to emergency works on the high-tension power cables in the area during that weekend. ACER was only notified of this unscheduled work by the venue a few days after the registrations had closed. ACER immediately worked with the venue to open two computer labs on the following weekend (25 and 26 February). Affected candidates were informed and given the option to switch to the same session(s) on the following weekend, or switch to remote proctoring or obtain a full refund. Candidates were also advised that they would be provided with a full refund should they not reply by the stated deadline as places had to be finalised promptly. Out of the 139 affected candidates, 131 candidates responded and were accorded with their preference. 119 candidates switched to test sittings on the following weekend, 9 candidates switched to remote proctoring and 3 candidates were refunded. The 8 candidates who did not reply were provided with a full refund. ACER did not receive any further enquiries regarding their test from these 8 candidates prior to the test day.

All test centre sittings in this window generally went smoothly. However, there was a minor internet connection issue during the 1.30pm and 4.30pm test sessions on 25 February at the Perth test centre. The screen was frozen on some computers on a couple of occasions during both sessions. During this time, candidates were not able to navigate through their test. The disruptions were short and cumulatively lasted less than 90 seconds for each test session. Candidates were given the time in lieu to make up for the lost time. The issue was immediately reported to the venues and the technicians attended to the issue during the night. The issue, which was related to the server located in Melbourne, was fixed and it did not affect the test sessions on the following day.

There was reported noise issue during the 10.30am session on 17 February at the Melbourne test centre. Loud drilling noise could be heard coming from an area that was beyond the building in which the test room was located. The test supervisors immediately offered candidate ear plugs and the venue manager was immediately notified. The venue manager immediately contacted the estate manager who worked with the contractor to minimise the noise disruption. The loud noise lasted for about 4 minutes though this was followed by low level noise for about 40 minutes. ACER has contacted the venue manager and will work with the venue to minimise the possibility of similar disruptions occurring in future.

There was also noise issue during the 1.30pm session at the Adelaide test centre on 20 February 2023. A water leak had occurred on the floor directly above the test room and as such an industrial vacuum had to be used in the clean-up. This created low level noise disturbance for about an hour. Candidates were immediately offered ear plugs with the onset of the noise. The venue manager was notified and took immediate action to discuss the issue with the owner of the unit above. However, the venue manager was unable to stop the clean-up due to the urgent nature of the work. The hallway outside the test venue was also affected but the venue manager was able to defer the clean-up and have this completed during the break between the 1.30pm and 4.30pm sessions.

In responses to noise disruption in the ACER Brisbane and Sydney offices during the November 2022 test window, ACER worked with the venue staff to put in place measures that would prevent/reduce possible noise disruption during test sessions. These measures worked well during the February 2023 test window and there was no such disruption at both and other venues.

### Admission Tickets

Admission tickets were released to candidates via their ACER account on Monday 6 February 2023. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

### Test Day

#### Attendance

A total of 4866 candidates registered for the literacy test, and a total of 4802 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 4645 candidates had sat the literacy test, and 4565 candidates had sat the numeracy test. In the same window in 2022, a total of 5931 candidates registered for the literacy test, and a total of 5968 candidates registered to sit the numeracy test. 5595 candidates sat the literacy test, and 5555 candidates sat the numeracy test. The number of candidates in the 2023 February test window is lower than in the equivalent 2022 test window.

Table 1 provides a summary of attendance for 2023 Test Window 1

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance Rate	Registered	Present	Attendance Rate
Alphacrucis College	19	18	94.74%	21	20	95.24%
Australian Catholic University	568	539	94.89%	539	507	94.06%
Australian College of Physical Education	12	11	91.67%	9	7	77.78%
Avondale University	13	11	84.62%	11	10	90.91%
Central Queensland University	47	44	93.62%	46	43	93.48%
Charles Darwin University	102	95	93.14%	92	87	94.57%
Charles Sturt University	132	124	93.94%	122	114	93.44%
Christian Heritage College	13	12	92.31%	15	14	93.33%

Curtin University	264	250	94.70%	263	252	95.82%
Deakin University	177	172	97.18%	184	177	96.20%
Eastern College Australia	2	2	100.00%	2	2	100.00%
Edith Cowan University	203	195	96.06%	202	193	95.54%
Excelsia College	9	9	100.00%	8	8	100.00%
Federation University Australia	92	90	97.83%	87	85	97.70%
Flinders University	109	104	95.41%	109	102	93.58%
Griffith University	151	147	97.35%	145	138	95.17%
James Cook University	14	13	92.86%	16	14	87.50%
La Trobe University	151	149	98.68%	148	141	95.27%
Macquarie University	89	84	94.38%	99	92	92.93%
Melbourne Polytechnic	5	5	100.00%	5	5	100.00%
Monash University	85	78	91.76%	74	70	94.59%
Montessori World Educational Institute	1	1	100.00%	1	1	100.00%
Murdoch University	69	64	92.75%	70	66	94.29%
Queensland University of Technology	137	136	99.27%	150	148	98.67%
RMIT University	30	27	90.00%	31	29	93.55%
Southern Cross University	142	138	97.18%	140	132	94.29%
Swinburne University of Technology	334	304	91.02%	307	285	92.83%
Tabor Adelaide	3	3	100.00%	2	2	100.00%
The University of Adelaide	62	61	98.39%	60	57	95.00%

The University of Melbourne	81	80	98.77%	80	77	96.25%
The University of New England	147	144	97.96%	156	148	94.87%
The University of New South Wales	49	47	95.92%	48	48	100.00%
The University of Newcastle	184	181	98.37%	192	181	94.27%
The University of Notre Dame Australia	191	188	98.43%	193	189	97.93%
The University of Queensland	62	61	98.39%	57	57	100.00%
The University of Sydney	60	58	96.67%	59	57	96.61%
The University of Western Australia	20	18	90.00%	19	17	89.47%
University of Canberra	51	48	94.12%	46	43	93.48%
University of South Australia	151	148	98.01%	158	153	96.84%
University of Southern Queensland	112	108	96.43%	111	110	99.10%
University of Tasmania	52	49	94.23%	61	57	93.44%
University of Technology, Sydney	46	44	95.65%	46	44	95.65%
University of the Sunshine Coast	131	122	93.13%	129	122	94.57%
University of Wollongong	158	150	94.94%	156	150	96.15%
Victoria University	129	124	96.12%	128	124	96.88%
Western Sydney University	207	189	91.30%	205	187	91.22%
<b>Grand Total</b>	<b>4866</b>	<b>4645</b>	<b>95.46%</b>	<b>4802</b>	<b>4565</b>	<b>95.06%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2023 Test Window 1**

**Test Dates**

2023 Test Window 1 was held from 13 February to 26 February. Remote proctoring sessions could be completed by candidates between 13 February and 21 February. The remote proctoring test window

was extended until 27 February 2023 for 34 candidates who experienced technical issues and needed to reschedule and complete their sessions.

### **Reporting and Test Start Times**

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Reasonable Adjustments**

A total of 143 applications for reasonable adjustments were received before close of registrations and 142 applications were approved by ACER. 1 application was not approved as the relevant medical documentation was not provided. ACER advised the candidate regarding relevant supporting document but did not receive the required information by the deadline despite the reminders.

All applications had to be received by ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and based on the medical and/or educational assessments and recommendations provided with the candidate's application. ACER's procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER must consider all applications for reasonable adjustments and considering the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they require during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 6 candidates emailed ACER and asked for a review of their adjustments. 5 candidates were granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioners, while the request for 1 candidate was declined due to inadequate information in the accompanying medical documentation to support the requested adjustments. The adjustments granted for 2023 Test Window 1 included:

- Rest breaks

- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to use application on handphone to monitor blood glucose level during the test
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget or tactile/fidget item
- Permission to have elevated leg support, back support or cushion
- Permission to increase the font size
- Permission to use a text-to-speech software
- Permission to read aloud when required
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Permission to have written copies of test instructions
- Request for all communications with proctor to take place via the chat function only
- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader
- Provision of a scribe
- Provision of Auslan interpreter
- Permission to use note-taking and calculator functions available in the BrailleSense programme

ACER also held special test sittings for 21 candidates who required more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres and were better provided for at these alternative locations. Out of these candidates, 4 candidates were granted the opportunity to sit the paper version of the test at the ACER offices. 3 candidates were granted paper test for the numeracy test component while 1 candidate was granted the literacy test component. Candidates' specific requirements in the terms of formatting of the paper test were catered for. These candidates completed the tests and were satisfied with the arrangements made by ACER.

ACER would like to highlight 3 unique cases of complex reasonable adjustments that were catered for during the test window. 2 candidates sat the test at an ACER office while the other sat via zoom sessions that were specially organised by ACER. ACER was in constant contact with all 3 candidates to understand their needs so that additional and appropriate arrangements could be made to cater to their needs and adjustments. Special scripts were devised to suit the particularities of these sessions and test procedures were also revised to better cater to the needs of the candidates. Test supervisors for these sessions were also separately briefed to prepare them to supervise these sessions effectively and in a sensitive manner.

The candidate who sat the test via zoom sessions was a [s 22](#) candidate who required the use of [s 22](#). After finding out about the candidate's needs, ACER made an assessment that the candidate might have issues with certain procedures for sitting the test by ProctorU remote proctoring. ACER then took the initiative to conduct the test session via Zoom to better support the candidate and ensure test security. For each test session, ACER took the candidate through pre-test checks and procedures and assisted the candidate to resolve any pre-test technical issues. [s 22](#)  
[s 22](#), ACER was able to help candidate resolve initial internet, video and screen sharing issues during the first session. With the learnings from the first session, ACER was able to take the candidate through the pre-test checks and procedures much more smoothly during the second

session. Once the test had started, the test sessions were handled over to a test supervisor in the ACER Camberwell office who monitored the candidate for the rest of the test sessions. If required, the test supervisor was able to call on ACER staff for assistance at any point. Both test sessions went on smoothly once the candidate had started the test and the candidate was pleased with the testing arrangements that had been put in place.

Another candidate needed s 22  
s 22

s 22 sat both test components at the ACER s 22 office. ACER had a couple of conversations with the candidate to understand the arrangements that were required and their challenges associated with sitting an online computer-based test. s 22  
s 22 . The candidate was asked to bring s 22 that ACER was unable to provide. ACER project team also liaised with ACER staff in and undertake prior testing to ensure that the equipment worked properly. ACER also briefed the test supervisor in advance regarding the type of assistance (which included s 22 if required) that should be provided. The test supervisor was able to work well with the candidate and assisted the candidate to complete the test without any issues. The test supervisor was also impressed with the positive attitude and tenacity of the candidate.

Overall, the test sessions went well for these candidates and they were pleased with the testing arrangements and the amount of care and attention ACER had provided. In addition to these complex sittings, Over the past year, ACER has also successfully managed in a secure manner, a number of test sessions which allowed candidates to use an application on their mobile phone to manage their blood glucose level for both test centres and remote proctoring test sittings. As more candidates are expected to use such mobile telephone applications for monitoring of health conditions, this stands ACER in good stead to grant candidates such adjustments and manage their test sittings competently and securely.

No candidate has so far been denied of the opportunity to have appropriate reasonable adjustments granted for their test sitting due to the revised documentation requirements that were implemented from the May 2021 test window. ACER will continue to monitor the situation and to provide further assistance should candidates have difficulties in adhering to the current guidelines.

#### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

#### Test Centres

Incidents reported for 2023 Test Window 1 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)



<b>Capital cities</b>			
Adelaide (ACER)	4	1 candidate presented photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted the IT technician to resolve issues or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
Brisbane (ACER)	13	10 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		2 candidates queried test content.	Referred to ACER test developers for review.
		1 candidate arrived for their test session at a different time to that stated on the Admission Ticket.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
Darwin (ACER)	5	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers and resolved the issue. Candidates were given extra time to compensate for time lost.
		2 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate attempted to start the test before being advised to do so by test supervisors.	Test supervisors prevented the candidate from working and reminded them to follow supervisor's instructions.
Gold Coast (ACER)	2	1 candidate's phone alarm sounded during the test.	The phone was turned off. An incident report was submitted to ACER following the test.
		1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was moved to an alternative workstation and given extra time to compensate for time lost.
Melbourne (ACER)	10	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors refreshed the screens or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		1 candidate arrived for their test on a different time to that on their admission ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate did not present acceptable ID to sit the test.	The candidate was not permitted to sit the test and were advised to contact ACER to discuss their options.

		2 candidates queried test content.	Referred to ACER test developers for review.
		1 test session disrupted for 5 minutes due to drilling noise outside.	Candidates offered earplugs and test supervisor had the venue ask the builders to cease the work.
		2 candidates presented photo ID that contained a mismatch with the DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Perth (ACER)	11	5 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computers/contacted IT technician to resolve issues or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		2 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates' phone/smartwatch alarm sounded during the test.	The items were identified and turned off or removed from the room. An incident report was submitted to ACER following the test.
		2 candidates reported that they were disturbed by distracting behaviours from others during the test.	Test supervisors responded promptly to the issues reported and addressed the behaviours observed. An incident report was submitted to ACER following the test.
Sydney (ACER)	14	6 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		6 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computers/contacted IT technician to resolve issues or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		1 candidate's phone rang during the test.	The candidate was identified, and the phone was turned off. An incident report was submitted to ACER following the test.
		1 candidate insisted on keeping their phone with them for the test and became argumentative with the test supervisors regarding the issue.	Test supervisors explained the test rules and had the candidate placed their phone at the front of the room.

<b>Total</b>	<b>59</b>	
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**Table 2: 2023 Test Window 1 Test Centre Incident Summary***Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
4645	98	2.11%

**Table 3:  
2023 Test  
Window 1  
Remote****Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 98 incidents which required significant investigations involving a detailed study of chat logs, test and time logs to determine the problem and the extent of the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnections and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate these incidents by providing a Step-by-Step Guide and Online Test Application Instructions on the test website and sent out emails to candidates before the test window to remind them to check their equipment and internet connection, and to ensure they adhere to the test rules and the minimum requirements needed to sit the test by remote proctoring. Despite these steps, there is always a handful of candidates during each test window who fail to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

**Post-Test Activities****Review of Test Content**

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2023 Test Window 1, four test content enquiries were raised by candidates. All four queries required no further action.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

**Results and Misconduct**

A candidate who sat the literacy test by remote proctoring was found to be using their mobile phone during their test session and the session was suspended by the proctor and ACER alerted immediately. After an investigation which included a thorough review of all the test session records and communication with the candidate with regards to an explanation of their action, ACER concluded that the candidate had indeed engaged in misconduct by using a prohibited test aid. As such they were not permitted to continue with their test session and their literacy test sitting was counted as a used test attempt. Both the candidate and their higher education provider were informed of the sanctions.

As part of its quality assurance processes, before the release of results for each test window, ACER also identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote

proctoring) to ensure there is no evidence of misconduct during their test sessions. No such case has been found to date for the February 2023 test window.

Test Window 1 results were released to DE, VIT and HEPs via the ACER portal on Wednesday 22 March 2023. The portal allows DE to access de-identified results, and HEP and VIT nominated contacts can access, search and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 28 March 2023. Candidates received a message notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

### Social Media

ACER continues to monitor several restricted access Facebook groups set up for the test. There are currently 11 Facebook groups.

- **LANTITE SUPPORT:** There are currently 4548 members and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4076 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1448 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests'.
- **Place to vent about LANTITE:** There are currently 735 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures'.
- **LANTITE Study Group:** There are currently 5285 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support'.
- **Lantite Made Easy:** There are currently 2275 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 127 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!** There are currently 1250 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'
- **LANTITE Support Group:** There are currently 1207 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 148 members. A group description is currently not available for this group, however the majority of posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **IXL LANTITE Tutoring group:** There are currently 10 members and they describe themselves as 'a group for our students attending Sydney LANTITE sessions, we will post information about locations, dates and other necessary information within the one space for convenience and to ensure no one misses an announcement'.

Most comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been

found for this test window.

### **Conclusion**

The first test window of the year was administered successfully with most test venues either relaxing their COVID-19 restrictions or reverting back to pre-COVID practices. To ensure a safe test environment, ACER continues to maintain COVID-safe measures where possible and appropriate. The current inflation and the global financial pressure that many businesses faced have resulted in a substantial increase in venue hire, remote proctoring and staff costs. These have added to the pressure of finding suitable lower cost venues and a venue has been sourced in Orange instead of Bathurst for Test Window 2.

In response to an emerging trend in which assistance animals may be required for rehabilitation and requested by candidates, ACER updated the Reasonable Adjustments Policy guidelines on the website to allow accredited assistance animals to be granted as a reasonable adjustment if a candidate requests for it as part of their application and is supported by relevant medical documentation. In addition, ACER started accepting digital driver's licence for admission to the test from this test window.

2023 has certainly started out as an exciting and busy period for both ACER and the Department in reviewing and finalising further changes as required by the implementation of the Prospective Students Policy which is anticipated to take effect from Test Window 2.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2023 Test  
Window 2**

8 May – 21 May  
2023



Confidential

## Introduction

The second test window of 2023 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 8 May to Sunday 21 May 2023. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 11441 test session bookings were received during the registration period from Tuesday 4 April to Monday 17 April 2023. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

Registration was enabled for prospective/unenrolled students to allow an entire new category of candidates to register for the test. An API integration with ProctorU was also completed and implemented for the test window.

### **Pre-Test Activities and Candidate Communication**

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#### **Website and Communication**

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were responded to within 24 business hours. Also, a link to the ACER's statement on the COVID-19 was published on the home page of the test website.

Information on the revised eligibility criteria for sitting the test as a prospective/unenrolled candidate, as well as associated changes in relation to the additional test attempt and test reset were updated on the test website. Candidates were advised to contact ACER for advice if they were unsure if they qualified to sit the test as a prospective/unenrolled candidate. Information regarding changes in procedures for remote proctoring in relation to the API integration was published on the test website. Various guides for candidates sitting the test via remote proctoring were correspondingly updated to provide step-by-step guide for the candidates. Reminder emails were similarly updated and sent to candidates at various junctures.

#### **Email Reminders**

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about the COVID-19 situation.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy, and the general test procedures on the test day. In view of the COVID-19 situation, candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. Candidates were required to wear a face mask if it was mandated by their local government while attending their test session. Otherwise, it was strongly recommended by ACER that candidates wear a face mask during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to

candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 2 opened on Tuesday 4 April and closed on Monday 17 April 2023. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 11441 test session bookings were received during the registration period.

The registration system was adapted to enable prospective/unenrolled students to register for the test. Previously enrolled ITE students who now qualify to sit the test as a prospective/unenrolled student under the revised eligibility criteria, can now do so with the provision of the relevant documentary proof for ACER to switch their account type. The implementation of registrations for prospective/unenrolled student was made in accordance with the revised 'Eligibility' and 'Additional Resits' policies and the process went well. Prospective/unenrolled candidates were able to register for the test without any issues.

The API integration between the registration system and ProctorU also went smoothly, and remote proctoring candidates were able to schedule their test sessions with ProctorU by logging into their ACER candidate account. This was a more streamlined process and provided convenience to the candidates.

The refund deadline was Monday 17 April 2023. 75 refund requests were received and processed by the deadline. A further 14 refunds were processed on compassionate grounds after the deadline for varied reasons such as illness, major health issues, and family-related issues.

### **Verification of Candidate Identity**

ACER continued with the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance the protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER checked all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. Despite this, 28 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test. The ID verification process continued to work well. Further IT development work was undertaken to enhance the functionality of the system. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.



### Test Centre

ACER conducted test centre sittings in all states and territories for this test window. Test centres were offered in capital cities of Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth, and Sydney. For regional cities, test centres were offered in Albury, Armidale, Orange, Newcastle, Parramatta, Wagga Wagga, Wollongong, Ballarat, Geelong, Mildura, Cairns, Gold Coast, Rockhampton, Sunshine Coast, and Townsville.

Overall demand for test centre places was higher than in the same window last year. The number of registered candidates was considerably higher. Demand was strong in Adelaide, Brisbane, Melbourne, Perth, Geelong, Gold Coast, Newcastle, Parramatta, and Sunshine Coast. ACER added an additional day of testing for Geelong and Adelaide. Demand was weak for Armidale, Darwin, Mildura, Orange, and Wollongong. ACER had to cancel two test sessions at all these locations.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin and Hobart test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts, and the document on 'COVID-19 Management of Test Centres' were reviewed and updated in alignment with the current COVID-safe measures and administrative procedures. ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were still implemented for all the test sessions. ACER also continued to have back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons.

All test centre sittings in this window went smoothly. However, there were some minor issues at the Armidale, Darwin, and Melbourne test venues. During the 7.30am test on 8 May 2023 in Darwin, there was a beeping noise at regular intervals from the smoke detector. Ear plugs were immediately offered to candidates by the test supervisors. As candidates had already started their test, the earliest possible time to fix the issue without further disrupting the candidates would be during the break before the second test session of the day. The issue was promptly resolved by venue staff replacing the battery for the smoke detector during the break. There was no further noise disruption after this. On the same day during the 7.30am session at the Armidale test centre, it was discovered that the heating system was not working properly in the test room. The chief supervisor duly informed the facilities personnel at the venue once he was able to ascertain that the heating system was not working properly in the test room. However, candidates were well into the test at this point hence repairs could only be undertaken during the break to minimise disruption. The technicians came in to repair the malfunctioning heating system and there were no further issues. ACER does advise candidates via the website and email reminders to practise layering while attending a test session at a test centre and this advice was helpful to many candidates in this instance.

The lights in one computer room went out during the 7.30am test session on 20 May 2023 at the Melbourne test centre. The chief supervisor immediately alerted the venue staff regarding the issue, which was addressed as soon as practicable by an electrician brought in by the venue security staff. Candidates were still able to see quite clearly and work on their test with the ambient light and the light on the computer screens.

ACER was informed by the chief supervisor regarding a fun-run taking place in Perth city taking place on 21 May 2023, a scheduled test day. Though the test venue was not part of the run route, the road closures in and around Perth city could adversely impact on candidates' and test supervisors' ability to be on time for the 7.30am test session. Therefore ACER worked with the chief supervisor to obtain relevant information on the event and the associated road closures and public transport schedule. This information, along with the advice to plan for their journey to attend their test session, were provided to both test supervisors and candidates. This proactive action worked well as no candidates or supervisors missed or were late for the test session.

With the current inflationary environment, ACER is continuing to face significant increase in test administration costs as test centres pass on increase in costs to ACER. ACER will continue to work

closely with our current test centre partners to manage the escalating costs and will explore more cost-effective and suitable venues where necessary.

### Admission Tickets

Admission tickets were released to candidates via their ACER account on Monday 1 May 2023. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

### Test Day

#### Attendance

A total of 5798 candidates registered for the literacy test, and a total of 5621 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 5461 candidates had sat the literacy test, and 5209 candidates had sat the numeracy test. In the same window in 2022, a total of 5589 candidates registered for the literacy test, and a total of 5597 candidates registered to sit the numeracy test. 5174 candidates sat the literacy test, and 5116 candidates sat the numeracy test. The number of candidates in the 2023 May test window is higher than in the equivalent 2022 test window.

Table 1 provides a summary of attendance for 2023 Test Window 2.

HEPs (Higher Education Providers) and Prospective Students	Literacy			Numeracy		
	Registered	Present	Attendance Rate	Registered	Present	Attendance Rate
Alphacrucis College	23	23	100.00%	20	18	90.00%
Australian Catholic University	707	677	95.76%	681	633	92.95%
Australian College of Physical Education	9	6	66.67%	9	7	77.78%
Avondale University	16	16	100.00%	16	14	87.50%
Central Queensland University	104	98	94.23%	106	99	93.40%
Charles Darwin University	101	97	96.04%	73	70	95.89%
Charles Sturt University	134	128	95.52%	122	119	97.54%
Christian Heritage College	10	10	100.00%	11	11	100.00%
Curtin University	174	164	94.25%	164	152	92.68%
Deakin University	209	193	92.34%	219	197	89.95%
Eastern College Australia	2	2	100.00%	1	1	100.00%
Edith Cowan University	314	292	92.99%	306	281	91.83%
Excelsia College	4	4	100.00%	4	4	100.00%
Federation University Australia	79	70	88.61%	93	85	91.40%

Flinders University	155	140	90.32%	141	128	90.78%
Griffith University	121	117	96.69%	121	115	95.04%
James Cook University	60	57	95.00%	57	55	96.49%
La Trobe University	63	61	96.83%	69	65	94.20%
Macquarie University	146	138	94.52%	145	135	93.10%
Melbourne Polytechnic	4	4	100.00%	8	8	100.00%
Monash University	340	320	94.12%	312	284	91.03%
Montessori World Educational Institute	2	2	100.00%	2	2	100.00%
Morling College	1	1	100.00%	1	1	100.00%
Murdoch University	54	52	96.30%	56	53	94.64%
Prospective Students	41	33	80.49%	43	35	81.40%
Queensland University of Technology	230	206	89.57%	225	200	88.89%
RMIT University	81	73	90.12%	73	68	93.15%
Southern Cross University	86	81	94.19%	82	77	93.90%
Swinburne University of Technology	352	330	93.75%	325	294	90.46%
Tabor Adelaide	10	10	100.00%	14	13	92.86%
The University of Adelaide	44	41	93.18%	39	34	87.18%
The University of Melbourne	223	214	95.96%	227	218	96.04%
The University of New England	120	116	96.67%	115	107	93.04%
The University of New South Wales	149	144	96.64%	147	141	95.92%
The University of Newcastle	199	191	95.98%	195	185	94.87%
The University of Notre Dame Australia	118	114	96.61%	117	111	94.87%
The University of Queensland	67	59	88.06%	66	57	86.36%
The University of Sydney	107	101	94.39%	99	90	90.91%
The University of Western Australia	36	34	94.44%	41	37	90.24%
University of Canberra	106	103	97.17%	112	106	94.64%
University of South Australia	201	188	93.53%	216	201	93.06%
University of Southern Queensland	113	112	99.12%	102	97	95.10%
University of Tasmania	103	99	96.12%	97	92	94.85%
University of Technology, Sydney	46	42	91.30%	47	44	93.62%
University of the Sunshine Coast	81	77	95.06%	85	80	94.12%

University of Wollongong	99	91	91.92%	91	85	93.41%
Victoria University	170	158	92.94%	146	137	93.84%
Western Sydney University	184	172	93.48%	180	163	90.56%
<b>Grand Total</b>	<b>5798</b>	<b>5461</b>	<b>94.19%</b>	<b>5621</b>	<b>5209</b>	<b>92.67%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2023 Test Window 2**

### Test Dates

2023 Test Window 2 was held from 8 May to 21 May. Remote proctoring sessions could be completed by candidates between 8 May and 16 May. The remote proctoring test window was extended until 24 May 2023 for 52 candidates who experienced technical issues and needed to reschedule and complete their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 159 applications for reasonable adjustments were received before close of registrations and 157 applications were approved by ACER. 2 applications were not approved as the relevant medical documentation was not provided. ACER advised the candidates regarding relevant supporting document but did not receive the required information by the deadline despite the reminders.

All applications had to be received by ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and based on the medical and/or educational assessments and recommendations provided with the candidate's application. ACER's procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER must consider all applications for reasonable adjustments and considering the test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they require during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 6 candidates emailed ACER and asked for a review of their adjustments. 3 candidates were granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioners, while the requests for 3 candidates were declined due to inadequate information in the accompanying medical documentation to support the requested adjustments. The adjustments granted for 2023 Test Window 2 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to use application on handphone to monitor blood glucose level during the test
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget or tactile/fidget item
- Permission to have elevated leg support, back support, waist support or cushion
- Permission to increase the font size
- Permission to use a text-to-speech software
- Permission to read aloud when required
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Paper copy of the test with specific formatting requirements
- Permission to have written copies of test instructions
- Request for all communications with proctor to take place via the chat function only
- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader

ACER also held special test sittings for 30 candidates who required more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth, and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres and were better provided for at these alternative locations. Out of these candidates, 7 candidates were granted the opportunity to sit the paper version of the test at the ACER offices. 3 candidates were granted a paper test for the numeracy test component while 3 candidates were granted the literacy test paper. 1 candidate was granted the paper version of both test components. Candidates' specific requirements in the terms of formatting of the paper test were catered for. These candidates completed the tests and were satisfied with the arrangements made by ACER.

Overall, the test sessions went well for all the candidates who were pleased with the testing arrangements and the level of care and attention ACER had provided. In addition to these complex sittings, ACER has also continued to successfully manage in a secure manner, test sessions which allowed candidates to use an application on their mobile phone to manage their blood glucose level for both test centres and remote proctoring test sittings. As more candidates are expected to use such mobile telephone applications for monitoring of health conditions, this stands ACER in good stead to grant candidates such adjustments and manage their test sittings competently and securely.

No candidate has so far been denied of the opportunity to have appropriate reasonable adjustments granted for their test sitting due to the revised documentation requirements that were implemented from the May 2021 test window. ACER will continue to monitor the situation and to provide further assistance should candidates have difficulties in adhering to the current guidelines.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2023 Test Window 2 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	7	1 candidate presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor contacted the IT technician to resolve issues or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
		1 candidate arrived for their test session on a different date to that stated on their Admission Ticket.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
		1 candidate had not requested reasonable adjustments but arrived with a glucose monitor app and food.	Candidate was permitted to keep food on their desk and keep glucose monitor within view of test supervisors.
Armidale (ACER)	1	Venue heating did not work in the morning.	Supervisors contacted facilities team who came and fixed the issue.
Brisbane (ACER)	12	5 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate did not present acceptable ID to sit the test.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		3 candidates arrived for their test session at a different date/time to that stated on the Admission Ticket.	Candidates were not permitted to sit the test and was advised to contact ACER to discuss their options.
		1 candidate presented photo ID that contained a mismatch with	Candidate was admitted to the test after having their identity verified by

		the name on the Admission Ticket.	the test supervisors. Correct details were updated by ACER following the test.
		1 candidate submitted the test before they wanted to.	Candidate was not permitted to re-enter their test.
		1 candidate arrived slightly late due to a traffic accident.	Candidate was permitted entry to the test.
Cairns (ACER)	2	1 candidate presented a photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was moved to an alternative workstation and given extra time to compensate for time lost.
Canberra (ACER)	2	1 candidate presented a photo ID that contained a mismatch with the DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was moved to an alternative workstation and given extra time to compensate for time lost.
Darwin (ACER)	3	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers and resolved the issue. Candidates were given extra time to compensate for time lost.
		1 session was interrupted briefly by a smoke alarm low-battery beep.	Candidates were offered earplugs and battery was replaced.
Geelong (ACER)	7	1 candidate presented without an Admission Ticket but with emails from ACER containing test session details, registration number, and payment confirmation.	Candidate's identity and registration were verified and entry was permitted.
		5 candidates attempted to start the test before being advised to do so by test supervisors.	Candidates were prevented from working and reminded to follow supervisor's instructions.
		1 candidate queried test content.	Referred to ACER test developers for review.
Gold Coast (ACER)	1	1 candidate presented a photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Melbourne (ACER)	17	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors refreshed the screens or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		1 candidate arrived for their test at a different test centre to that on their admission ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.

		2 candidates queried test content.	Referred to ACER test developers for review.
		1 candidate left the test session before the test started for personal reasons.	The candidate was marked as absent.
		1 candidate reported their suspicion another candidate might be breaking test rules.	Candidate was observed by test supervisors and a report was submitted to ACER for investigation.
		1 candidate found with a scientific calculator on their desk. Candidate became belligerent when supervisor advised that a report would be submitted to ACER.	Report was submitted to ACER. Incident witnessed by venue security who also provided a report to ACER for investigation.
		9 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Perth (ACER)	10	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computers/contacted IT technician to resolve issues or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		1 candidate arrived for their test at a different time to that on their admission ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate attempted to start the test before being advised to do so by test supervisors.	Test supervisors prevented the candidate from working and reminded them to follow the test rules.
		2 candidates presented photo IDs that contained a mismatch with the name on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates' phones sounded during the test.	The items were identified and turned off or removed from the room. An incident report was submitted to ACER following the test.
		1 candidate was suspected of copying another candidate's responses.	Test supervisors observed candidates and an incident report was submitted to ACER following the test for investigation.
Sydney (ACER)	15	8 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate queried test content.	Referred to ACER test developers for review.



		1 candidate requested permission to leave the test to get a coffee.	Test supervisors advised candidates cannot leave and return to the test during a session.
		3 candidates arrived for their test session on a different date to that listed on their admission ticket.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate arrived slightly late after instructions had started.	Candidate was permitted entry and was not granted any additional test time.
		1 candidate started section 2 of the numeracy test before they intended to.	Test supervisors explained again that candidates cannot return to section 1 after starting section 2.
Townsville (ACER)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computer. Candidate was offered extra time to compensate for time lost.
Wollongong (ACER)	1	1 candidate arrived for their test session on a different date to that on their admission ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
<b>Total</b>	<b>79</b>		

**Table 2: 2023 Test Window 2 Test Centre Incident Summary**

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

Total sessions	Cases with significant investigations	Percentage
5162	126	2.44%

**Table 3:  
2023 Test  
Window 2  
Remote  
Proctoring**

#### **Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 126 incidents which required significant investigations involving a detailed study of chat logs, test, and time logs to determine the problem and the extent of the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnections, and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate these incidents by providing a Step-by-Step Guide and Online Test Application Instructions on the test website and sent out emails to candidates before the test window to remind them to check their equipment and internet connection, and to ensure they adhere to the test rules and the minimum requirements needed to sit the test by remote proctoring. Despite these steps, there is always a handful of candidates during each test window who fail to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

With the implementation of an API integration with ProctorU, the issue of candidates losing test time due to loss of connection to ProctorU has been mitigated as the test is automatically locked and hence the test timer stops counting down when such an event occurs.

#### **Post-Test Activities**

### Review of Test Content

Following each test window, questions, and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2023 Test Window 2, four test content enquiries were raised by candidates. All four queries required no further action.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality, and integrity at all times.

### Results and Misconduct

As part of its quality assurance processes, before the release of results for each test window, ACER also identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. One case is currently being investigated by ACER with regards to the identity of the test-taker and the candidate has been notified that their results have been withheld while the investigation is underway.

Test Window 2 results were released to DE (Department of Education), VIT and HEPs via the ACER portal on Wednesday 14 June 2023. The portal allows DE to access de-identified results, and HEP and VIT nominated contacts can access, search, and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 20 June 2023. Candidates received a message notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

### Social Media

ACER continues to monitor several restricted access Facebook groups set up for the test. There are currently 11 Facebook groups.

- **LANTITE SUPPORT:** There are currently 4656 members and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4050 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1471 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests.'
- **Place to vent about LANTITE:** There are currently 728 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures.'
- **LANTITE Study Group:** There are currently 5843 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'
- **Lantite Made Easy:** There are currently 2277 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer free support for pre-registration teachers sitting the newly introduced LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 125 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!** There are currently 1243 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'

- **LANTITE Support Group:** There are currently 1269 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 148 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **IXL LANTITE Tutoring group:** There are currently 10 members and they describe themselves as 'a group for our students attending Sydney LANTITE sessions, we will post information about locations, dates and other necessary information within the one space for convenience and to ensure no one misses an announcement'.

Most comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

### Conclusion

Test Window 2 witnessed the implementation of the revised Additional Resits and Eligibility policies which now allow prospective students/unenrolled students to sit the test prior to enrolling in an ITE course. This includes Year 11 and 12 students, recent school graduates, mature age or mid-career people, and people enrolled in pathway courses. The test website was updated, and technical changes to the ACER test registration system were made accordingly to ensure that candidates who were previously classified as an enrolled ITE student but now considered as a prospective/unenrolled student are still able to register for the test by following the guidelines and in accordance with the test policies. In this test window, fewer than 50 prospective/unenrolled students registered to sit the test.

In addition, ACER initiated an API integration between the test registration system and the ProctorU system to enable registered remote proctoring candidates to schedule a session with ProctorU via the ACER registration system. This is an improvement to the registration and test scheduling process as it prevents unregistered candidates from booking a test session with ProctorU directly, and provided more convenience for the registered candidates who choose to sit by remote proctoring.

Upcoming work and discussions with DE include the implementation of the National Teacher Workforce Action Plan Trial and a review of the format of the technical report following the introduction of the prospective/unenrolled students policy change. ACER test developers and psychometricians will be leading this review and make recommended changes following their review.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2023 Test  
Window 3**

7 August – 20  
August 2023



Confidential

## Introduction

The third test window of 2023 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 7 August to Sunday 20 August 2023. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 10434 test session bookings were received during the registration period from Tuesday 4 July to Monday 17 July 2023. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were responded to within 24 business hours.

Information on the revised eligibility criteria for sitting the test as a prospective/unenrolled candidate, as well as associated changes in relation to the additional test attempt and test reset was available on the test website. Candidates were advised to contact ACER for advice if they were unsure if they qualified to sit the test as a prospective/unenrolled candidate. Information regarding changes in procedures for remote proctoring in relation to the API integration was published on the test website. Various guides for candidates sitting the test via remote proctoring were correspondingly updated to provide step-by-step guidance for the candidates. Reminder emails were similarly updated and sent to candidates at various junctures.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about COVID-19 procedures at test centres.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy, and the general test procedures on the test day. Candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. They were also permitted to wear a face mask if desired during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application

and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 3 opened on Tuesday 4 July and closed on Monday 17 July 2023. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 10434 test session bookings were received during the registration period.

The registration system allows both enrolled and prospective/unenrolled students to register for the test. Previously enrolled ITE students who qualify to sit the test as a prospective/unenrolled student under the revised eligibility criteria, can do so with the provision of the relevant documentary proof for ACER to switch their account type. The implementation of registrations for prospective/unenrolled student was previously made in accordance with the revised 'Eligibility' and 'Additional Resits' policies and the process continued to work well. Prospective/unenrolled candidates were able to register for the test without any issues.

The API integration between the registration system and ProctorU continued to work well, and remote proctoring candidates were able to schedule their test sessions with ProctorU by logging into their ACER candidate account. This streamlined process provided greater convenience to candidates in accessing their ProctorU account and scheduling their test session(s).

The refund deadline was Monday 17 July 2023. 75 refund requests were received and processed by the deadline. A further 11 refunds were processed on compassionate grounds after the deadline for varied reasons such as illness, injury, accident, death of close family members and other family-related issues.

### **Verification of Candidate Identity**

ACER continued with the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER checked all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. Despite this, 34 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test. The ID verification process continued to work well. ACER will continue to review and improve the ID

verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

ACER conducted test centre sittings in all states and territories for this test window. Test centres were offered in capital cities of Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth, and Sydney. For regional cities, test centres were offered in Albury, Armidale, Newcastle, Parramatta, Wollongong, Ballarat, Albury, Cairns, Gold Coast, Sunshine Coast, and Townsville.

Overall demand for test centre places was low. The total number of registered candidates and test sessions were considerably fewer, compared to the same window in the previous year. Demand remained relatively strong in Brisbane, Melbourne, Perth, Gold Coast, Newcastle, Parramatta and Sunshine Coast though the total number of seats taken up at each of these venues was lower than the equivalent 2022 test window. ACER added an additional day in Perth as soon as we knew that a previous booking had become available, as fewer seats had originally been offered in this test window due to the venue being fully booked in advance. Demand was weak for Adelaide, Albury, Cairns and Sydney. ACER had to cancel one full day of testing or was not required to utilise the 'reserved' day at these venues. ACER also had to cancel two test sessions at the Armidale and Wollongong test centres.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin and Hobart test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts, and the document on 'COVID-19 Management of Test Centres' were reviewed and updated in alignment with the current COVID-safe measures and administrative procedures. ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were still implemented for all the test sessions. ACER also continued to have back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons.

All test centre sittings in this window went smoothly. However, there were some minor issues at the Adelaide, Armidale, Brisbane, Newcastle, Parramatta and Sydney test venues. There were internet issues at the 7.30am and 10.30am session at the Armidale test venue. A number of computers in the laboratory were not able to connect to the internet. As there were many spare computers at the venue and the take-up rate was lower than usual, there were more than enough computers for registered candidates and the test sessions went on smoothly. The issue was immediately highlighted to the IT technician. However, the issue could not be resolved on the test day as it was related to the ongoing campus-wide 'network issues' the venue had been experiencing. ACER would follow up with the venue to seek assurance that the network issue had been resolved before the next test sitting in May 2024.

The air conditioning was not working properly for the 7.30am session on 12 Aug 2023 at the Newcastle test venue. The test supervisors opened the windows and doors for ventilation and alerted the security at the venue immediately. The issue was quickly rectified during the break after the first test session and there were no further issues for the weekend.

There were internet and power outages at the 4.30pm test session on 10 Aug 2023. At the Brisbane test centre, there was a sudden power outage that caused power to go off for a short period of time, before coming back. The staff at the venue were alerted about the issue and ascertained that the situation was back to normal and it was safe to continue with the test. All candidates had to log in again to their computers and continued with the test from where they had left off. Candidates were given an additional 12 minutes to make up for the time lost. All candidates completed their test smoothly without any further issue.

Internet connection was abruptly lost at the Adelaide and Parramatta test centres before connection was re-established without any intervention after a short period of time. All candidates managed to log in and complete their respective test without any further issue. Candidates for the test session were given the amount of additional time that was equivalent to the amount of time lost. At the Sydney test centre, the loss of internet connection occurred in stages over a period of several minutes before all computers in both test rooms eventually lost internet connection. Connection was also re-established without intervention after a short period of time and candidates were able to log in and complete their test smoothly. Candidates in both rooms were given an additional 10 minutes, the amount of time equivalent to the entire period of disruption. There were no issues with the test session in Hobart which took place at the same time. There also had been no reports of any disruption in relation to the servers at ACER's end.

With the current inflationary environment, ACER continues to face significant increase in test administration costs as test centres pass on increase in costs to ACER. ACER will continue to work closely with our current test centre partners to manage the escalating costs and will explore more cost-effective and suitable venues where necessary.

### Admission Tickets

Admission tickets were released to candidates via their ACER account on Monday 31 July 2023. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

### Test Day

#### Attendance

A total of 5304 candidates registered for the literacy test, and a total of 5118 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 4995 candidates had sat the literacy test, and 4755 candidates had sat the numeracy test. In the same window in 2022, a total of 5930 candidates registered for the literacy test, and a total of 5834 candidates registered to sit the numeracy test. 5494 candidates sat the literacy test, and 5369 candidates sat the numeracy test. The number of candidates in the 2023 August test window is lower than in the equivalent 2022 test window.

Table 1 provides a summary of attendance for 2023 Test Window 3

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance Rate	Registered	Present	Attendance Rate
Alphacrucis College	9	9	100.00%	11	11	100.00%
Australian Catholic University	491	462	94.09%	481	442	91.89%
Australian College of	8	7	87.50%	5	4	80.00%



Physical Education						
Avondale University	9	9	100.00%	14	14	100.00%
Central Queensland University	132	127	96.21%	134	126	94.03%
Charles Darwin University	110	99	90.00%	99	89	89.90%
Charles Sturt University	124	118	95.16%	128	123	96.09%
Christian Heritage College	21	21	100.00%	21	20	95.24%
Curtin University	178	166	93.26%	166	154	92.77%
Deakin University	163	149	91.41%	175	159	90.86%
Eastern College Australia	1	1	100.00%	2	2	100.00%
Edith Cowan University	207	195	94.20%	193	180	93.26%
Excelsia College	3	3	100.00%	3	3	100.00%
Federation University Australia	67	59	88.06%	57	50	87.72%
Flinders University	100	95	95.00%	55	53	96.36%
Griffith University	123	116	94.31%	124	117	94.35%
Holmesglen TAFE	1	1	100.00%	1	1	100.00%
James Cook University	73	70	95.89%	75	72	96.00%
La Trobe University	120	114	95.00%	132	120	90.91%
Macquarie University	170	163	95.88%	167	161	96.41%
Melbourne Polytechnic	2	2	100.00%	4	4	100.00%
Monash University	304	287	94.41%	311	279	89.71%
Montessori World Educational Institute	2	2	100.00%	2	2	100.00%
Murdoch University	55	52	94.55%	49	46	93.88%

Prospective Student	75	69	92.00%	67	61	91.04%
Queensland University of Technology	212	203	95.75%	208	193	92.79%
RMIT University	67	63	94.03%	68	66	97.06%
Southern Cross University	68	62	91.18%	64	59	92.19%
Swinburne University of Technology	361	332	91.97%	336	304	90.48%
Tabor Adelaide	10	10	100.00%	11	11	100.00%
The University of Adelaide	59	57	96.61%	52	49	94.23%
The University of Melbourne	125	119	95.20%	83	79	95.18%
The University of New England	125	123	98.40%	127	122	96.06%
The University of New South Wales	87	81	93.10%	71	65	91.55%
The University of Newcastle	218	206	94.50%	223	207	92.83%
The University of Notre Dame Australia	148	138	93.24%	153	146	95.42%
The University of Queensland	75	74	98.67%	77	76	98.70%
The University of Sydney	127	122	96.06%	131	125	95.42%
The University of Western Australia	14	13	92.86%	10	10	100.00%
University of Canberra	72	69	95.83%	68	66	97.06%
University of South Australia	149	138	92.62%	134	125	93.28%

University of Southern Queensland	147	137	93.20%	159	147	92.45%
University of Tasmania	104	98	94.23%	119	110	92.44%
University of Technology, Sydney	17	17	100.00%	16	16	100.00%
University of the Sunshine Coast	74	65	87.84%	78	68	87.18%
University of Wollongong	82	82	100.00%	85	82	96.47%
Victoria University	238	226	94.96%	201	187	93.03%
Western Sydney University	177	164	92.66%	168	149	88.69%
<b>Grand Total</b>	<b>5304</b>	<b>4995</b>	<b>94.17%</b>	<b>5118</b>	<b>4755</b>	<b>92.91%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2023 Test Window 3**

### Test Dates

2023 Test Window 3 was held from 7 August to 20 August. Remote proctoring sessions could be completed by candidates between 7 August and 15 August. The remote proctoring test window was extended until 19 August 2023 for 34 candidates who experienced technical issues and needed to reschedule and complete their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 136 applications for reasonable adjustments were received before close of registrations and 134 applications were approved by ACER. Two applications were not approved as these were not related to reasonable adjustments.

All applications had to be received by ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and based on the medical and/or educational assessments and recommendations provided with the candidate's application. ACER's procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER considers all applications for reasonable adjustments in light of maintaining test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they require during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 8 candidates emailed ACER and asked for a review of their adjustments. Four candidates were granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioners, while the requests for four candidates were declined due to inadequate information in the accompanying medical documentation to support the requested adjustments. The adjustments granted for 2023 Test Window 3 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to use application on handphone to monitor blood glucose level during the test
- Permission to use application on handphone to adjust volume of hearing aids during the test
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to have an external monitor
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget or tactile/fidget item
- Permission to have elevated leg support, back support, waist support or cushion
- Permission to increase the font size
- Permission to use a text-to-speech software
- Permission to read aloud when required
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Paper copy of the test with specific formatting requirements
- Permission to use C-Pen for paper test
- Permission to have written copies of test instructions
- Request for all communications with proctor to take place via the chat function only

- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader
- Provision of AUSLAN interpreter
- Request for female only test supervisor or proctor
- Permission to have assistance dog

ACER also held special test sittings for 28 candidates who required more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth, and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres and were better provided for at these alternative locations. Out of these candidates, five candidates were granted the opportunity to sit the paper version of the test at the ACER offices. One candidate was granted a paper test for the numeracy test component while two candidates were granted the literacy test paper. Two candidate was granted the paper version of both test components. Candidates' specific requirements in the terms of formatting of the paper test were catered for. These candidates completed the tests and were satisfied with the arrangements made. Overall, the test sessions went well for all the candidates who were pleased with the testing arrangements and the level of care and attention ACER had provided.

In addition to these complex sittings, ACER has also continued to successfully manage in a secure manner, test sessions which allowed candidates to use an application on their mobile phone to manage their blood glucose level for both test centres and remote proctoring test sittings. For 2023 Test Window 3, there was a case of a candidate using an application on their mobile phone s 22 s 22. ACER was able to apply the same protocols to manage this case successfully. As more candidates are expected to use such mobile telephone applications for health-related purposes, this stands ACER in good stead to grant candidates such adjustments and manage their test sittings competently and securely.

ACER would like to highlight 2 unique cases of complex reasonable adjustments that were catered for during the test window. Both candidates sat the test at an ACER office. ACER was in constant contact with both candidates to understand their needs so that additional and appropriate arrangements could be made to cater to their needs and adjustments. Test supervisors for these sessions were also separately briefed to prepare them to manage these sessions in an effective and sensitive manner.

s 22

A candidate who requires the s 22 attended their test session at the ACER s 22 office. The procedures in relation to s 22 were strictly adhered to and ACER was able to work with the candidate to provide for the adjustment of having s 22 for the test session. ACER also gathered information on the specific needs of s 22 and provide advice on what the candidate should bring and do, as well as where the candidate can bring s 22

s 22 The test supervisor was also provided with specific information on how to handle  
s 22 , especially in the case in which the candidate suffers from a medical episode.  
ACER staff in the s 22 office was informed in advance of the presence of s 22  
s 22

No candidate has so far been denied of the opportunity to have appropriate reasonable adjustments granted for their test sitting due to the revised documentation requirements that were implemented from the May 2021 test window. ACER will continue to monitor the situation and to provide further assistance should candidates have difficulties in adhering to the current guidelines.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2023 Test Window 3 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	5	1 candidate presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate experienced technical difficulties due to a computer related issue at the test venue.	Test supervisor moved candidate to an alternative workstation. Candidate was given extra time to compensate for time lost.
		2 candidates queried test content.	Referred to ACER test developers for review.
		1 candidate arrived for their test session on a different date to that stated on their Admission Ticket.	Candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
Ballarat (ACER)	3	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors moved the candidate to an alternative workstation and candidate was given extra time to compensate for time lost.
		1 candidate did not present acceptable ID to sit the test.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate started writing before given instructions to do so.	Candidate was stopped and reminded to follow all supervisor instructions.

Brisbane (ACER)	15	9 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		2 candidates queried test content.	Referred to ACER test developers for review.
		1 candidate arrived slightly late after instructions had started.	Candidate was permitted entry and was not granted any additional test time.
		1 candidate presented photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate submitted the test before they wanted to.	Candidate was not permitted to re-enter their test.
		1 candidate arrived slightly late due to a traffic accident.	Candidate was permitted entry to the test.
Cairns (ACER)	2	1 candidate presented a photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was moved to an alternative workstation and given extra time to compensate for time lost.
Canberra (ACER)	2	1 candidate presented a photo ID that contained a mismatch with the DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was moved to an alternative workstation and given extra time to compensate for time lost.
Darwin (ACER)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors moved the candidate to a new workstation. Candidate was given extra time to compensate for time lost.
Gold Coast (ACER)	1	1 candidate presented a photo ID that contained a mismatch with the name on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Hobart (ACER)	2	1 candidate experienced technical difficulties due to computer related issues at the test venue.	Candidate was moved to a new workstation and given extra time to compensate for time lost.
		1 candidate reported feeling unwell before the test commenced.	The candidate left and did not sit the test.
Melbourne (ACER)	6	1 candidate experienced technical difficulties due to	Test supervisors refreshed the screens or moved candidates to

		internet/computer related issues at the test venue.	alternative workstations. Candidates were offered extra time to compensate for time lost.
		3 candidates arrived for their test at a different date/time to that on their admission ticket.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate queried test content.	Referred to ACER test developers for review.
		1 candidate did not present acceptable ID to sit the test	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Newcastle (ACER)	3	1 candidate arrived for their test at a different time to that on their admission ticket.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		2 candidates presented photo IDs that contained a mismatch with the DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Perth (ACER)	9	5 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computers/contacted IT technician to resolve issues or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		4 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Sunshine Coast (ACER)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Candidate was moved to a new workstation and given extra time to compensate for time lost.
Sydney (ACER)	14	3 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		5 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computers/contacted IT technician to resolve issues or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
		4 candidates arrived for their test session on a different date/time to that listed on their admission ticket.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate did not present acceptable ID to sit the test.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.



Townsville (ACER)	2	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers. Candidates were offered extra time to compensate for time lost.
Wollongong (ACER)	2	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computers/contacted IT technician to resolve issues or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
<b>Total</b>	<b>68</b>		

**Table 2: 2023 Test Window 3 Test Centre Incident Summary**

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
4871	112	2.29%

**Table 3: 2023 Test Window 3 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 112 incidents which required significant investigations involving a detailed study of chat logs, test, and time logs to determine the problem and the extent of the loss of test time where applicable.

The majority of incidents were due to the use of unauthorised programs, disconnections, and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate these incidents by providing a Step-by-Step Guide and Online Test Application Instructions on the test website and sent out emails to candidates before the test window to remind them to check their equipment and internet connection, and to ensure they adhere to the test rules and the minimum requirements needed to sit the test by remote proctoring. Despite these steps, there is always a handful of candidates during each test window who fail to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

With the implementation of an API integration with ProctorU, the issue of candidates losing test time due to loss of connection to ProctorU has been mitigated as the test is automatically locked and hence the test timer stops counting down when such an event occurs.

#### **Post-Test Activities**

##### **Review of Test Content**

Following each test window, questions, and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2023 Test Window 3, four test content enquiries were raised by candidates. Of

these, three queries required no further action. Action was taken to revise an image in one numeracy question.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### Results and Misconduct

As part of its quality assurance processes, before the release of results for each test window, ACER also identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. ACER's review has not found any case that warrants further investigation for this test window.

Test Window 3 results were released to DE (Department of Education), VIT and HEPs via the ACER portal on Wednesday 13 September 2023. The portal allows DE to access de-identified results, and HEP and VIT nominated contacts can access, search, and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 19 September 2023. Candidates received a message notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

### Social Media

ACER continues to monitor several restricted access Facebook groups set up for the test. There are currently 11 Facebook groups. One of these groups, **LANTITE Numeracy Group**, has changed its name from 'Lantite Made Easy'.

- **LANTITE SUPPORT:** There are currently 4827 members and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4052 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1483 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests.'
- **Place to vent about LANTITE:** There are currently 724 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures.'
- **LANTITE Study Group:** There are currently 6284 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'
- **LANTITE Numeracy Group (previously named 'Lantite Made Easy'):** There are currently 2186 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer advice and information for pre-registration teachers sitting the \LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 125 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!:** There are currently 1228 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and

their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!

- **LANTITE Support Group:** There are currently 1386 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 148 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **IXL LANTITE Tutoring group:** There are currently 10 members and they describe themselves as ‘a group for our students attending Sydney LANTITE sessions, we will post information about locations, dates and other necessary information within the one space for convenience and to ensure no one misses an announcement’.

Most comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

### Conclusion

The implementation of the revised Additional Resits and Eligibility policies which allows prospective students/unenrolled students to sit the test prior to enrolling in an ITE course continues into TW3 2023. Information provided on the ACER website continues to be useful in helping candidates determine their eligibility to sit the test as ‘prospective/unenrolled’ candidates. ACER continues to engage with these candidates and provide them with relevant advice. Candidates who are eligible to sit as ‘prospective/unenrolled’ candidates have their accounts switched to the correct account type, which allows them to register and sit without test attempt limits. The technical changes made to the ACER test registration system and the procedures put in place continue to work well in allowing prospective/unenrolled student to register and sit the test without these attempts being counted.

The API integration between the test registration system and the ProctorU system to continues to work well in facilitating candidates’ access to their ProctorU account to schedule/reschedule their tests sessions. This has also significantly reduced cases in which candidates lost test time due to being disconnected from ProctorU as the test is automatically locked when this happens.

ACER continues to engage with DE in relation to the required work for the implementation of the National Teacher Workforce Action Plan Trial, scheduled to start from TW4 2023. A review of the format of the technical report, following the introduction of the prospective/unenrolled students policy change, is currently being undertaken by the ACER test developers and psychometricians.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2023 Test  
Window 4**

30 October – 12  
November 2023



Confidential

## Introduction

The fourth test window of 2024 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 30 October to Sunday 12 November 2023. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities only.

A total of 12115 test session bookings were received during the registration period from Tuesday 26 September to Monday 9 October 2023. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were responded to within 24 business hours.

Information on the revised eligibility criteria for sitting the test as a prospective/unenrolled candidate, as well as associated changes in relation to the additional test attempt and test reset was available on the test website. Candidates were advised to contact ACER for advice if they were unsure if they qualified to sit the test as a prospective/unenrolled candidate. Information related to the LANTITE trial was also published on the test website with specific links to the Australian Government Department of Education 'National Teacher Workforce Action Plan - LANTITE trial' webpage for further reference by candidates. Information regarding changes in procedures for remote proctoring in relation to the API integration and no-show was published on the test website. Various guides for candidates sitting the test via remote proctoring were correspondingly updated to provide step-by-step guidance for the candidates. Reminder emails were similarly updated and sent to candidates at various junctures.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about COVID-19 procedures at test centres.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy, and the general test procedures on the test day. Candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. They were also permitted to wear a face mask if desired during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the ACER online test application

and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 4 opened on Tuesday 26 September and closed on Monday 9 October 2023. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 12115 test session bookings were received during the registration period. These test session bookings included that for a significant number of candidates who had exhausted their permitted test attempts but contacted ACER to increase their test attempt limits to allow them to sit the test during the trial period.

The registration system allows both enrolled and prospective/unenrolled students to register for the test. Previously enrolled ITE students who qualify to sit the test as a prospective/unenrolled student under the revised eligibility criteria, can do so with the provision of the relevant documentary proof for ACER to switch their account type. The implementation of registrations for prospective/unenrolled student was previously made in accordance with the revised 'Eligibility' and 'Additional Resits' policies and the process continued to work well. Prospective/unenrolled candidates were able to register for the test without any issues.

The API integration between the ACER test registration system and ProctorU scheduling system continued to work well, and remote proctoring candidates were able to schedule their test sessions with ProctorU by logging into their ACER candidate account. This streamlined process provided greater convenience to candidates in accessing their ProctorU account and scheduling their test session(s).

The refund deadline was Monday 9 October 2023. 58 refund requests were received and processed by the deadline. A further 8 refunds were processed on compassionate grounds after the deadline for varied reasons such as illness, injury, family bereavement, other family-related issues, and reasonable adjustments.

### **Verification of Candidate Identity**

ACER continued with the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER verified all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. Despite this, 34 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The ID verification process worked well. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future

test windows.

### **Test Centre**

ACER conducted test centre sittings in the capital cities for all states and territories for this test window. Test centres were offered in capital cities of Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth, and Sydney.

Overall demand for test centre places was higher compared to the same test window in 2022 and significantly higher than the August 2023 test window. Many candidates who had previously exhausted their test attempts were able to access attempts under the LANTITE trial and others were attracted by the test attempt 'amnesty' offered by the LANTITE trial. This could be a contributing factor for the significant increase in demand despite only test centres in capital cities being offered. Demand was strong in Adelaide, Brisbane, Perth and Sydney. ACER was able to work with venue providers in Adelaide, Brisbane and Sydney to provide two to three additional test days at each of these test venues. Unfortunately, the test venue in Perth was booked out for the period of the test window and ACER was not able to offer any additional capacity. ACER monitored the demand for each test venue closely. Though demand was strong in the other capital cities, the capacity ACER had provided was adequate to meet the demand and there was no necessity to source additional capacity during the registration period. These venues were at or near full capacity at the close of registrations.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin and Hobart test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts, and the document on 'COVID-19 Management of Test Centres' were reviewed and updated in alignment with the current COVID-safe measures and administrative procedures. ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were still implemented for all the test sessions. ACER also continued to have back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons.

All test centre sittings in this window went smoothly. However, there were some minor issues at the Brisbane, Perth and Sydney test venues. There were issues associated with the mouse cursor moving on their own or keyboard typing continuously during the 10.30am, 1.30pm and 4.30pm sessions in Brisbane on 31 October 2023. Five candidates in total experienced the issues which were immediately addressed by moving them to another laptop and replacing the associated equipment. They were also provided time in lieu. The test supervisor also discussed the issue with the venue and ACER consulted the laptop provider and IT personnel. No definitive cause could be identified but it was suspected that the issue could be linked to the keyboard or mouse driver. ACER advised the test supervisors to monitor the situation closely and replaced the equipment if the issue occurred again. All affected candidates except one were able to complete their test without any further issues. There was a candidate for whom the mouse issue resulted in the candidate inadvertently submitting her test prematurely. ACER investigated her test sitting records, reopened her test and provided the candidate with the option of continuing with her test on another test day. The candidate chose the option of sitting the test at the Brisbane test centre during the weekend and was able to complete it without any further issues.

In the first test session on 2 November, there was a 20-minute delay to the start of the test at the Brisbane test centre due to a network issue. The venue was quickly alerted and resolved the issue in no time. This delay was well-managed by the test supervisors and all candidates in that session were able to complete the test without any issues and were given the full test duration. The latter sessions for the day were not affected by the initial delay and proceeded smoothly at the specified time.

In order to mitigate possible re-occurrence of the issues, ACER will ask the laptop provider to undertake a check on the laptops before the February 2024 test window to ensure that drivers are up-to-date, and all equipment are working well. ACER will also continue to ensure that the network at the venue works well and provide specific instructions to test supervisors on resolving this issue should it

recur.

There were some building works being carried out on the ground floor and on the street at the Perth test venue for the 7.30am test session on 4 November 2023. It was intermittent noise at a very low level which could barely be heard from the test room and did not seem to bother any candidates. However, the test supervisors offered ear plugs as a precaution. s. All candidates for the session were able to complete their test without any issues and none of them raised any concern about the noise.

The display on the countdown clocks in two test rooms stopped due to the momentary loss of WIFI connection for the associated computers. This happened towards the end of the 1.30pm test session at the Sydney test venue on 9 November 2023. This issue was quickly identified, the WIFI connection was re-established and the clocks were reset with the correct remaining time. Candidates were informed of the correct remaining time and completed their test without any issues. The staff at the venue subsequently connected the computers to the hardwired LAN connection during the break to prevent the issue from occurring again.

ACER will consider the additional demand in this window for test centre places when booking test venues for the February 2024 test window and cater for additional capacity where possible. With the current inflationary environment, ACER continues to face significant increase in test administration costs as test centres pass on increased costs to ACER. ACER will continue to work closely with our current test centre partners to manage the escalating costs and will explore more cost-effective and suitable venues where necessary.

### Admission Tickets

Admission tickets were released to candidates via their ACER account on Monday 23 October 2023. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

### Test Day

#### Attendance

A total of 6217 candidates registered for the literacy test, and a total of 5889 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 5880 candidates had sat the literacy test, and 5536 candidates had sat the numeracy test. In the same window in 2022, a total of 5970 candidates registered for the literacy test, and a total of 5842 candidates registered to sit the numeracy test. 5627 candidates sat the literacy test, and 5433 candidates sat the numeracy test. The number of candidates in the 2023 October/November test window is higher than in the equivalent 2022 test window.

Table 1 provides a summary of attendance for 2023 Test Window 4

HEPs	Literacy			Numeracy		
	Registered	Present	Attendance Rate	Registered	Present	Attendance Rate
Alphacrucis College	19	19	100.00%	19	19	100.00%



Australian Catholic University	724	673	92.96%	720	661	91.81%
Australian College of Physical Education	2	2	100.00%	4	4	100.00%
Avondale University	20	20	100.00%	20	19	95.00%
Central Queensland University	100	97	97.00%	89	88	98.88%
Charles Darwin University	229	225	98.25%	173	166	95.95%
Charles Sturt University	108	104	96.30%	112	109	97.32%
Christian Heritage College	11	9	81.82%	10	8	80.00%
Curtin University	284	267	94.01%	269	253	94.05%
Deakin University	295	278	94.24%	289	277	95.85%
Eastern College Australia	1	1	100.00%	1	1	100.00%
Edith Cowan University	211	200	94.79%	213	197	92.49%
Excelsia College	2	2	100.00%	2	2	100.00%
Federation University Australia	79	74	93.67%	70	62	88.57%
Flinders University	150	143	95.33%	147	139	94.56%
Griffith University	259	252	97.30%	258	252	97.67%
James Cook University	43	41	95.35%	43	41	95.35%
La Trobe University	124	119	95.97%	129	121	93.80%
Macquarie University	121	112	92.56%	117	108	92.31%
Melbourne Polytechnic	10	10	100.00%	7	7	100.00%

Monash University	123	113	91.87%	119	110	92.44%
Montessori World Educational Institute	2	2	100.00%	2	2	100.00%
Murdoch University	72	68	94.44%	68	63	92.65%
Prospective Students	144	131	90.97%	134	122	91.04%
Queensland University of Technology	197	185	93.91%	187	182	97.33%
RMIT University	42	41	97.62%	38	37	97.37%
Southern Cross University	110	107	97.27%	107	100	93.46%
Swinburne University of Technology	473	449	94.93%	430	397	92.33%
Tabor Adelaide	8	8	100.00%	7	7	100.00%
The University of Adelaide	64	60	93.75%	48	45	93.75%
The University of Melbourne	76	72	94.74%	48	46	95.83%
The University of New England	199	196	98.49%	188	183	97.34%
The University of New South Wales	39	37	94.87%	24	23	95.83%
The University of Newcastle	171	160	93.57%	168	158	94.05%
The University of Notre Dame Australia	184	171	92.93%	180	170	94.44%
The University of Queensland	58	52	89.66%	55	50	90.91%

The University of Sydney	175	166	94.86%	160	154	96.25%
The University of Western Australia	20	18	90.00%	19	17	89.47%
University of Canberra	71	66	92.96%	71	66	92.96%
University of South Australia	216	208	96.30%	201	190	94.53%
University of Southern Queensland	213	204	95.77%	208	201	96.63%
University of Tasmania	118	109	92.37%	123	114	92.68%
University of Technology, Sydney	27	26	96.30%	29	27	93.10%
University of the Sunshine Coast	68	65	95.59%	60	58	96.67%
University of Wollongong	55	52	94.55%	54	50	92.59%
Victoria University	238	222	93.28%	218	200	91.74%
Western Sydney University	262	244	93.13%	251	230	91.63%
<b>Grand Total</b>	<b>6217</b>	<b>5880</b>	<b>94.58%</b>	<b>5889</b>	<b>5536</b>	<b>94.01%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2023 Test Window 4**

### Test Dates

2023 Test Window 4 was held from 30 October to 12 November. Remote proctoring sessions could be completed by candidates between 30 October and 8 November. The remote proctoring test window was extended until 14 November 2023 for 58 candidates who experienced technical issues and needed to reschedule and complete their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed

for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### **Reasonable Adjustments**

A total of 273 applications for reasonable adjustments were received before close of registrations and 270 applications were approved by ACER. Three applications were not approved as the relevant medical documentation was not provided. ACER advised the candidates regarding relevant supporting document but did not receive the required information by the deadline despite the reminders. The number of approved applications was the highest ever for any test window since the inception of the test.

All applications had to be received by ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and based on the medical and/or educational assessments and recommendations provided with the candidate's application. ACER's procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER considers all applications for reasonable adjustments in light of maintaining test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they require during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 10 candidates emailed ACER and asked for a review of their adjustments. Four candidates were granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioners, while the requests for six candidates were declined due to inadequate information in the accompanying medical documentation to support the requested adjustments or the adjustments requested were considered as conferring an advantage for the candidate (e.g. bringing maths formula sheets). The adjustments granted for 2023 Test Window 4 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to use application on handphone to monitor blood glucose level during the test
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen

- Permission to have an external monitor
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget or tactile/fidget item
- Permission to have elevated leg support, back support, waist support or cushion
- Permission to increase the font size
- Permission to use a text-to-speech software
- Permission to read aloud when required
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Paper copy of the test with specific formatting requirements
- Use of the accessible test forms
- Permission to have written copies of test instructions
- Request for all communications with proctor to take place via the chat function only
- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader or/and scribe
- Provision of AUSLAN interpreter

ACER also held special test sittings for 48 candidates who required more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth, and Sydney. This is a record number for a particular test window. These candidates had specific needs that could not be adequately catered for at the standard test centres and were better provided for at these alternative locations. Out of these candidates, seven candidates were granted the opportunity to sit the paper version of the test at the ACER offices. Two candidates were granted a paper test for the numeracy test component while four candidates were granted the literacy test paper. One candidate was granted the paper version of both test components. Candidates' specific requirements in the terms of formatting of the paper tests were catered for. These candidates completed the tests and were satisfied with the arrangements made. Overall, the test sessions went well for all the candidates who were pleased with the testing arrangements and the level of care and attention ACER had provided.

In addition to these complex sittings, ACER also continued to manage successfully and securely test sessions which allowed candidates to use an application on their mobile phone to manage their blood glucose level for both test centres and remote proctoring test sittings.

ACER would like to highlight 2 unique cases of complex reasonable adjustments that were catered for during the test window. Both candidates sat the test at an ACER office. ACER was in frequent contact with both candidates to understand their needs so that additional and appropriate arrangements could be customised for their needs and adjustments. Test supervisors for these sessions were also separately briefed to prepare them to manage these sessions in an effective and sensitive manner.

A candidate who needed s 22 registered to sit the test in s 22 ACER only knew of the request upon assessing the application for reasonable adjustments during the registration period. Despite the tight timeline, ACER was able to liaise with the candidate and s s 22 office. A special briefing was undertaken for the test supervisor and the ACER staff representative at the s 22 office to finalise arrangements and clarify processes for the test sessions. ACER revised the literacy and numeracy scripts and test procedures to ensure they were suitable for s 22 s 22

s 22 candidate felt supported.

. This worked well and the

The accessible test forms for both literacy and numeracy were provided to a s 22

candidate at the ACER office. s 22

s 22 A special briefing was conducted for the test supervisor on the setup and processes for the test sessions. The test supervisor was able to render the necessary assistance in a calm and approachable manner to the candidate, who was satisfied with the support given for the test.

In addition to the above two cases, ACER conducted a special zoom test sitting for a RA candidate who had known difficulties sitting the test via remote proctoring and attending a physical venue. The zoom test session was completely managed by project team members who took on both test supervisory and technical assistance roles.

No candidate has been denied of the opportunity to have appropriate reasonable adjustments granted for their test sitting due to the revised documentation requirements that were implemented from the May 2021 test window. ACER will continue to monitor the situation and to provide further assistance should candidates have difficulties in adhering to the current guidelines.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2023 Test Window 4 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	7	2 candidates presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		3 candidates experienced technical difficulties due to a computer related issue at the test venue.	Test supervisor moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		2 candidates queried test content.	Referred to ACER test developers for review.
Brisbane (ACER)	18	14 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
		3 candidates presented photo ID that contained a mismatch with	Candidates were admitted to the test after having their identity

		the name on the Admission Ticket.	verified by the test supervisors. Correct details were updated by ACER following the test.
Darwin (ACER)	5	4 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors moved the candidates to a new workstation. Candidates were given extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
Melbourne (ACER)	23	11 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors refreshed the screens or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.
		10 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates did not present acceptable ID to sit the test	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
Perth (ACER)	3	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computer to resolve issue. Candidate was offered extra time to compensate for time lost.
		1 candidate presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate queried test content.	Referred to ACER test developers for review.
Sydney (ACER)	8	1 candidate presented photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		7 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computers or contacted IT technician to resolve issues or moved candidates to alternative workstations. Candidates were offered time in lieu for lost time.
<b>Total</b>	<b>64</b>		

**Table 2: 2023 Test Window 4 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

Total sessions	Cases with significant investigations	Percentage
6453	161	2.49%

**Table 3: 2023 Test Window 4 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 161 incidents which required significant investigations involving a detailed study of chat logs, test, and time logs to determine the problem and the extent of the loss of test time where applicable.

Most incidents were due to the use of unauthorised programs, disconnections, and unauthorised breaks. More minor incidents included the ACER test application not being installed properly, candidates not following test instructions or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate these incidents by providing a Step-by-Step Guide and Online Test Application Instructions on the test website and sent out emails to candidates before the test window to remind them to check their equipment and internet connection, and to ensure they adhere to the test rules and the minimum requirements needed to sit the test by remote proctoring. Despite these steps, there is always a handful of candidates during each test window who fail to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

Several candidates were affected by the Optus outage on 8 November 2023 and unable to sit their scheduled test. ACER was able to work with those candidates who contacted us regarding the issue and helped all of them to reschedule and complete their test during the test window.

With the implementation of an API integration with ProctorU, the issue of candidates losing test time due to loss of connection to ProctorU has been mitigated as the test is automatically locked and hence the test timer stops counting down when such an event occurs.

## Post-Test Activities

### Review of Test Content

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2023 Test Window 4, five test content enquiries were raised by candidates. Of these, four queries required no further action. Action was taken to revise an image in one numeracy question for greater clarity.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### Results and Misconduct

A candidate had someone impersonating them and attempted to sit the literacy test via remote proctoring on their behalf. The test session was stopped by the proctor and intervention specialist who confirmed that the person attempting to sit the test did not match the photo of the legitimate candidate in ACER's system. ACER was immediately informed and investigated the matter, including a thorough review of the photos uploaded during registration, all the test session records and communications with the candidate. ACER concluded that the candidate had indeed engaged in misconduct by having someone else impersonate them to sit the test. The candidate was not permitted to reschedule and sit the literacy test session. A sanction of a 2-year ban from sitting the literacy test was also imposed after due process was undertaken to allow the candidate to state their case. Both the candidate and their higher education provider were informed of the sanction.



Another candidate who sat the numeracy test by remote proctoring was found to have another person in the test room during the test. The person was suspected to be providing unpermitted assistance to the candidate during the test and as such, the session was suspended by the proctor and intervention specialist. ACER investigated the matter and confirmed the suspicion. A sanction of a 2-year ban from sitting the numeracy test was imposed after due process was undertaken to allow the candidate to state their case. Both the candidate and their higher education provider were informed of the sanction.

As part of its quality assurance processes, before the release of results for each test window, ACER also identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they sit the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. ACER's review has not found any case that warrants further investigation, in addition to the above two cases.

Test Window 4 results were released to DE (Department of Education), VIT and HEPs via the ACER portal on Wednesday 6 December 2023. The portal allows DE to access de-identified results, and HEP and VIT nominated contacts can access, search, and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 12 December 2023. Candidates received a message notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

As part of the LANTITE trial, improved result statements were provided to candidates. Candidates who did not meet the standard in any test component were also provided with additional feedback in their result statements. Information on the candidate's achievement in each sub-domain and what the candidate should work on for each sub-domain is included in the feedback. A video which explains the interpretation of result statements was also developed and made available on the test website.

ACER also sent out a survey on 18 December 2023 to candidates who had not met the test standard in this test window as part of the LANTITE trial. The survey aimed to gather insights about the impact of the two changes of the trial; (i) increasing the number of permitted test attempts and (ii) providing better feedback to test participants on areas they need to improve when they have failed to meet the standard. The survey responses would be used for analysis by DE to refine and improve the way the test is administered.

### Social Media

ACER continues to monitor several restricted access Facebook groups set up for the test. There are currently 11 Facebook groups.

- **LANTITE SUPPORT:** There are currently 4938 members and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4045 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1501 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests.'
- **Place to vent about LANTITE:** There are currently 721 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures.'
- **LANTITE Study Group:** There are currently 7000 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'
- **LANTITE Numeracy Group (previously named 'Lantite Made Easy'):** There are currently 2303 members and they describe themselves as 'This group was created by 'Arithmetricks' to

help and offer advice and information for pre-registration teachers sitting the \LANTITE numeracy test'.

- **LANTITE Study Group 2020 (Only Students):** There are currently 125 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!:** There are currently 1221 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'
- **LANTITE Support Group:** There are currently 1473 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 148 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **IXL LANTITE Tutoring group:** There are currently 10 members and they describe themselves as 'a group for our students attending Sydney LANTITE sessions, we will post information about locations, dates and other necessary information within the one space for convenience and to ensure no one misses an announcement'.

Most comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. A candidate tried to describe a test question in one of the groups, but ACER was able to ascertain that they did not manage to reveal any test content. No other discussion of test questions has been found for this test window.

### Conclusion

It has been a very busy period for both ACER and DE with the preparation and implementation of the LANTITE trial for this test window. ACER has been able to assist a significant number of candidates who had previously exhausted their permitted test attempts to sit the test this time due to the changes introduced during the trial. Technical changes in relation to not counting unsuccessful test attempts so that candidates can continue to register to sit the test during the trial period, have also been implemented in the candidate registration system. Revised result statements incorporating improved feedback with an accompanying video were also created and provided to candidates.

ACER also worked very closely with DE's data evaluation team to create two surveys relating to the trial implementation. One of these surveys was sent on 18 December 2023 to candidates who had sat the test during this window but not met the test standard.

In upcoming months, ACER will continue to work very closely with DE to administer the trial, refine processes and undertake data analysis and evaluation with the survey responses. A review of the format of the 2023 technical report, following the introduction of the prospective/unenrolled students policy change and the LANTITE trial this year, is also currently being undertaken by the ACER test developers and psychometricians in consultation with DE.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2024 Test  
Window 1**

12 February – 25  
February 2024



Confidential

## Introduction

The first test window of 2024 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 12 February to Sunday 25 February 2024. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 11841 test session bookings were received during the registration period from Tuesday 9 January to Monday 22 January 2024. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The teacher test email and phone helpdesk were in operation during standard business hours to assist candidates with their enquiries. All email and phone enquiries were responded to within 24 business hours.

Information on the revised eligibility criteria for sitting the test as a prospective/unenrolled candidate, as well as associated changes in relation to the additional test attempt and test reset was available on the test website. Candidates were advised to contact ACER for advice if they were unsure if they qualified to sit the test as a prospective/unenrolled candidate. Information related to the LANTITE trial was also published on the test website with specific links to the Australian Government Department of Education 'National Teacher Workforce Action Plan - LANTITE trial' webpage for further reference by candidates. Information regarding changes in procedures for remote proctoring in relation to the API integration and no-show was published on the test website. Various guides for candidates sitting the test via remote proctoring were updated to provide step-by-step guidance for the candidates. Reminder emails were similarly updated and sent to candidates at various junctures.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about COVID-19 procedures at test centres.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy, and the general test procedures on the test day. Candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. They were also permitted to wear a face mask if desired during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the Guardian Browser and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test

room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 1 opened on Tuesday 9 January and closed on Monday 22 January 2024. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 11841 test session bookings were received during the registration period. These test session bookings included that for a significant number of candidates who had exhausted their permitted test attempts but were allowed to sit the test during the trial period.

The registration system allows both enrolled and prospective/unenrolled students to register for the test. Previously enrolled ITE students who qualify to sit the test as a prospective/unenrolled student under the revised eligibility criteria, can do so with the provision of the relevant documentary proof for ACER to switch their account type. The implementation of registrations for prospective/unenrolled student was previously made in accordance with the revised 'Eligibility' and 'Additional Resits' policies and the process continued to work well. Prospective/unenrolled candidates were able to register for the test without any issues.

The API integration between the ACER test registration system and ProctorU scheduling system continued to work well, and remote proctoring candidates were able to schedule their test sessions with ProctorU by logging into their ACER candidate account. This streamlined process provided greater convenience to candidates in accessing their ProctorU account and scheduling their test session(s).

The refund deadline was Monday 22 January 2024. 71 refund requests were received and processed by the deadline. A further 4 refunds were processed on compassionate grounds after the deadline for varied reasons such as illness, family bereavement, other family-related issues, and extreme weather events impacting travel to the test centre.

### **Verification of Candidate Identity**

ACER continued with the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

ACER verified all remote proctoring candidates' identity during the registration period. Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. Despite this, 22 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The ID verification process worked well. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

ACER conducted test centre sittings in the capital cities for all states and territories for this test window. Test centres were offered in capital cities of Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth, and Sydney. Test centres were also offered in other locations at Gold Coast, Sunshine Coast, Newcastle and Warrnambool.

Overall demand for test centre places was higher compared to the same test window in 2023 and comparable to the November 2023 test window. Many candidates who had previously exhausted their test attempts were able to access attempts under the LANTITE trial and others were attracted by the test attempt 'amnesty' offered by the LANTITE trial. This could be a contributing factor for the significant increase in demand. Demand was strong in Adelaide, Brisbane, Perth and Sydney. ACER was able to work with venue providers in Adelaide, Brisbane, Perth and Sydney to provide one to two additional test days at each of these test venues. Demand was however low in Warrnambool and as such only the morning sessions were required at that location. ACER monitored the demand for each test venue closely. Though demand was strong, the capacity ACER had provided was adequate to meet the demand and there was no necessity to source additional capacity during the registration period. Most venues were at or near full capacity at the close of registrations.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin and Hobart test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts, and the document on 'COVID-19 Management of Test Centres' were reviewed and updated in alignment with the current COVID-safe measures and administrative procedures. ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were still implemented for all the test sessions. ACER also continued to have back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons.

All test centre sittings in this window went smoothly. However, there were some minor issues at the Perth and Sydney test venues. There was an issue with the Sydney test centre on 22 February 2024. There was a complaint from the building management about candidates waiting on the steps outside the building, posing issues relating to access and safety. ACER was informed and worked immediately with the venue partner to resolve the issue to allow the test to proceed without any further complications. A holding room was set up at the venue to allow candidates who arrived before the reporting time for their test session to wait there. Signages were also updated to advise candidates to return at the reporting time or wait at the holding room if they arrived early. ACER also sent our emails to candidates for the upcoming test sessions with the relevant advice. The test supervisors worked with the staff members at the venue to manage the situation and candidates in the holding room. The remaining test sessions on subsequent days proceeded without any issues. ACER will hold another discussion with the venue provider to better understand the issue and work out a suitable arrangement.

The display on the countdown clocks in two test rooms stopped due to the momentary loss of WIFI connection for the associated computers. This happened towards the end of the 10.30am test session at the Sydney test venue on 23 February 2024. This issue was quickly identified, the WIFI connection was re-established and the clocks were reset with the correct remaining time. Candidates were informed of the correct remaining time and completed their test without any issues.

The air-conditioning for one of the test rooms was not functioning properly at the Perth test venue on 17 February 2024 for the 7.30am and 10.30am session. The issue was immediately highlighted to the venue manager and arrangement was made to call in the tradesman to rectify the issue. In the interim, windows and doors were opened to allow ventilation and fans were put in place. The tradesman was able to attend to the issue after the 10.30am session and made the necessary repairs. The air conditioning was back to normal for the remaining test sessions.

ACER will consider the additional demand in this window for test centre places when booking test venues for the May 2024 test window and cater for additional capacity where possible. With the current inflationary environment, ACER continues to face significant increase in test administration costs as test centres pass on increased costs to ACER. ACER will continue to work closely with our current test centre partners to manage the escalating costs and will explore more cost-effective and suitable venues where necessary.

### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 5 February 2024. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

## Test Day

### Attendance

A total of 6144 candidates registered for the literacy test, and a total of 5692 candidates registered to sit the numeracy test after all refunds had been processed. At the end of the test window, 5884 candidates had sat the literacy test, and 5395 candidates had sat the numeracy test. In the same window in 2023, a total of 4866 candidates registered for the literacy test, and a total of 4802 candidates registered to sit the numeracy test. 4645 candidates sat the literacy test, and 4565 candidates sat the numeracy test. The number of candidates in the 2024 February test window is higher than in the equivalent 2023 test window.

Table 1 provides a summary of attendance for 2024 Test Window 1

HEPs	Literacy			Numeracy		
	Registered Candidates	Present	Attendance Rate	Registered Candidates	Present	Attendance Rate
Alphacrucis College	42	41	97.62%	42	40	95.24%
Australian Catholic University	545	517	94.86%	511	482	94.32%
Australian College of Physical Education	24	23	95.83%	23	23	100.00%
Avondale University	22	19	86.36%	21	18	85.71%
Central Queensland University	76	74	97.37%	72	71	98.61%
Charles Darwin University	213	210	98.59%	152	144	94.74%
Charles Sturt University	165	161	97.58%	155	149	96.13%
Christian Heritage College	38	36	94.74%	38	34	89.47%
Curtin University	337	320	94.96%	308	292	94.81%
Deakin University	260	251	96.54%	246	233	94.72%
Eastern College Australia	2	2	100.00%	4	4	100.00%
Edith Cowan University	156	149	95.51%	142	134	94.37%
Excelsia College	12	11	91.67%	13	13	100.00%
Federation University Australia	51	46	90.20%	58	52	89.66%
Flinders University	115	110	95.65%	115	107	93.04%
Griffith University	209	205	98.09%	196	191	97.45%

James Cook University	52	51	98.08%	47	44	93.62%
La Trobe University	137	136	99.27%	141	139	98.58%
Macquarie University	167	161	96.41%	162	158	97.53%
Melbourne Polytechnic	9	9	100.00%	7	7	100.00%
Monash University	82	77	93.90%	91	84	92.31%
Montessori World Educational Institute	1	1	100.00%			
Murdoch University	67	65	97.01%	54	52	96.30%
Prospective Student	122	113	92.62%	111	102	91.89%
Queensland University of Technology	202	195	96.53%	197	190	96.45%
RMIT University	28	26	92.86%	24	22	91.67%
Southern Cross University	135	131	97.04%	125	123	98.40%
Swinburne University of Technology	482	453	93.98%	407	375	92.14%
Tabor Adelaide	6	6	100.00%	7	7	100.00%
The University of Adelaide	48	47	97.92%	32	32	100.00%
The University of Melbourne	191	182	95.29%	186	172	92.47%
The University of New England	159	155	97.48%	174	170	97.70%
The University of New South Wales	51	47	92.16%	38	35	92.11%
The University of Newcastle	209	200	95.69%	211	201	95.26%
The University of Notre Dame Australia	199	189	94.97%	188	176	93.62%
The University of Queensland	71	68	95.77%	68	67	98.53%
The University of Sydney	62	58	93.55%	53	50	94.34%
The University of Western Australia	15	15	100.00%	15	13	86.67%
University of Canberra	65	63	96.92%	59	56	94.92%
University of South Australia	237	229	96.62%	215	209	97.21%
University of Southern Queensland	188	177	94.15%	174	159	91.38%
University of Tasmania	120	109	90.83%	114	107	93.86%
University of Technology, Sydney	38	38	100.00%	40	39	97.50%
University of the Sunshine Coast	152	150	98.68%	140	137	97.86%



University of Wollongong	116	114	98.28%	112	111	99.11%
Victoria University	150	139	92.67%	129	116	89.92%
Western Sydney University	316	305	96.52%	275	255	92.73%
<b>Grand Total</b>	<b>6144</b>	<b>5884</b>	<b>95.77%</b>	<b>5692</b>	<b>5395</b>	<b>94.78%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2024 Test Window 1**

### Test Dates

2024 Test Window 1 was held from 12 February to 25 February. Remote proctoring sessions could be completed by candidates between 12 February and 20 February. The remote proctoring test window was extended until 26 February 2024 for 84 candidates who experienced technical issues and needed to reschedule and complete their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 256 applications for reasonable adjustments were received before close of registrations and all applications were approved by ACER. The number of approved applications was the second highest ever for any test window since the inception of the test.

All applications had to be received by ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs.

Each application was assessed individually against ACER procedures and guidelines and based on the medical and/or educational assessments and recommendations provided with the candidate's application. ACER's procedures and guidelines have been formulated in consultation with specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER considers all applications for reasonable adjustments in light of maintaining test integrity while ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance they require during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability Liaison Officer, where appropriate. In this test window, 6 candidates emailed ACER and asked for a review of their adjustments. Two candidates were granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioners, while the requests for four candidates were declined due to inadequate information in the accompanying medical documentation to support the requested adjustments or the adjustments requested were considered as conferring an advantage for the candidate (e.g. bringing maths formula sheets). The adjustments granted for 2024 Test Window 1 included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to use application on handphone to monitor blood glucose level during the test
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget or tactile/fidget item
- Permission to have elevated leg support, back support, waist support or cushion
- Permission to increase the font size
- Permission to use a text-to-speech software
- Permission to read aloud when required
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Paper copy of the test with specific formatting requirements
- Permission to have written copies of test instructions
- Provide adjustable chair and table of the same height
- Provision of ergonomic chair
- Permission to use high contrast plug-in
- Request for all communications with proctor to take place via the chat function only
- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader or/and scribe
- Provision of AUSLAN interpreter
- Request to have female only proctors

ACER also held special test sittings for 42 candidates who required more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth, and Sydney. This is a second highest number for a particular test window. These candidates had specific needs that could not be adequately catered for at the standard test centres and were better provided for at these alternative locations. Out of these candidates, 8 candidates were granted the opportunity to sit the paper version of the test at the ACER offices. Five candidates were granted a paper test for the numeracy test component while two candidates were granted the paper test for literacy. One candidate was granted the paper version of the test for both test components. Candidates' specific requirements in the terms of formatting of the paper tests were catered for. These candidates completed the tests and were satisfied with the arrangements made. Overall, the test sessions went well for all the candidates who were pleased with the testing arrangements and the level of care and attention ACER had provided.

In addition to these complex sittings, ACER also continued to manage successfully and securely test sessions which allowed candidates to use an application on their mobile phone to manage their blood glucose level for both test centres and remote proctoring test sittings.

ACER would like to highlight two unique cases of complex reasonable adjustments that were catered for during the test window. Both candidates sat the test at an ACER office. ACER was in frequent contact with both candidates to understand their needs so that additional and appropriate arrangements could be customised for their needs and adjustments. Test supervisors for these sessions were also separately briefed to prepare them to manage these sessions in an effective and sensitive manner.

s 22

s 22

ACER was in constant contact with the candidate to understand their needs and required setup by requesting relevant information and s 22 from the candidate. ACER was able to organise test sessions at the s 22 office with the

s 22  
s 22

Information on accessing the s 22 office and test room was provided. The test supervisor and a staff member at the ACER office were available to assist the candidate during the test sessions. The test sessions went on smoothly and the candidate was satisfied with the support given.

A candidate s 22 attended the ACER s 22 office. ACER was in constant contact with the candidate to understand their needs and requirements. s 22

s 22

Information on parking, accessing the ACER s 22 office and test room was provided. The test supervisor and project team member were able to establish relevant working procedures with the candidate s 22s 22 for the test sessions. The test sessions went on smoothly and the candidate was appreciative of the arrangements provided by ACER.

For the February 2024 test window, zoom sessions were conducted for two candidates. These include test sessions for a candidate s 22, which would not have been possible for test sitting via remote proctoring due to the use of lock-down browser for security purposes. ACER also conducted a special zoom test sitting for a RA candidate who had known difficulties sitting the test via remote proctoring and attending a physical venue. These zoom test sessions were managed by trained supervisors who took on test supervisory role while a member of the project team provided technical assistance.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were emailed to ACER as usual. Candidates were also advised to contact ACER by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2024 Test Window 1 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
<b>Capital cities</b>			
Adelaide (ACER)	10	3 candidates presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.

		5 candidates experienced technical difficulties due to a computer related issue at the test venue.	Test supervisor moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		2 candidates arrived for their test session at a different time to that stated on the Admission Ticket.	Candidates were not permitted to sit the test and was advised to contact ACER to discuss their options.
Brisbane (ACER)	7	5 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
		1 candidate arrived slightly late due to a traffic accident.	Candidate was permitted entry to the test.
Darwin (ACER)	4	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors moved the candidates to a new workstation. Candidates were given extra time to compensate for time lost.
		1 candidate did not present acceptable ID to sit the test	The candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Gold Coast (ACER)	1	1 candidate experienced technical difficulties due to a computer related issue at the test venue.	Test supervisors restarted the computer. The candidate was given extra time to compensate for time lost.
Melbourne (ACER)	6	1 session was briefly interrupted by a mobile phone ringing.	The phone was located and removed from the test room for the remainder of the test.
		4 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate arrived for their test session at a different time to that stated on the Admission Ticket.	The candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Newcastle (ACER)	3	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor moved them to a new workstation to resolve issue. Candidate was offered extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
		1 candidate arrived for their test session at a different time to that stated on the Admission Ticket.	The candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Perth (ACER)	9	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor restarted the computer to resolve issue. Candidate was offered extra time to compensate for time lost.

		3 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		2 candidates queried test content.	Referred to ACER test developers for review.
		2 sessions were briefly interrupted by a mobile phone ringing.	The phones were located and removed from the test room for the remainder of the test.
		1 candidate was reading questions aloud.	Test supervisors reminded the candidate of the test rules.
Sydney (ACER)	6	1 candidate did not present acceptable ID to sit the test	The candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate arrived for their test session at a different time to that stated on the Admission Ticket.	The candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
		4 candidates queried test content.	Referred to ACER test developers for review.
<b>Total</b>	<b>46</b>		

**Table 2: 2024 Test Window 1 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
5756	243	4.22%

**Table 3: 2024 Test Window 1 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 243 incidents which required significant investigations involving a detailed study of chat logs, test, and time logs to determine the problem and the extent of the loss of test time where applicable.

Most incidents were due to the use of unauthorised programs, disconnections, and unauthorised breaks. More minor incidents included multiple tabs in the Guardian Browers opened during the pre-test procedures, candidates not following test instructions or restarting the pre-test procedures while waiting for the proctor or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate these incidents by providing a Step-by-Step Guide on the test website and sent out emails to candidates before the test window to remind them to check their equipment and internet connection, and to ensure they adhere to the test rules and the minimum requirements needed to sit the test by remote proctoring. Despite these steps, there is always a handful of candidates during each test window who fail to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

Several candidates in Victoria, Queensland and New South Wales were affected by the wild weather and power outages and unable to sit their scheduled test. ACER was able to work with those candidates who contacted us regarding the issue and helped all of them to reschedule and complete

their test during the test window.

With the implementation of an API integration with ProctorU, the issue of candidates losing test time due to loss of connection to ProctorU has been mitigated as the test is automatically locked and hence the test timer stops counting down when such an event occurs.

## Post-Test Activities

### Review of Test Content

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their review and consideration. For 2024 Test Window 1, seven test content enquiries were raised by candidates. All seven queries required no further action.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### Results and Misconduct

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they have sat the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions. ACER's review has not found any case that warrants further investigation.

Test Window 1 results were released to DE (Department of Education), VIT and HEPs via the ACER portal on Wednesday 20 March 2024. The portal allows DE to access de-identified results, and HEP and VIT nominated contacts can access, search, and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 26 March 2024. Candidates received a message notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

As part of the LANTITE trial, improved result statements were provided to candidates. Candidates who did not meet the standard in any test component were also provided with additional feedback in their result statements. Information on the candidate's achievement in each sub-domain and what the candidate should work on for each sub-domain is included in the feedback. A video which explains the interpretation of result statements is also available on the test website.

### Social Media

ACER continues to monitor several restricted access Facebook groups set up for the test. There are currently 11 Facebook groups.

- **LANTITE SUPPORT:** There are currently 4499 members and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4095 members and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1516 members and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests.'
- **Place to vent about LANTITE:** There are currently 715 members and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures.'

- **LANTITE Study Group:** There are currently 7400 members and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'
- **LANTITE Numeracy Group (previously named 'Lantite Made Easy'):** There are currently 2302 members and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer advice and information for pre-registration teachers sitting the \LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 123 members and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!:** There are currently 1211 members and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'
- **LANTITE Support Group:** There are currently 1519 members and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 148 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **IXL LANTITE Tutoring group:** There are currently 10 members and they describe themselves as 'a group for our students attending Sydney LANTITE sessions, we will post information about locations, dates and other necessary information within the one space for convenience and to ensure no one misses an announcement'.

Most comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. A candidate tried to describe a test question in one of the groups, but ACER was able to ascertain that they did not manage to reveal any test content. No other discussion of test questions has been found for this test window.

### Conclusion

It has been a very busy period for both ACER and DE with the continued implementation of the LANTITE trial for this test window. Technical changes in relation to not counting unsuccessful test attempts has worked well and candidates are able to register to sit the test without having to request ACER to increase their test attempt again. ACER continues to help a small number of candidates who have previously exhausted their permitted test attempts but only returned for the February 2024 test window, to register and sit the test by increasing their test attempt limit. ACER continues to provide the revised result statements incorporating improved feedback to candidates, with an accompanying video being available to candidates on the test website.

ACER also worked very closely with DE's data evaluation team to create two surveys relating to the trial implementation. The first survey was sent on 26 February 2024 to 'registered' candidates and the second survey was sent on 2 April 2024 to candidates who had sat the test during this window but not met the test standard. Data from the first survey has been provided to DE on 22 March 2024.

In upcoming months, ACER will continue to work very closely with DE to administer the trial, refine processes and undertake data analysis and evaluation with the survey responses. ACER will also continue to work with DE on the information required for the reports on the LANTITE trial.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2024 Test  
Window 2**

6 May – 19 May  
2024



Confidential



## Introduction

The second test window of 2024 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 6 May to Sunday 19 May 2024. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 16236 test session bookings were received during the registration period from Wednesday 3 April to Tuesday 16 April 2024. This is a record high number of bookings since the inception of the test. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The LANTITE electronic mailbox was in operation during standard business hours to assist candidates with their enquiries. All email enquiries were responded to within 24 business hours.

Information on the revised eligibility criteria for sitting the test as a prospective/unenrolled candidate, as well as associated changes in relation to the additional test attempt and test reset was available on the test website. Candidates were advised to contact ACER for advice if they were unsure if they qualified to sit the test as a prospective/unenrolled candidate. Information related to the LANTITE trial was also published on the test website with specific links to the Australian Government Department of Education 'National Teacher Workforce Action Plan - LANTITE trial' webpage for further reference by candidates. Information regarding changes in procedures for remote proctoring in relation to the API integration and no-show was published on the test website. Various guides for candidates sitting the test via remote proctoring were updated to provide step-by-step guidance for the candidates. Reminder emails were similarly updated and sent to candidates at various junctures.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about COVID-19 procedures at test centres.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy, and the general test procedures on the test day. Candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. They were also permitted to wear a face mask if desired during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to

complete the technical readiness checks, to download and install the Guardian Browser and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 2 opened on Wednesday 3 April and closed on Tuesday 16 April 2024. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 16236 test session bookings were received during the registration period. These test session bookings included that for a significant number of candidates who had exhausted their permitted test attempts but were allowed to sit the test during the trial period.

The registration system allows both enrolled and prospective/unenrolled students to register for the test. Previously enrolled ITE students who qualify to sit the test as a prospective/unenrolled student under the revised eligibility criteria, can do so with the provision of the relevant documentary proof for ACER to switch their account type. The implementation of registrations for prospective/unenrolled student was previously made in accordance with the revised 'Eligibility' and 'Additional Resits' policies and the process continued to work well. Prospective/unenrolled candidates were able to register for the test without any issues.

The API integration between the ACER test registration system and ProctorU scheduling system continued to work well, and remote proctoring candidates were able to schedule their test sessions with ProctorU by logging into their ACER candidate account. This streamlined process provided greater convenience to candidates in accessing their ProctorU account and scheduling their test session(s).

The refund deadline was Tuesday 16 April 2024. 91 refund requests were received and processed by the deadline. A further 17 refunds were processed on compassionate grounds after the deadline for varied reasons such as illness/injury, family bereavement, and other personal or family-related issues and 33 full refunds (a further refund request was received after the outage summary was provided to DE) were processed due to the ACER delivery system outage.

### **Verification of Candidate Identity**

ACER continued to undertake the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. Despite this, 58 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The ID verification process worked well. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

ACER conducted test centre sittings in the capital cities for all states and territories and regional locations for this test window. Test centres were offered in capital cities of Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth, and Sydney. Test centres were also offered in regional locations at Armidale, Ballarat, Cairns, Geelong, Gold Coast, Newcastle, Orange, Rockhampton, Sunshine Coast, Townsville, Wagga Wagga, Wodonga and Wollongong. A new venue was organised in Wodonga. ACER was unable to offer any test venue in Parramatta for the May 2024 test window as the venue closed a couple of days before test registrations opened.

Overall demand for test centre places was exceptionally high and the number of candidates who registered for the test was at an all-time high. Many candidates who had previously exhausted their test attempts were able to access attempts under the LANTITE trial and others might have been attracted by the test attempt 'amnesty' offered by the LANTITE trial. Candidates are now well-informed about the trial and can use this opportunity to register to sit the test without any hassle. This has contributed significantly to the increase in demand. Demand was strong in Adelaide, Brisbane, Melbourne, Perth and Sydney. ACER was able to work with venue providers in Adelaide, Perth and Sydney to provide one to two additional test days at each of these test venues. An additional computer laboratory was added to the Melbourne test centre. Unfortunately, ACER was unable to provide any additional testing places for Brisbane as the venue was already booked out during the test window. Due to the strong demand, ACER also added an additional test day in Geelong and Newcastle. ACER monitored the demand for each test centre very closely. Though demand was strong, the capacity ACER had provided was adequate to meet the demand. Most venues were at or near full capacity by the close of registrations.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin and Hobart test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts, and the document on 'COVID-19 Management of Test Centres' were reviewed and updated in alignment with the current COVID-safe measures and administrative procedures. ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were still implemented for all the test sessions. ACER also continued to have back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons.

All test centre sittings in this window went smoothly. However, there were a few IT issues. Several test centre candidates were affected by the ACER delivery system issue on 14 May 2024. A total of four candidates in Hobart, 7 candidates in Adelaide and 7 candidates in Sydney for the 7.30am test sessions were affected. Nearing the end of the test session, these candidates experienced slow loading of the test questions and to move to the next question at different junctures. The delay was mostly fleeting and temporary, and candidates were able to move on once they clicked on the 'retry' button or refresh their screen. The test supervisors at these test centres were notified and promptly managed the situation. They were able to assist all affected candidates to move on with the test and took note of the time lost for each candidate. All affected candidates were given additional time equivalent to the amount of time lost and were able to successfully complete their test with the full test duration. ACER took proactive action to advise supervisors to delay the start of the 11 am session (test reporting time was 10.30am) in Sydney and Hobart by about 20 minutes to allow ACER IT to undertake the necessary actions to resolve the issue and to prevent subsequent test sessions from being affected by the issue. The issue was fixed and all candidates in subsequent test sessions were able to complete the test without any reoccurrence of the issue. The ACER IT team has since investigated this incident and a summary report has been provided to the department. Preventative measures as outlined in the report will be taken to ensure that the issue will not occur again. An IT-related issue was also reported for the 7.30am session on 11 May 2024 at the Ballarat test

centre. Candidates were unable to access the internet to start their test. The test supervisors took immediate action to notify ACER and the venue emergency contacts. The test session was delayed by about 30 minutes while the venue staff investigated the matter. Candidates were able to access the internet when this was resolved and completed their test with the full test duration and without any further issues. The starting times for subsequent test sessions were not affected. ACER has raised the issue with the venue provider and their IT department has investigated and identified the cause of the issue. They have committed to undertake relevant measures to ensure that the issue will not recur.

During the 1.30pm test session at the Sydney test centre on 16 May 2024, a network switch malfunctioned during the test session, causing 16 candidates connected to the network via that switch to lose internet connection. The IT technician at the venue promptly attended to the issue and was able to replace the network switch with a new one. At the same time, the venue also started to connect the laptops of these candidates to the backup WIFI and as such candidates were able to resume their test. Affected candidates were provided with the time they had lost for the period of disconnection and completed their test without any further issues. On the same day, water started dripping from the air conditioner in a test room but this issue was promptly rectified, and the necessary repairs were undertaken before the first test session the next day. ACER has since had a further discussion with the venue provider in Sydney and requested that the venue connect all laptops to both ethernet and backup WIFI to allow the laptops to automatically switch to WIFI if such incidents occur in future to minimise disruption to candidates.

During the 4.30pm session on 9 May 2024 in Adelaide, there was sudden noise arising from cleaning undertaken by the business operating on the level above the test centre. The noise was not loud but lasted for a period. Ear plugs were immediately provided to candidates who were able to complete their test without any issues. No candidate raised any concerns about the noise. The test supervisors also took the initiative to speak with the staff from the business above and they were made aware of the situation. ACER was alerted to the issue and contacted the test venue to explore ways to resolve the issue. The venue partner was able to engage the building management and business above to undertake necessary measures to restrict noisy activities to specific days and times so that there is minimal noise disruption for candidates sitting the test at the test venue.

### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 29 April 2024. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

### **Test Day**

#### **Attendance**

A total of 8637 candidates registered for the literacy test, and a total of 7563 candidates registered to sit the numeracy test after all refunds had been processed. 8168 candidates sat the literacy test, and 7080 candidates sat the numeracy test. In the same window in 2023, a total of 5798 candidates registered for the literacy test, and a total of 5621 candidates registered to sit the numeracy test. 5461 candidates sat the literacy test, and 5209 candidates sat the numeracy test then. The number of candidates in the 2024 May test window is considerably higher than in the equivalent 2023 test window.

Table 1 provides a summary of attendance for 2024 Test Window 2

HEPs	Literacy			Numeracy		
	Registered Candidates	Present	Attendance Rate	Registered Candidates	Present	Attendance Rate
Alphacrucis College	39	39	100.00%	43	42	97.67%
Australian Catholic University	713	667	93.55%	645	591	91.63%
Australian College of Physical Education	13	12	92.31%	16	16	100.00%
Avondale University	19	17	89.47%	13	9	69.23%
Central Queensland University	196	186	94.90%	184	178	96.74%
Charles Darwin University	204	195	95.59%	127	120	94.49%
Charles Sturt University	175	170	97.14%	158	152	96.20%
Christian Heritage College	17	15	88.24%	12	11	91.67%
Curtin University	327	315	96.33%	290	277	95.52%
Deakin University	476	438	92.02%	458	417	91.05%
Eastern College Australia	6	5	83.33%	7	6	85.71%
Edith Cowan University	383	349	91.12%	384	350	91.15%
Excelsia College	12	11	91.67%	7	6	85.71%
Federation University Australia	112	107	95.54%	104	99	95.19%
Flinders University	142	132	92.96%	130	123	94.62%
Griffith University	142	139	97.89%	143	139	97.20%
James Cook University	87	85	97.70%	84	79	94.05%
La Trobe University	448	402	89.73%	139	118	84.89%
Macquarie University	226	218	96.46%	222	214	96.40%
Melbourne Polytechnic	9	8	88.89%	7	6	85.71%
Monash University	567	532	93.83%	530	494	93.21%
Montessori World Educational Institute	3	1	33.33%	2	1	50.00%
Murdoch University	75	73	97.33%	70	69	98.57%
Prospective Student	249	221	88.76%	129	108	83.72%
Queensland University of Technology	195	190	97.44%	180	173	96.11%
RMIT University	119	106	89.08%	117	106	90.60%
Southern Cross University	136	130	95.59%	124	117	94.35%

Swinburne University of Technology	387	371	95.87%	333	308	92.49%
Tabor Adelaide	8	8	100.00%	8	8	100.00%
The University of Adelaide	65	62	95.38%	49	45	91.84%
The University of Melbourne	293	284	96.93%	252	240	95.24%
The University of New England	169	162	95.86%	163	154	94.48%
The University of New South Wales	217	211	97.24%	198	194	97.98%
The University of Newcastle	338	330	97.63%	332	319	96.08%
The University of Notre Dame Australia	160	154	96.25%	155	147	94.84%
The University of Queensland	287	279	97.21%	274	264	96.35%
The University of Sydney	177	174	98.31%	157	150	95.54%
The University of Western Australia	51	47	92.16%	47	43	91.49%
University of Canberra	108	105	97.22%	89	85	95.51%
University of South Australia	216	210	97.22%	207	199	96.14%
University of Southern Queensland	181	171	94.48%	177	165	93.22%
University of Tasmania	143	134	93.71%	128	122	95.31%
University of Technology, Sydney	50	43	86.00%	51	45	88.24%
University of the Sunshine Coast	93	89	95.70%	93	86	92.47%
University of Wollongong	116	114	98.28%	104	101	97.12%
Victoria University	220	210	95.45%	185	167	90.27%
Western Sydney University	268	247	92.16%	236	217	91.95%
<b>Grand Total</b>	<b>8637</b>	<b>8168</b>	<b>94.57%</b>	<b>7563</b>	<b>7080</b>	<b>93.61%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2024 Test Window 2**

### Test Dates

2024 Test Window 2 was held from 6 May to 19 May. Remote proctoring sessions could be completed by candidates between 6 May and 14 May. The remote proctoring test window was extended until 20 May 2024 for 238 candidates who experienced technical issues and needed to reschedule and complete their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 244 applications for reasonable adjustments were received before close of registrations and 241 applications were approved by ACER. Two applications could not be processed and approved as the relevant medical documentation was not provided. ACER advised these candidates regarding the need to submit relevant supporting document but did not receive the required information by the deadline despite the reminders. Another application was for permission to use a computer for the test. The candidate was informed the application was not needed as this was a computer-based test.

All applications had to be received by ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs. Each application was assessed individually against ACER reasonable adjustments guidelines and based on the medical and/or educational assessments and recommendations provided with the candidate's application. These guidelines were formulated in consultation with medical and health professionals and specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER considers all applications for reasonable adjustments while having to maintain the test integrity and ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER always makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance required during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability and Inclusion Advisor where appropriate. In this test window, five candidates emailed ACER and asked for a review of their adjustments. Four of these candidates were granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioners, while the request for one candidate was declined due to inadequate information in the accompanying medical documentation to support the requested adjustments. The adjustments granted for this test window included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test

- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to use application on handphone to monitor blood glucose level during the test
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget or tactile/fidget item or bring own USB mouse
- Permission to have elevated leg support, back support, waist support or cushion
- Permission to adjust font size
- Permission to adjust screen brightness, contrast etc.
- Permission to use a text-to-speech software
- Permission to use a speech-to-text software under prescribed conditions
- Permission to read aloud when required
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Paper copy of the test with specific formatting requirements
- Permission to have written copies of test instructions
- Provide adjustable chair and table of the same height
- Provision of an ergonomic chair
- Permission to use special browser plug-in such as high contrast and dyslexic font
- Request for all communications with proctor to take place via the chat function only
- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader or/and scribe
- Provision of AUSLAN interpreter
- Permission to have a support person
- Permission to have an assistance animal

ACER also held special test sittings for 27 candidates who required more complex reasonable adjustments and/or extended additional test time at its offices in Adelaide, Brisbane, Melbourne, Perth, and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres. Out of these candidates, four candidates were granted the opportunity to sit the paper version of the test at the ACER offices. Four candidates were granted the numeracy paper test while one candidate was granted the literacy paper test for literacy. Two candidates were granted the paper version of the test for both test components. Candidates' specific formatting requirements were catered for. ACER also made special arrangements with relevant venue staff and the test supervisors in Armidale and Hobart test centres to facilitate paper test special sittings for two of these candidates. These tests were securely administered under specially arranged conditions and procedures. The candidates completed the tests without any issues and were satisfied with the arrangements made.

ACER also continued to manage test sessions requiring an AUSLAN interpreter or an assistance animal or where candidates needed to use a mobile phone application to manage their blood glucose level. In this test window, a candidate with [s 22](#)

[s 22](#) . ACER organised for their session to take place at the ACER [s 22](#) office. ACER was in constant contact with the candidate to understand their needs and requirements.

[s 22](#)

[s 22](#) . Information on parking, accessing the ACER [s 22](#) office and test room was provided. The test supervisor and project team member were able to establish relevant working procedures with the candidate [s 22](#) for the test session, while maintaining test security. The test session went on smoothly and the candidate was very appreciative of the arrangements and the level of care and attention provided by ACER.

One-on-one Zoom remote proctoring sessions were conducted for two candidates to allow them to



use the s 22 for their test sittings, which would not have been possible via remote proctoring by ProctorU, due to the use of the lockdown browser for security purposes. One of them needed to use a s 22 for the test and another candidate required a s 22 s 22. These Zoom test sessions were managed by trained supervisors who took on the test supervisory role while an ACER staff member provided technical assistance. Both test sessions went well and the ability to use the requested s 22 was of valuable assistance to both candidates in navigating their tests.

ACER also made alternative test arrangements for another candidate to take place by Zoom as this candidate had a s 22 s 22

but the test sessions eventually had to be cancelled due to the candidate being unwell s 22 s 22. ACER subsequently provided a full refund to this candidate on compassionate grounds and agreed to provide special assistance to them for their application for reasonable adjustments, should the candidate register to sit the test in the August 2024 test window.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were also emailed to ACER. Candidates were advised to contact ACER immediately by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

#### Test Centres

Incidents reported for 2024 Test Window 2 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
Adelaide (ACER)	12	1 candidate was informed they had missed their first test session when they arrived for their second test session.	The candidate was advised to contact ACER to discuss their options for the first test session.
		1 candidate queried test content.	Referred to ACER test developers for review.
		10 candidates presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Ballarat (ACER)	8	5 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
		1 candidate arrived late for their test session.	The candidate was not permitted to sit the test as the test session has already commenced.
		1 morning session was delayed due to IT-related issues.	ACER was notified and candidates were able to access the internet with the alternative solution.
Brisbane (ACER)	11	10 candidates experienced technical difficulties due to	Test supervisors restarted the computers or moved candidates to

		internet/computer related issues at the test venue.	an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate arrived slightly late for their test session due to a traffic accident.	ACER was contacted and candidate was permitted entry to the test. Candidate was advised to send a statutory declaration to ACER.
Cairns (ACER)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor resolved the issue.
Darwin (ACER)	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor moved the candidate to a new workstation.
Gold Coast (ACER)	3	2 candidates experienced technical difficulties due to a computer related issue at the test venue.	Test supervisors moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisor. Correct details were updated by ACER following the test.
Melbourne (ACER)	6	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors had candidates re-logged in or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate's mobile phone was heard ringing during the test session.	The phone was located and removed from the test room for the remainder of the test. An incident report was submitted to ACER following the test.
		3 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Newcastle (ACER)	2	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor moved them to a new workstation to resolve issue. Candidates were offered extra time to compensate for time lost.
Perth (ACER)	2	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor reconnected the power cord to the computer screen to resolve the issue.
		1 candidate presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisor. Correct details were updated by ACER following the test.
Sydney (ACER)	32	1 candidate presented for a different test component to what they had registered for.	The candidate was not permitted to sit the test and was advised to contact ACER to discuss their

			options.
		28 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to alternative workstations. A new router was located at the test venue. Candidates were given extra time to compensate for time lost.
		1 candidate's mobile phone was heard ringing during the test session.	The phone was located and removed from the test room for the remainder of the test. An incident report was submitted to ACER following the test.
		1 candidate arrived late to their test session due to traffic jam.	The candidate was not permitted to sit the test as the test session had already commenced and was advised to contact ACER to discuss their options.
		1 candidate presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
<b>Total</b>	<b>78</b>		

**Table 2: 2024 Test Window 2 Test Centre Incident Summary**

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
8732	421	4.82%

**Table 3: 2024 Test Window 2 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 421 incidents which required significant investigations involving a detailed study of chat logs, test, and time logs to determine the problem and the extent of the loss of test time where applicable.

Most incidents were due to the use of unauthorised programs, disconnections, unauthorised breaks, and an ACER system outage. More minor incidents included multiple tabs in ProctorU secure browser known as the Guardian Browser being opened during the pre-test procedures, candidates not following test instructions or restarting the pre-test procedures while waiting for the proctor or having prohibited items on their desks when they commenced the test sessions. ACER has tried to mitigate these incidents by providing a Step-by-Step Guide on the test website and sent out emails to candidates before the test window to remind them to check their equipment and internet connection, and to ensure they adhere to the test rules and the minimum requirements needed to sit the test by remote proctoring. Despite these steps, there is always a handful of candidates during each test window who have failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

With further API integration between ACER and ProctorU systems, the issue of candidates losing test

time due to loss of connection to ProctorU has been mitigated as the test is now automatically locked and the test timer will stop counting down when such an event occurs.

Some remote proctoring test sessions scheduled on 13 May 2024 between 9.10-11.06 pm AEST and on 14 May 2024 between 10.30-11.30am AEST were affected by an ACER system outage and affected candidates experienced technical issues. ACER was able to work with these candidates who contacted us regarding the issue and helped all of them to either reschedule and complete their test with full test duration during the test window or obtain a full refund if the latter was their preference.

## **Post-Test Activities**

### **Review of Test Content**

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their consideration. For 2024 Test Window 2, seven test content enquiries were raised by candidates. All seven queries were reviewed and required no further action.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### **Results and Misconduct**

As part of its quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they have sat the test by remote proctoring) to ensure there is no evidence of misconduct during their test sessions.

ACER also reviews all incident reports to identify possible misconduct such as cheating or receiving assistance from either unauthorised programs or assistance from another person. Two misconduct cases for this test window were discovered as a result. Upon investigation and in which appropriate time was provided to the two candidates to explain their behaviour, ACER concluded with sufficient evidence that these candidates had cheated during the test by receiving assistance from another person during their test session. Sanctions applied included the cancellation of their test sessions/results and/or a ban from sitting the test component for two years and not permitted to sit the test by remote proctoring in future.

Test Window 2 results were released to DE (Department of Education), VIT and HEPs via the ACER portal on Wednesday 12 June 2024. The portal allows DE to access de-identified results, and HEP and VIT nominated contacts can access, search, and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 18 June 2024. Candidates received a message notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

As part of the LANTITE trial, improved result statements were provided to candidates. Candidates who did not meet the standard in any test component were provided with additional feedback in their result statements with information on the candidate's achievement in each sub-domain and what the candidate should work on for each sub-domain. A video which explains the interpretation of result statements is also available on the test website.

### **Social Media**

ACER continues to monitor several restricted access Facebook groups set up for the test. While monitoring the social media sites, ACER discovered three new Facebook groups; LANTITE Study Group 2021/2022, LANTITE will not take away my dreams, Numeracy Lantite tutoring. In addition, one group (IXL LANTITE Tutoring group) has been archived and is no longer in operation. There are currently 13 active Facebook groups.

- **LANTITE SUPPORT:** There are currently 4467 members, and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4109 members, and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1503 members, and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests.'
- **Place to vent about LANTITE:** There are currently 709 members, and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures.'
- **LANTITE Study Group:** There are currently 8382 members, and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'
- **LANTITE Numeracy Group (previously named 'Lantite Made Easy'):** There are currently 2352 members, and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer advice and information for pre-registration teachers sitting the LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 123 members, and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!:** There are currently 1201 members, and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'
- **LANTITE Support Group:** There are currently 1512 members, and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 148 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **LANTITE Study Group 2021/2022:** There are currently 234 members. A group description is currently not available for this group, however most posts in this group provide general exam information and exam/study tips.
- **LANTITE will not take away my dreams:** There are currently 261 members. A group description is currently not available for this group, however most posts in this group are from members discussing their experiences and voicing their concerns around the LANTITE.
- **Numeracy Lantite tutoring:** There are currently 93 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and sharing practice resources for the numeracy test.

Most comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

### Conclusion

The May 2024 test window has proven to be a very busy one with a record high number of test sessions since the inception of the test. In addition, unexpected incidents such as a last-minute change in the Melbourne test centre just 24 hours before the test day because of persistent Pro-Palestinian protests that occurred outside the original test building, and the system outage added to the challenges. However, despite these incidents, ACER is pleased that this test window concluded on a successful note with no impact on results delivery to the candidates, the ITE higher education

providers, DE, and the various stakeholders.

In view of the increased demand this test window and the extension of the LANTITE trial period, ACER will cater for additional capacity for remaining windows where possible. ACER has put in considerable efforts in sourcing a suitable test venue in Parramatta and are pleased to advise we are finalising arrangements with a new venue for the August 2024 test window. ACER continues to face significant increase in test administration costs as test centres pass on increased business costs to ACER. However, ACER will continue to work closely with our current test centre partners to manage the escalating costs and explore more cost-effective and suitable venues.

ACER believes the strong uptake of both test centre and remote proctoring places in this window is primarily due to candidates' favourable response to the trial elements; uncapped test attempts with a test amnesty and improved candidate results feedback. The trial also enabled re-sit candidates who had previously exhausted their additional test attempts to sit the test again.

In the last two months, ACER has worked very closely with DE to finalise and send out a survey relating to the trial implementation to the ITE higher education providers on 31 May, and surveys were also administered to registered candidates on the agreed dates between April to June 2024 to seek their feedback on the trial implementation and elements. Responses were provided to DE.

ACER has observed a decline in the number of complaints including Australian Human Rights Commission complaints in the past year. This is likely due to continuous improvements made to the test policies and processes, namely the improved reasonable adjustments guidelines and practices, and the introduction of the LANTITE trial elements which may have alleviated candidates' pressure in sitting the test. In fact, recent complaints and enquiries received were mainly from candidates who did not have to go through assessments in the form of tests and examinations in their university courses and were therefore nervous to sit the LANTITE and sought to seek an exemption from the test.

With regard to the complaint received from the building management at the Sydney test centre about LANTITE candidates waiting and blocking the access of the test building during the February 2024 test window, ACER is pleased to report that the joint measures undertaken by the test venue and ACER seemed to have resolved the access and safety issues and no further concerns have been received.

ACER will continue to work closely with DE to review and improve test policies and processes to ensure the continued success of the LANTITE in achieving the test objectives.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2024 Test  
Window 3**

5 August – 18  
August 2024



Confidential

## Introduction

The third test window of 2024 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 5 August to Sunday 18 August 2024. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and selected regional locations.

A total of 15864 test session bookings were received during the registration period from Tuesday 2 July to Monday 15 July 2024. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The LANTITE electronic mailbox was in operation during standard business hours to assist candidates with their enquiries. All email enquiries were responded to within 24 business hours.

Information on the revised eligibility criteria for sitting the test as a prospective/unenrolled candidate, as well as associated changes in relation to the additional test attempt and test reset was available on the test website. Candidates were advised to contact ACER for advice if they were unsure if they qualified to sit the test as a prospective/unenrolled candidate. Information related to the LANTITE trial was also published on the test website with specific links to the Australian Government Department of Education 'National Teacher Workforce Action Plan - LANTITE trial' webpage for further reference by candidates. Information regarding changes in procedures for remote proctoring in relation to the API integration and no-show was published on the test website. Various guides for candidates sitting the test via remote proctoring were updated to provide step-by-step guidance for the candidates. Reminder emails were similarly updated and sent to candidates at various junctures.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about COVID-19 procedures at test centres.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy, and the general test procedures on the test day. Candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. They were also permitted to wear a face mask if desired during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the Guardian Browser and to



schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 3 opened on Tuesday 2 July and closed on Monday 15 July 2024. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 15864 test session bookings were received during the registration period. These test session bookings included that for a significant number of candidates who had exhausted their permitted test attempts but were allowed to sit the test during the trial period.

The registration system allows both enrolled and prospective/unenrolled students to register for the test. Previously enrolled ITE students who qualify to sit the test as a prospective/unenrolled student under the revised eligibility criteria, can do so with the provision of the relevant documentary proof for ACER to switch their account type. The implementation of registrations for prospective/unenrolled student was previously made in accordance with the revised 'Eligibility' and 'Additional Resits' policies and the process continued to work well. Prospective/unenrolled candidates were able to register for the test without any issues.

The API integration between the ACER test registration system and ProctorU scheduling system continued to work well, and remote proctoring candidates were able to schedule their test sessions with ProctorU by logging into their ACER candidate account. This streamlined process provided greater convenience to candidates in accessing their ProctorU account and scheduling their test session(s).

The refund deadline was Monday 15 July 2024. 69 refund requests were received and processed by the deadline. A further 19 refunds were processed on compassionate grounds after the deadline for varied reasons such as illness/injury, family bereavement, and other personal or family-related issues and 4 full refunds were processed due to the technical issues affecting test sessions on 6 August 2024 at the Brisbane test centre.

### **Verification of Candidate Identity**

ACER continued to undertake the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. Despite this, 31 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The ID verification process worked well. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

ACER conducted test centre sittings in the capital cities for all states and territories and regional locations for this test window. Test centres were offered in capital cities of Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth, and Sydney. Test centres were also offered in regional locations at Armidale, Ballarat, Cairns, Gold Coast, Newcastle, Parramatta, Sunshine Coast, Townsville, Wodonga and Wollongong. A new venue was organised in Parramatta for the August 2024 test window. Testing at this new venue went on very smoothly and the chief supervisor provided positive feedback about the venue.

Overall demand for test centre places was exceptionally high and the number of candidates who registered for the test was the second highest since the inception of the test. Many candidates who had previously exhausted their test attempts were able to access attempts under the LANTITE trial and others might have been attracted by the test attempt 'amnesty' offered by the LANTITE trial. Candidates are now well-informed about the trial and can use this opportunity to register to sit the test without any hassle. This has contributed significantly to the increase in demand. Demand was strong in Adelaide, Brisbane, Melbourne, Perth and Sydney. ACER was able to work with venue providers in Adelaide, Brisbane, Perth and Sydney to provide one to three additional test days at each of these test venues. An additional computer laboratory was added to the Melbourne test centre to provide more test places on each day. ACER monitored the demand for each test centre very closely. Though demand was strong, the capacity ACER had provided was adequate to meet the demand. Most venues were at or near full capacity by the close of registrations. The only exception is Armidale, in which demand was only enough to fill the seats for the morning sessions.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin and Hobart test centres were engaged and trained by test centre providers in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts, and the document on 'COVID-19 Management of Test Centres' were reviewed and updated in alignment with the current COVID-safe measures and administrative procedures. ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were still implemented for all the test sessions. ACER also continued to have back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons.

All test centre sittings in this window went smoothly. However, there was an IT issue at the Brisbane test centre on 6 August 2024 for the 7.30am and 10.30am sessions. There were intermittent issues with connecting to the internet for many laptops at the venues. This resulted in slow loading and freezing of the screen on occasions. The test supervisors were on hand to assist the candidates by switching them to spare laptops. They managed the situation in a calm and collected way and took note of the time lost by candidates and provided the lost time back to each candidate at the end of the test session. ACER was informed of the situation slightly after 8am on the day and took immediate action to work with the supervisors to troubleshoot the issue. Since the issue was rather extensive, ACER also made the decision to offer candidates the opportunity to discontinue their test and resit on another day or to sit/continue with the test with additional time being given to compensate for any lost time. Those candidates who chose to continue with their test were provided with the amount of additional time they lost due to the issue. 23 candidates chose to discontinue or not sit their test. 19 of them sat the test in a specially organised test session by ACER in the following week and completed their test without any issues. The other four candidates were provided with a full refund. ACER also offered special test sittings with limited time for 2 affected RA candidates to review their responses at our ACER offices in view of the disproportionate impact on them due to their existing medical conditions. These candidates attended the session and completed their test. They were happy with the special arrangements made by ACER.

ACER investigated the issue while it was occurring with information provided by the test supervisors. Based on the findings, ACER suspected that the issue could be related to WIFI connection and quickly contacted our IT partner that supplied the laptops used for the test. An immediate investigation was undertaken and it was established that the issue was caused by an update by Microsoft. This affected a particular type of WIFI driver used in a particular model of laptops and impacted the WIFI connection for these laptops. Technicians were immediately sent to the Brisbane venue to replace the driver or the laptops. The actions were undertaken before the 1.30pm session and once the remediation was completed, all laptops functioned properly without any further issues.

The same issue also occurred at the same time at the Wollongong test venue but on a much smaller scale. A small number of laptops had the same issues with loading and freezing screen. The test supervisors at the test venue managed the issue in a clam manner by assisting candidates to switch to alternative laptops and provided additional time to compensate for any loss of time. As the numbers were small and there were a few spare laptops available, the test supervisors were able to manage the situation by swapping candidates to the spare laptops. A few candidates each from the 7.30am, 10.30am and 1.30pm sessions were affected but they were able to complete their test with the additional time provided. The matter was reported to ACER and once the cause of the issue was established, ACER quickly requested our laptop provider to attend to the issue immediately. Due to the distance, the technician was only able to arrive after the 1.30pm session had started. Upon arrival, the technician immediately undertook the necessary remediations, starting with the spare laptops which were set aside due to the issue. The issue was fully resolved before the 4.30pm session commenced and no further issues in relation to internet connectivity were reported at the test venue.

There was some noise issue for the 10.30am session on 9 August and 15 August at the Adelaide test venue. On 9 August, there was loud noise from a high-pressure electronic water hose used for cleaning. This cleaning took place a few stories above the level in which the test venue was located. The test supervisor took immediate action to provide ear plugs and approached the venue manager to investigate and resolve the issue. The venue manager identified the source of the noise and managed to ask the workers and the building management to halt the cleaning until the test session was completed. An additional time of 10 minutes was provided to all candidates to make up for the time lost due to the noise disruption. Candidates were happy with the arrangement and ACER had not received any complaints from candidates. ACER was alerted to the issue and immediately contacted the test venue to explore ways to minimise potential noisy cleaning activities from taking place during active test sessions. The venue partner was able to engage the building management and establish an understanding to schedule potentially noisy cleaning activities when testing is not taking place at the venue.

On 15 August, a scheduled maintenance in the building resulted in a loud mechanical noise and the fire alarm in the building was triggered. As per ACER's procedures, the test was immediately halted and preparations were made to evacuate the test venue upon such instructions being provided. Fortunately, it was a false alarm and the all-clear was given after a few minutes. The test supervisors recommenced the test, after all candidates were comfortably settled and provided an additional 10 minutes for all candidates to make up for the lost time. The incident was handled in a calm manner and candidates were able to settle down to complete their test. Although the test supervisors do have procedures for evacuation and know about the evacuation route of the respective test venues, this incident does highlight the importance of being up to date with the current information on evacuation at each test venue. As such, ACER will remind test supervisors to check with the venue manager for the latest updates regarding evacuation at the respective venues for subsequent rounds of testing.

### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 29 July 2024. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show test

supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

## Test Day

### Attendance

A total of 8345 candidates registered for the literacy test, and a total of 7426 candidates registered to sit the numeracy test after all refunds had been processed. 7921 candidates sat the literacy test, and 6993 candidates sat the numeracy test. In the same window in 2023, a total of 5304 candidates registered for the literacy test, and a total of 5118 candidates registered to sit the numeracy test. 4995 candidates sat the literacy test, and 4755 candidates sat the numeracy test then. The number of candidates in the 2024 August test window is considerably higher than in the equivalent 2023 test window.

Table 1 provides a summary of attendance for 2024 Test Window 3

HEPs	Literacy			Numeracy		
	Registered Candidates	Present	Attendance Rate	Registered Candidates	Present	Attendance Rate
Alphacrucis College	30	27	90.00%	24	21	87.50%
Australian Catholic University	707	667	94.34%	632	590	93.35%
Australian College of Physical Education	22	22	100.00%	20	20	100.00%
Avondale University	5	4	80.00%	6	5	83.33%
Central Queensland University	374	350	93.58%	365	337	92.33%
Charles Darwin University	159	156	98.11%	96	92	95.83%
Charles Sturt University	177	171	96.61%	182	173	95.05%
Christian Heritage College	40	38	95.00%	41	39	95.12%
Curtin University	337	320	94.96%	267	249	93.26%
Deakin University	382	356	93.19%	374	351	93.85%
Eastern College Australia	15	14	93.33%	14	13	92.86%
Edith Cowan University	493	471	95.54%	458	439	95.85%
Excelsia College	21	21	100.00%	17	17	100.00%

Federation University Australia	147	143	97.28%	144	139	96.53%
Flinders University	74	72	97.30%	61	56	91.80%
Griffith University	458	428	93.45%	450	418	92.89%
James Cook University	87	83	95.40%	81	75	92.59%
La Trobe University	311	287	92.28%	249	234	93.98%
Macquarie University	198	195	98.48%	182	174	95.60%
Melbourne Polytechnic	12	12	100.00%	13	13	100.00%
Monash University	350	337	96.29%	278	268	96.40%
Montessori World Educational Institute	1	1	100.00%	1	1	100.00%
Murdoch University	61	59	96.72%	54	50	92.59%
Prospective Student	178	167	93.82%	164	159	96.95%
Queensland University of Technology	218	208	95.41%	196	188	95.92%
RMIT University	123	115	93.50%	110	104	94.55%
Southern Cross University	157	145	92.36%	135	120	88.89%
Swinburne University of Technology	408	378	92.65%	329	298	90.58%
Tabor Adelaide	8	8	100.00%	5	5	100.00%
The University of Adelaide	53	53	100.00%	38	36	94.74%
The University of Melbourne	183	172	93.99%	121	114	94.21%
The University of New England	174	164	94.25%	166	155	93.37%
The University of New South Wales	72	67	93.06%	52	49	94.23%
The University of Newcastle	348	334	95.98%	329	315	95.74%
The University of Notre Dame Australia	151	148	98.01%	145	141	97.24%

The University of Queensland	165	154	93.33%	157	140	89.17%
The University of Sydney	187	181	96.79%	177	173	97.74%
The University of Western Australia	11	11	100.00%	11	10	90.91%
University of Canberra	104	101	97.12%	88	85	96.59%
University of South Australia	296	278	93.92%	238	222	93.28%
University of Southern Queensland	109	104	95.41%	102	93	91.18%
University of Tasmania	132	125	94.70%	128	120	93.75%
University of Technology, Sydney	33	33	100.00%	31	30	96.77%
University of the Sunshine Coast	104	101	97.12%	103	101	98.06%
University of Wollongong	141	138	97.87%	136	133	97.79%
Victoria University	231	218	94.37%	196	183	93.37%
Western Sydney University	298	284	95.30%	260	245	94.23%
<b>Grand Total</b>	<b>8345</b>	<b>7921</b>	<b>94.92%</b>	<b>7426</b>	<b>6993</b>	<b>94.17%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2024 Test Window 3**

#### Test Dates

2024 Test Window 3 was held from 5 August to 18 August 2024. Remote proctoring sessions could be completed by candidates between 5 August and 13 August 2024. The remote proctoring test window was extended until 17 August 2024 for 62 candidates who experienced technical issues and needed to reschedule and complete their sessions.

#### Reporting and Test Start Times

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

#### Reasonable Adjustments

A total of 230 applications for reasonable adjustments were received before close of registrations and

229 valid applications were approved by ACER. The unapproved application was a request for change in test session, which is not part of reasonable adjustments.

All applications had to be received by ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs. Each application was assessed individually against ACER reasonable adjustments guidelines and based on the medical and/or educational assessments and recommendations provided with the candidate's application. These guidelines were formulated in consultation with medical and health professionals and specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER considers all applications for reasonable adjustments while having to maintain the test integrity and ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER always makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance required during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability and Inclusion Advisor where appropriate. In this test window, nine candidates emailed ACER and asked for a review of their adjustments. Five of these candidates were granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioners, while the request for two candidate was declined due to inadequate information in the accompanying medical documentation to support the requested adjustments. The request for the other two candidates could not be provided for as these were for use of calculator in section 2 of the numeracy test and an alternative assessment. The adjustments granted for this test window included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to use application on handphone to monitor blood glucose level during the test
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget or tactile/fidget item or bring own USB mouse
- Permission to have elevated leg support, back support, waist support or cushion
- Permission to adjust font size
- Permission to adjust screen brightness, contrast etc.
- Permission to use a text-to-speech software
- Permission to use a speech-to-text software under prescribed conditions
- Permission to read aloud when required
- Permission to have more copies of scratch paper

- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Paper copy of the test with specific formatting requirements
- Permission to have written copies of test instructions
- Permission to use special browser plug-in such as high contrast and dyslexic font etc.
- Request for all communications with proctor to take place via the chat function only
- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader or/and scribe
- Provision of AUSLAN interpreter
- Permission to have an assistance animal

ACER also held special test sittings for 40 candidates who required more complex reasonable adjustments and/or extended additional test time at our offices in Adelaide, Brisbane, Melbourne, Perth, and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres. Out of these candidates, seven candidates were granted the opportunity to sit the paper version of the test at the ACER offices. Three candidates were granted the numeracy paper test while another three candidates were granted the literacy paper test. One candidate was granted the paper version of the test for both test components. Candidates' specific formatting requirements were catered for. These tests were securely administered under specially arranged conditions and procedures. The candidates completed the tests without any issues and were satisfied with the arrangements made.

ACER also continued to manage test sessions requiring an AUSLAN interpreter, an assistance animal or where candidates needed to use a mobile phone application to manage their blood glucose level. ACER also made special arrangements with our test centre partners to provide segregated sitting area for one candidate in Hobart and another candidate in Cairns, so as to accommodate the candidates' requests. There are no ACER offices at these locations and as such ACER is not able to offer alternative sessions at our offices. The test supervisors were provided with specific instructions and were able to administer the test sessions without any issues. The candidates completed their test and were satisfied with the arrangement.

One-on-one Zoom remote proctoring sessions were organised for two candidates to cater to their complex needs and adjustments, which would not have been possible via remote proctoring with ProctorU. Supervisors with the right fit and required skill set were engaged for each candidate and a special preparation session was undertaken with each supervisor. One of the candidates (who has been liaising with ACER and DE regarding provisions for the test) sat the numeracy test. The session went on well and the test supervisor was able to provide clear guidance with an assuring tone, besides engendering a soothing environment in which the candidate was largely able to sit the test in a calm and relax manner. The ACER staff member was able to assist the candidate with the technical checks and ensure smooth reconnection on the single occasion on which internet connection was lost during the test session. The candidate was able to answer all questions in the test and took his time to consider and check responses and seemed happy with how the test session went. On the other hand, the other candidate whom ACER had been in regular contact with and made specific arrangements to allow the use of speech-to-text software (allowed under certain restrictions by ACER due to medical conditions) did not attend the test sessions that were organised. The candidate only informed ACER minutes before the scheduled literacy test session and the day before the scheduled numeracy test session. However, should this candidate register to sit the test in a subsequent test window, ACER would still provide the special assistance we had agreed to and do our utmost to organise suitable zoom sessions if the candidate is still committed to sitting the test.

### **Management of Incidents**

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were also emailed to ACER. Candidates were advised to contact ACER immediately by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.



*Test Centres*

Incidents reported for 2024 Test Window 3 are summarised in Table 2 below.

<b>Test Centre</b>	<b>Number of Incidents Reported</b>	<b>Incident Type(s)</b>	<b>Resolution/Action (if required)</b>
Adelaide (ACER)	7	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computer. The candidate was given extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
		3 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 test session was interrupted briefly by noise from cleaning.	Test supervisors had the venue ask the cleaners to cease work. Candidates were given extra time to compensate for time lost.
		1 test session was interrupted by fire alarm.	Test supervisors stopped the test. Candidates were given extra time to compensate for time lost.
Albury/Wodonga	1	1 candidate presented a photo ID that contained a mismatch with the name on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Brisbane (ACER)	21	14 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		2 test session experienced IT-related issues.	Candidates were given the option to either reschedule the test or a full refund of test fees.
		2 candidates queried test content.	Referred to ACER test developers for review.
		2 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate had a small assistance dog in the test room.	Test supervisors had the candidate and assistance dog at the back row of the test room. Test session went on smoothly.
Darwin (ACER)	1	1 candidate experienced technical difficulties due to a computer related issues at the test venue.	Test supervisor replaced the mouse. The candidate was given extra time to compensate for time lost.
Gold Coast (ACER)	3	1 candidate's mobile phone was heard ringing during the test session.	The phone was located and removed from the test room for the remainder of the test. An incident

			report was submitted to ACER following the test.
		1 candidate experienced technical difficulties due to a computer related issue at the test venue.	The candidate re-logged in and was given extra time to compensate for time lost.
		1 candidate presented a photo ID that contained a mismatch with the name on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisor. Correct details were updated by ACER following the test.
Melbourne (ACER)	11	4 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors had candidates re-logged in or moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		1 candidate queried test content.	Referred to ACER test developers for review.
		4 candidates did not present valid photo IDs and/or Admission Ticket.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		2 candidates attempted to start the test before being instructed to do so by test supervisors. At the end of the test, one of the candidates continued to work after instructions were given to stop by test supervisors.	Test supervisors prevented the candidates from working and reminded them to follow the test rules. Incident reports were submitted to ACER following the test.
Newcastle (ACER)	4	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors moved the candidates to a new workstation to resolve issue. Candidates were offered extra time to compensate for time lost.
		1 candidate presented a photo ID that contained a mismatch with the name on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisor. Correct details were updated by ACER following the test.
		1 candidate queried test content.	Referred to ACER test developers for review.
Perth (ACER)	5	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor moved the candidate to a new workstation to resolve issue. The candidate was offered extra time to compensate for time lost
		1 candidate presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	The candidate was admitted to the test after having their identity verified by the test supervisor. Correct details were updated by ACER following the test.
		1 candidate started section 2 of the numeracy test before they intended to.	The candidate was unable to return to section 1 after starting section 2.
		2 candidates continued to work after instructions were given to stop by test supervisors.	Test supervisors prevented the candidates from working and reminded them to follow the test

			rules. Incident reports were submitted to ACER following the test.
Sydney (ACER)	14	6 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		2 candidates' mobile phones were heard ringing during the test session.	The phones were located and removed from the test room for the remainder of the test. An incident report was submitted to ACER following the test.
		3 candidates arrived late to their test session due to transport issues.	The candidates were not permitted to sit the test as the test session had already commenced and were advised to contact ACER to discuss their options.
		1 candidate presented for a different test component to what they had registered for.	The candidate was not permitted to sit the test and was advised to contact ACER to discuss their options.
		2 candidates presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	The candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Townsville	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors re-opened the test platform and the candidate was able to continue the test.
Wollongong	4	1 candidate experienced technical difficulties due to computer related issues at the test venue.	Test supervisors moved candidate to alternative workstations. Candidate was given extra time to compensate for time lost.
		3 test sessions experienced connection issues.	Candidates were switched to backup internet connection and given extra time to compensate for time lost.
<b>Total</b>	<b>72</b>		

**Table 2: 2024 Test Window 3 Test Centre Incident Summary**

#### *Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

<b>Total sessions</b>	<b>Cases with significant investigations</b>	<b>Percentage</b>
8009	216	2.70%

**Table 3: 2024 Test Window 3 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 216 incidents which required significant investigations involving a detailed study of chat logs, test, and

time logs to determine the problem and the extent of the loss of test time where applicable.

Most incidents were due to the use of unauthorised programs, disconnections, and unauthorised breaks. More minor incidents included multiple tabs in ProctorU secure browser known as the Guardian Browser being opened during the pre-test procedures, candidates not following test instructions or restarting the pre-test procedures while waiting for the proctor or having prohibited items on their desks when they commenced the test sessions. ACER tried to mitigate these incidents by providing a Step-by-Step Guide on the test website and sent out emails to candidates before the test window to remind them to check their equipment and internet connection, and to ensure they adhere to the test rules and the minimum requirements needed to sit the test by remote proctoring. Despite these steps, there is always a handful of candidates during each test window who have failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

With further API integration between ACER and ProctorU systems, the issue of candidates losing test time due to loss of connection to ProctorU has been further mitigated as the test is now automatically locked and the test timer will stop counting down when such an event occurs.

## **Post-Test Activities**

### **Review of Test Content**

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their consideration. For 2024 Test Window 3, seven test content enquiries were raised by candidates. All seven queries were reviewed and required no further action.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### **Results and Misconduct**

As part of our quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they have sat the test by remote proctoring) to ensure there is no evidence of unauthorised assistance during their test sessions. ACER's review has not found any case that warrants further investigation for this test window.

Test Window 3 results were released to DE (Department of Education), VIT and HEPs via the ACER portal on Wednesday 11 September 2024. The portal allows DE to access de-identified results. HEP and VIT nominated contacts can access, search, and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 17 September 2024. Candidates received a message notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

As part of the LANTITE trial, improved result statements were provided to candidates. Candidates who did not meet the standard in any test component were provided with additional feedback in their result statements with information on the candidate's achievement in each sub-domain and what the candidate should work on for each sub-domain. A video which explains the interpretation of result statements is also available on the test website.

## Social Media

ACER continues to monitor several restricted access Facebook groups set up for the test. While monitoring the social media sites, ACER discovered one new Facebook group, LANTITE NUMERACY STUDY. There are currently 14 active Facebook groups.

- **LANTITE SUPPORT:** There are currently 4502 members, and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4083 members, and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1518 members, and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests.'
- **Place to vent about LANTITE:** There are currently 704 members, and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures.'
- **LANTITE Study Group:** There are currently 8647 members, and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'
- **LANTITE Numeracy Group (previously named 'Lantite Made Easy'):** There are currently 2368 members, and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer advice and information for pre-registration teachers sitting the LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 121 members, and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!:** There are currently 1196 members, and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'
- **LANTITE Support Group:** There are currently 1528 members, and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 148 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **LANTITE Study Group 2021/2022:** There are currently 233 members. A group description is currently not available for this group, however most posts in this group provide general exam information and exam/study tips.
- **LANTITE will not take away my dreams:** There are currently 256 members. A group description is currently not available for this group, however most posts in this group are from members discussing their experiences and voicing their concerns around the LANTITE.
- **Numeracy Lantite tutoring:** There are currently 101 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and sharing practice resources for the numeracy test.
- **LANTITE NUMERACY STUDY:** There are currently 187 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and sharing practice resources for the numeracy test.

Most comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

## Conclusion

The August 2024 test window has proven to be a very busy one with the second highest number of test sessions since the inception of the test. The issue associated with the WIFI driver update by 'Microsoft' provided a significant challenge, though ACER was able to work quickly with our IT partner to identify and resolve the issue on the same day. This illustrated the close relationship the ACER team has with many of its partners and the strong ability to work with each of these partners to resolve any unexpected issues. ACER has since held a candid discussion with our laptop provider and both parties had agreed on a few mitigating measures that would be put in place from the next test window. Despite this incident, ACER is pleased that this test window concluded on a successful note with no impact on results delivery to the candidates, the ITE higher education providers, DE, and the various stakeholders.

In view of the increased demand this test window and the extension of the LANTITE trial period, ACER will cater for additional capacity for the remaining test window in Oct/Nov 2024 where possible. ACER is pleased with how testing went at the new test venue in Parramatta and will also offer test sitting at this venue for the Oct/Nov 2024 test window, to make up for the test not being offered in Parramatta during the May test window. ACER continues to face significant increase in test administration costs as test centres pass on increased business costs to ACER. However, ACER will continue to work closely with our current test centre partners to manage the escalating costs and explore more cost-effective and suitable venues.

ACER believes the strong uptake of both test centre and remote proctoring places in this window is primarily due to candidates' favourable response to the trial elements; uncapped test attempts with a test amnesty and improved candidate results feedback. The trial also enabled re-sit candidates who had previously exhausted their additional test attempts to sit the test again.

ACER has observed a decline in the number of complaints including Australian Human Rights Commission complaints in the past year. This is likely due to continuous improvements made to the test policies and processes, namely the improved reasonable adjustments guidelines and practices, and the introduction of the LANTITE trial elements which may have alleviated candidates' pressure and anxiety in sitting the test. In fact, recent complaints and enquiries received were mainly from candidates who did not have to go through assessments in the form of tests and examinations in their university courses and were therefore nervous to sit the LANTITE and sought to seek an exemption from the test.

ACER has worked very closely with DE to complete the task of surveying candidates and HEPs on the changes implemented for the LANTITE trial. The surveys have all been completed and the data/responses have been provided to DE. ACER has also provided DE with the requested data for the summary tables for the LANTITE trial. This data will be used by DE to inform decisions on forthcoming test policies. ACER will also submit the LANTITE trial evaluation technical report in October 2024. ACER will continue to work closely with DE to review and improve test policies and processes to ensure the continued success of the LANTITE in achieving the test objectives.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2024 Test  
Window 4**

28 October –10  
November 2024



Confidential

## Introduction

The fourth and final test window of 2024 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 28 October to Sunday 10 November 2024. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and in Parramatta.

A total of 17153 test session bookings were received during the registration period from Tuesday 24 September to Monday 7 October 2024. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The LANTITE electronic mailbox was in operation during standard business hours to assist candidates with their enquiries. All email enquiries were responded to within 24 business hours.

Information on the revised eligibility criteria for sitting the test as a prospective/unenrolled candidate, as well as associated changes in relation to the additional test attempt and test reset was available on the test website. Candidates were advised to contact ACER for advice if they were unsure if they qualified to sit the test as a prospective/unenrolled candidate. Information related to the LANTITE trial was also published on the test website with specific links to the Australian Government Department of Education 'National Teacher Workforce Action Plan - LANTITE trial' webpage for further reference by candidates. Information regarding changes in procedures for remote proctoring in relation to the API integration and no-show was published on the test website. Various guides for candidates sitting the test via remote proctoring were updated to provide step-by-step guidance for the candidates. Reminder emails were similarly updated and sent to candidates at various junctures.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s). Candidates were also directed to contact ACER if they had any queries/concerns about COVID-19 procedures at test centres.

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy, and the general test procedures on the test day. Candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. They were also permitted to wear a face mask if desired during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the Guardian Browser and to



schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 4 opened on Tuesday 24 September and closed on Monday 7 October 2024. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 17153 test session bookings were received during the registration period. These test session bookings included that for a significant number of candidates who had exhausted their permitted test attempts but were allowed to sit the test during the trial period.

The registration system allows both enrolled and prospective/unenrolled students to register for the test. Previously enrolled ITE students who qualify to sit the test as a prospective/unenrolled student under the revised eligibility criteria, can do so with the provision of the relevant documentary proof for ACER to switch their account type. The implementation of registrations for prospective/unenrolled student was previously made in accordance with the revised 'Eligibility' and 'Additional Resits' policies and the process continued to work well. Prospective/unenrolled candidates were able to register for the test without any issues.

The API integration between the ACER test registration system and ProctorU scheduling system continued to work well, and remote proctoring candidates were able to schedule their test sessions with ProctorU by logging into their ACER candidate account. This streamlined process provided greater convenience to candidates in accessing their ProctorU account and scheduling their test session(s).

The refund deadline was Monday 7 October 2024. 76 refund requests were received and processed by the deadline. A further 12 refunds were processed on compassionate grounds after the deadline for varied reasons such as illness/injury, family bereavement, and other personal or family-related issues.

### **Verification of Candidate Identity**

ACER continued to undertake the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to ProctorU's proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. Despite this, 48 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The ID verification process worked well. ACER will continue to review and improve the ID verification

process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

Test centres were offered in capital cities of Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth, and Sydney, as well as the regional city of Parramatta.

Overall demand for test centre places was exceptionally high and the number of candidates who registered for the test was the highest ever since the inception of the test. Many candidates who had previously exhausted their test attempts were able to access attempts under the LANTITE trial and others might have been attracted by the test 'amnesty' offered during the LANTITE trial. Demand was strong in Adelaide, Brisbane, Melbourne, Perth and Sydney. ACER was able to work with venue providers in Adelaide, Brisbane, Perth and Sydney to provide one to two additional test days at each of these test venues. An additional computer laboratory was added to the Melbourne test centre to provide more test places on each day. More computers were also added at the Parramatta test venue to increase overall capacity. ACER monitored the demand for each test centre very closely and the capacity provided was adequate to meet the strong demand. Most venues were at or near full capacity by the close of registrations. The only exception was the Darwin test centre where only a few seats were taken up for the morning sessions on the 2<sup>nd</sup> test day. ACER had to cancel the afternoon sessions due to the lack of demand.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin were engaged and trained by test centre provider in accordance with the ACER test administration manual and guidelines. The test supervisor manuals, scripts, and the document on 'COVID-19 Management of Test Centres' were reviewed and updated in alignment with the current COVID-safe measures and administrative procedures. ACER continued to work with all test venues to ensure that appropriate and consistent COVID-safe measures were still implemented for all the test sessions. ACER also continued to have back-up plans for the scenario of test supervisors being furloughed due to COVID-19 related reasons.

All test centre sittings in this window went very smoothly, aside for noise issues at the Adelaide test venue during the 1.30 pm sessions on 31 October and 1 November. On 31 October, intermittent drilling noise could be heard for less than 2 minutes. On 1 November, low level noise could be heard from the premise. Ear plugs were immediately provided to the candidates on both occasions. As the noise was quite faint and lasted briefly, the use of ear plugs was adequate to mitigate the issue. Candidates were happy with the arrangement and ACER has not received any complaints. ACER is continuing to work closely with our venue partner in Adelaide to prevent potential noise disruption. The venue partner has discussed with the building management and established an understanding to schedule activities that could potentially be noisy to times when testing is not taking place at the venue. The noise issue has been significantly reduced in recent test windows and ACER appreciates the effort put in by our venue partner. Nevertheless, ACER will continue to monitor the situation and undertake the necessary actions as required.

### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 21 October 2024. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

## Test Day

### Attendance

A total of 8727 candidates registered for the literacy test, and a total of 8319 candidates registered to sit the numeracy test after all refunds had been processed. 8272 candidates sat the literacy test, and 7824 candidates sat the numeracy test. In the same window in 2023, a total of 6217 candidates registered for the literacy test, and a total of 5889 candidates registered to sit the numeracy test. 5880 candidates sat the literacy test, and 5536 candidates sat the numeracy test then. The total number of candidates in the 2024 October/November test window is considerably higher than in the equivalent 2023 test window.

Table 1 provides a summary of the attendance for 2024 Test Window 4.

HEPs	Literacy			Numeracy		
	Registered Candidates	Present	Attendance Rate	Registered Candidates	Present	Attendance Rate
Alphacrucis College	34	31	91.18%	26	23	88.46%
Australian Catholic University	1004	950	94.62%	942	885	93.95%
Australian College of Physical Education	29	29	100.00%	24	23	95.83%
Avondale University	14	13	92.86%	15	13	86.67%
Central Queensland University	198	183	92.42%	187	170	90.91%
Charles Darwin University	140	135	96.43%	94	91	96.81%
Charles Sturt University	211	207	98.10%	198	193	97.47%
Christian Heritage College	24	24	100.00%	19	19	100.00%
Curtin University	316	301	95.25%	293	272	92.83%
Deakin University	461	439	95.23%	430	414	96.28%
Eastern College Australia	1	1	100.00%			
Edith Cowan University	251	231	92.03%	225	200	88.89%

Excelsia College	21	19	90.48%	14	12	85.71%
Federation University Australia	190	184	96.84%	194	191	98.45%
Flinders University	127	124	97.64%	110	109	99.09%
Griffith University	590	543	92.03%	591	544	92.05%
James Cook University	129	122	94.57%	134	127	94.78%
La Trobe University	399	368	92.23%	662	607	91.69%
Macquarie University	211	197	93.36%	190	182	95.79%
Melbourne Polytechnic	16	14	87.50%	15	14	93.33%
Monash University	295	280	94.92%	234	219	93.59%
Montessori World Educational Institute	5	4	80.00%	2	2	100.00%
Murdoch University	71	70	98.59%	71	69	97.18%
Prospective Student	182	171	93.96%	180	172	95.56%
Queensland University of Technology	212	205	96.70%	186	180	96.77%
RMIT University	81	77	95.06%	73	70	95.89%
Southern Cross University	189	183	96.83%	172	163	94.77%
Swinburne University of Technology	361	351	97.23%	325	296	91.08%
Tabor Adelaide	7	7	100.00%	9	9	100.00%
The University of Adelaide	67	61	91.04%	54	49	90.74%

The University of Melbourne	88	81	92.05%	51	46	90.20%
The University of New England	170	167	98.24%	157	153	97.45%
The University of New South Wales	88	82	93.18%	77	72	93.51%
The University of Newcastle	409	378	92.42%	404	379	93.81%
The University of Notre Dame Australia	314	302	96.18%	318	307	96.54%
The University of Queensland	130	121	93.08%	123	113	91.87%
The University of Sydney	127	119	93.70%	116	105	90.52%
The University of Western Australia	14	13	92.86%	14	13	92.86%
University of Canberra	119	113	94.96%	109	104	95.41%
University of South Australia	216	212	98.15%	185	173	93.51%
University of Southern Queensland	133	130	97.74%	129	122	94.57%
University of Tasmania	217	205	94.47%	199	187	93.97%
University of Technology, Sydney	43	40	93.02%	34	33	97.06%

University of the Sunshine Coast	128	124	96.88%	128	124	96.88%
University of Wollongong	86	80	93.02%	81	78	96.30%
Victoria University	254	237	93.31%	225	211	93.78%
Western Sydney University	355	344	96.90%	300	286	95.33%
<b>Grand Total</b>	<b>8727</b>	<b>8272</b>	<b>94.79%</b>	<b>8319</b>	<b>7824</b>	<b>94.05%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2024 Test Window 4**

### Test Dates

2024 Test Window 4 was held from 28 October to 10 November 2024. Remote proctoring sessions were completed by candidates between 28 October and 5 November 2024. The remote proctoring test window was extended until 10 November for 157 candidates who experienced technical issues and needed to reschedule and complete their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 213 applications for reasonable adjustments were received before close of registrations and 212 valid applications were approved by ACER. One application was not approved as the relevant medical documentation was not provided. ACER requested for the required supporting document but did not receive the information from the candidate by the deadline despite the reminders.

All applications had to be received by ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs. Each application was assessed individually against ACER reasonable adjustments guidelines and based on the medical and/or educational assessments and recommendations provided with the candidate's application. These guidelines were formulated in consultation with medical and health professionals and specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test. ACER considers all applications for reasonable adjustments while having to maintain the test integrity and ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is

not possible to approve all the requested adjustments, ACER always makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance required during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability and Inclusion Advisor where appropriate. In this test window, six candidates emailed ACER and asked for a review of their adjustments. Four of these candidates were granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioners, while the request for two candidate was declined due to inadequate information in the accompanying medical documentation to support the requested adjustments. The adjustments granted for this test window included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to use application on handphone to monitor blood glucose level during the test
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget or tactile/fidget item or bring own USB mouse
- Provision of a semi-reclining chair
- Permission to have elevated leg support, back support, waist support or cushion
- Permission to adjust font size
- Permission to adjust screen brightness, contrast etc.
- Permission to use a text-to-speech software
- Permission to read aloud when required
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room
- Paper copy of the test
- Paper copy of the test with specific formatting requirements
- Permission to have written copies of test instructions
- Request for all communications with proctor to take place via the chat function only
- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader or/and scribe
- Provision of AUSLAN interpreter

ACER also held special test sittings for 40 candidates who required more complex reasonable adjustments and/or extended additional test time at our offices in Adelaide, Brisbane, Melbourne, Perth, and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres. Special arrangement was also made to provide a semi-reclining chair and other adjustments for a candidate at the ACER Sydney office. Five candidates were granted the opportunity to sit the paper version of the test at the ACER offices. Two candidates were granted the numeracy paper test while another two candidates were granted the literacy paper test. One

candidate was granted the paper version of the test for both test components. Candidates' specific formatting requirements were catered for. These tests were securely administered under specially arranged conditions and procedures. The candidates completed the tests without any issues and were satisfied with the arrangements made.

ACER also continued to manage in a proficient manner, test sessions requiring an AUSLAN interpreter, and where candidates needed to use a mobile phone application to manage their blood glucose level. ACER will continue to work with candidates, colleagues and test supervisors to accommodate appropriate use of mobile phone applications for essential health-related purposes during the test while maintaining test security and integrity.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were also emailed to ACER. Candidates were advised to contact ACER immediately by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2024 Test Window 4 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
Adelaide	10	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		1 candidate did not present valid photo IDs.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		4 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 afternoon session was interrupted briefly by intermittent drilling noise.	Test supervisors informed the venue staff. Candidates were offered ear plugs. Incident report was submitted to ACER following the test.
		1 afternoon session was interrupted briefly by external noise from nearby business.	Test supervisors informed the venue staff. Candidates were offered ear plugs. Incident report was submitted to ACER following the test.
Brisbane	14	9 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		1 candidate arrived for their test session at a different date to that stated on the Admission Ticket.	The candidate was not permitted to sit the test and advised to contact ACER to discuss their options.



		2 candidates queried test content.	Referred to ACER test developers for review.
		2 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Darwin	4	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		1 candidate presented photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Hobart	1	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor moved the candidate to an alternative workstation. Candidate was given extra time to compensate for time lost.
Melbourne	8	1 candidate experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor moved the candidate to an alternative workstation. Candidate was given extra time to compensate for time lost.
		1 candidate arrived for their test session at a different date to that stated on the Admission Ticket.	The candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate did not present their Admission Ticket.	The candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate attempted to start the test before being advised to do so by test supervisors.	Test supervisor prevented the candidate from working and reminded them to follow the test rules.
		3 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate did not present valid photo ID.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
Parramatta	3	3 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Perth	6	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to alternative workstations. Candidates were offered extra time to compensate for time lost.

		1 candidate arrived late to their test session due to transport issues.	The candidate was not permitted to sit the test as the test session had already commenced and was advised to contact ACER to discuss their options
		2 candidates presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisor. Correct details were updated by ACER following the test.
Sydney	14	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		1 candidate attempted to start the test before being advised to do so by test supervisors.	Test supervisor prevented the candidate from working and reminded them to follow the test rules. Incident report was submitted to ACER following the test.
		1 candidate continued to work after instructions were given to stop by test supervisors.	Test supervisors prevented the candidate from working and reminded them to follow the test rules. Incident report was submitted to ACER following the test.
		1 candidate's mobile phone was heard ringing/vibrating during the test session.	The phone was located, and an incident report was submitted to ACER following the test.
		1 candidate queried test content.	Referred to ACER test developers for review.
		1 candidate did not present valid photo ID.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		4 candidates arrived for their test session at a different date/time to that stated on the Admission Ticket.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
		1 candidate arrived late to their test session due to traffic accident.	Candidate was not permitted to sit the test as the test session had already commenced and were advised to contact ACER to discuss their options.
		2 candidates presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
<b>Total</b>	<b>60</b>		

**Table 2: 2024 Test Window 4 Test Centre Incident Summary**

*Remote Proctoring*

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

Total sessions	Cases with significant investigations	Percentage
10369	299	2.88%

**Table 3: 2024 Test Window 4 Remote Proctoring Significant Incident Summary**

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 299 incidents which required significant investigations involving a detailed study of chat logs, test, and time logs to determine the problem and the extent of the loss of test time where applicable.

Most incidents were due to technical issues relating to high CPU usage, high RAM/memory usage and disconnections. More minor incidents included faulty equipment, candidates not following test instructions or restarting the pre-test procedures while waiting for the proctor or having prohibited items on their desks when they commenced the test sessions. ACER tried to mitigate these incidents by providing a Step-by-Step Guide on the test website and sent out emails to candidates before the test window to remind them of test rules and the minimum system and equipment requirements to sit the test. Despite these steps, there is usually a handful of candidates during each test window who have failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

With further API integration between ACER and ProctorU systems, the issue of candidates losing test time due to loss of connection to ProctorU has been further mitigated as the test is now automatically locked and the test timer will stop counting down when such an event occurs.

### Post-Test Activities

#### Review of Test Content

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their consideration. For 2024 Test Window 3, seven test content enquiries were raised by candidates. All seven queries were reviewed and required no further action.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

#### Results and Misconduct

As part of our quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they have sat the test by remote proctoring) to ensure there is no evidence of unauthorised assistance during their test sessions. ACER's review has found one potential case that warrants further investigation for this test window. The candidate has been contacted and ACER is currently waiting for a response.

Test Window 3 results were released to DE (Department of Education), VIT and HEPs via the ACER portal on Wednesday 4 December 2024. The portal allows DE to access de-identified results while allowing HEP and VIT nominated contacts to access, search, and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 10 December 2024. Candidates received a message notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

During the LANTITE trial, improved result statements were provided to candidates. Candidates who

did not meet the standard in any test component were provided with additional feedback in their result statements with information on the candidate's achievement in each sub-domain and what the candidate should work on for each sub-domain. A video which explains the interpretation of result statements is available on the test website.

### Social Media

ACER continues to monitor several restricted access Facebook groups set up for the test. There are currently 14 active Facebook groups.

- **LANTITE SUPPORT:** There are currently 4303 members, and the group describes itself as 'A group to help members with ideas on passing the Lantite exams'.
- **Numeracy and Literacy Test Support Group:** There are currently 4099 members, and they describe themselves as 'A support group for those who wish to develop their Literacy and Numeracy skills for the ACER exam'.
- **Lantite Test Help:** There are currently 1509 members, and they describe themselves as 'Lantite test help you in achieving your Lantite success dreams. We have written study guides and are here to answer any questions that you might have regarding your Lantite tests.'
- **Place to vent about LANTITE:** There are currently 700 members, and the group describes itself as 'This is a place for people to have an open discussion about their experiences with the LANTITE. This is a safe place where you won't be judged on your successes or failures.'
- **LANTITE Study Group:** There are currently 8784 members, and they describe themselves as 'A support and study group for students sitting the LANTITE teacher education tests... It is run by students who have completed or are completing the LANTITE process as a means of collaboration and support.'
- **LANTITE Numeracy Group (previously named 'Lantite Made Easy'):** There are currently 2320 members, and they describe themselves as 'This group was created by 'Arithmetricks' to help and offer advice and information for pre-registration teachers sitting the \LANTITE numeracy test'.
- **LANTITE Study Group 2020 (Only Students):** There are currently 121 members, and they describe themselves as 'Group chats to help each other on different areas of the LANTITE Test (Literacy/Numeracy). We can have times where study buddies can sit down for a mock test as well!'
- **Say No to ProctorU!** There are currently 1194 members, and they describe themselves as 'Australian universities are forcing their students to choose between their sense of safety and their degree progression. As students, we will not stand for this. Privacy is a fundamental human right and it not acceptable for universities to trample on that right in the name of academic integrity. Say NO to ProctorU!'
- **LANTITE Support Group:** There are currently 1543 members, and they describe themselves as a friendly, supportive space to share, learn, and communicate.
- **UTAS Literacy and Numeracy test support group:** There are currently 147 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and commercial providers advertising practice materials for the test, as well as general exam information and exam tips.
- **LANTITE Study Group 2021/2022:** There are currently 229 members. A group description is currently not available for this group, however most posts in this group provide general exam information and exam/study tips.
- **LANTITE will not take away my dreams:** There are currently 254 members. A group description is currently not available for this group, however most posts in this group are from members discussing their experiences and voicing their concerns around the LANTITE.
- **Numeracy Lantite tutoring:** There are currently 107 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and sharing practice resources for the numeracy test.
- **LANTITE NUMERACY STUDY:** There are currently 181 members. A group description is currently not available for this group, however most posts in this group provide links to tutorial support and sharing practice resources for the numeracy test.

Most comments and posts from members of the groups above provide general exam information, general exam tips, free study links, links to tutorial support and commercial providers selling a variety of literacy and numeracy practice test materials. No discussion of test questions has been found for this test window.

### **Conclusion**

The final test window of the LANTITE trial and of 2024 proved to be extremely busy with a record number of more than 10,000 unique candidate registrations and over 10,000 remote proctored test sessions. In view of the increased demand and the extension of the LANTITE trial period, ACER catered for additional capacity and is pleased with how testing went overall, despite the exceptionally high volume. Parramatta was offered in this test window as the sudden unavailability of a test centre there during the May 2024 test window meant that it was not able to be offered then.

ACER believes the continued strong uptake of both test centre and remote proctoring places in this window reflects the candidates' favourable response to the trial elements and is pleased to learn that the Education Ministers have agreed that there will be no test limits for candidates from 2025. It is also pleasing to know that improved results feedback has been well-received by both the candidates and the higher education providers.

In the new year, ACER looks forward to a continued close collaboration with DE to review and make further improvements to support candidates more effectively to meet the test standard and thereby to meet the needs of the national teacher workforce. In addition, ACER will work closely with our current test centre providers to manage the rising costs and explore more suitable and cost-effective venues to cater to the needs of the candidates, including those requiring reasonable adjustments.

**The  
Literacy  
and  
Numeracy  
Test for  
Initial  
Teacher  
Education  
Students**

**Administration  
Report  
2025 Test  
Window 1**

10 February – 23  
February 2025



Confidential

## Introduction

The first test window of 2025 for the Literacy and Numeracy Test for Initial Teacher Education Students was held from Monday 10 February to Sunday 23 February 2025. This window offered both test centre and remote proctoring test sessions. Test centre sessions were held in the capital cities and in selected regional locations.

A total of 12225 test session bookings were received during the registration period from Wednesday 8 January to Tuesday 21 January 2025. Both the test centre and remote proctoring test sessions were administered successfully and smoothly.

### Pre-Test Activities and Candidate Communication

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#### Website and Communication

The test website was the main information source for candidates to find out about the test, to register, and to locate important test administration procedures. The LANTITE electronic mailbox was in operation during standard business hours to assist candidates with their enquiries. All email enquiries were responded to within 24 business hours.

Various guides for candidates sitting the test via remote proctoring were updated to provide step-by-step guidance for the candidates. Reminder emails were similarly updated and sent to candidates at various junctures.

#### Email Reminders

Registered candidates were sent reminder emails leading up to the start of the test window. For test centre candidates, reminders were sent to notify candidates that Admission Tickets had been released. Candidates were encouraged to check their test registration session details via their candidate account carefully and to ensure that they had arranged appropriate photo identification prior to their scheduled test sitting(s).

Subsequent reminders for test centre candidates focused on reminding candidates of important test day procedures, permitted test items, the misconduct policy, and the general test procedures on the test day. Candidates were permitted to bring hand sanitisers and disposable gloves to the test centre. They were also permitted to wear a face mask if desired during their test session. However, candidates were required to remove the face mask during registration/photo ID checks prior to the test.

For remote proctoring candidates, reminder emails were sent to candidates whose identification had not been successfully verified by ACER for various reasons. These include candidates who had not submitted an acceptable photo or/and ID, those whose photos did not match or those with discrepancies between their photo ID and registration details. Candidates were advised on the exact issue and what they should do to rectify the issue. Follow-up emails were subsequently sent to candidates who had not rectified the identified issue to do so by the stated deadline. Eligible candidates whose identification had been verified were provided with the admission ticket and sent the email notification on the availability of the admission ticket. Candidates were also reminded to complete the technical readiness checks, to download and install the Guardian Browser and to schedule their test sessions with ProctorU if they had not already done so. A further reminder email was subsequently sent to candidates to provide information on test day procedures, technical and test room requirements, permitted items and misconduct policy. Candidates were given step-by-step instructions for connecting with ProctorU on their scheduled test day. Information on breaks, test security, and how to manage disruption and technical issues was also provided.

### **Practice Material**

Sample and Practice Questions were available on the test website. An interactive online version of each was also accessible to all registered test candidates. Answers were provided for all questions.

### **Registrations and Refunds**

Registrations for Test Window 1 opened on Wednesday 8 January and closed on Tuesday 21 January 2025. All candidates were required to register online at the ACER test website. Upon registration, candidates received an email confirming their registration and payment details. Candidates registered for the Literacy and Numeracy test components separately using their ACER candidate account. A total of 12225 test session bookings were received during the registration period. These test session bookings included a significant number of candidates who had exhausted their permitted test attempts but were allowed to sit the test during the trial period.

The registration system allows both enrolled and prospective/unenrolled students to register for the test. Previously enrolled ITE students who qualify to sit the test as a prospective/unenrolled student can do so with the provision of the relevant documentary proof for ACER to switch their account type. The implementation of registrations for prospective/unenrolled student was previously made in accordance with the revised 'Eligibility' and 'Additional Resits' policies and the process continued to work well. Prospective/unenrolled candidates were able to register for the test without any issues.

The refund deadline was Tuesday 21 January 2025. 78 refund requests were received and processed by the deadline. A further 7 refunds were processed on compassionate grounds after the deadline for varied reasons such as illness/injury, family bereavement, and other personal or family-related issues.

### **Verification of Candidate Identity**

ACER continued to undertake the photo identification (ID) verification process to reduce the amount of personal information in ProctorU's system and to enhance protection of the privacy of remote proctoring candidates. Candidates were required to upload a portrait photo and a photo of their ID during registration if they chose to sit the test by remote proctoring. Their identity would be verified by ACER staff prior to their test sessions. Candidates were not required to take a photo of their ID or show this to remote proctors during their test sessions. As such, candidates' ID documents are no longer captured and recorded in ProctorU's system.

Candidates were given until the day before the release of admission tickets to upload appropriate IDs and photos. Candidates whose identity could not be verified were also sent several reminder emails. Despite this, 16 candidates did not provide the necessary documentation or undertake the required remedial action to have their identity successfully verified by ACER and hence, were not permitted to sit the test.

The ID verification process worked well. ACER will continue to review and improve the ID verification process to reduce the number of candidates whose identity could not be successfully verified in future test windows.

### **Test Centre**

Test centres were offered in capital cities of Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth, and Sydney, as well as the regional cities of Gold Coast, Newcastle, Sunshine Coast and Warrnambool.

Overall demand for test centre places was still relatively high despite the National Teacher Workforce Action Plan LANTITE trial having concluded in the previous test window. The number of registrations was comparable to that of February 2024 test window. Demand was relatively strong in the capital cities, but it was below the level for the previous test window and unevenly spread across these cities. ACER worked with the venue provider in Perth to provide an additional test day. Reserve capacity that ACER had set aside was partially utilised at Adelaide and Brisbane though it was not required at



Melbourne. ACER also had to cancel one test day in Darwin due to inadequate demand. ACER monitored the demand for each test centre very closely and the capacity provided was adequate to meet the demand that was unevenly spread across the venues. Most venues were at or near full capacity for the test days that were offered by the close of registrations. The only exception was the Warrnambool test centre where ACER had to cancel the afternoon sessions due to the lack of demand.

Experienced test supervisors were recruited and trained by ACER for the test centres. Supervisors for Darwin were engaged and trained by test centre provider in accordance with the ACER test administration manual and guidelines. The test supervisor manuals and scripts were reviewed and updated in alignment with current administrative procedures. ACER continued to work with all test venues to ensure that appropriate and consistent hygiene measures were still implemented for all the test sessions. ACER also continued to have back-up plans for the scenario of test supervisors being furloughed due to COVID-19 and health-related reasons.

All test centre sittings in this window went very smoothly, aside for noise issues at the Melbourne test venue during the 10.30 am sessions on 16 February 2025. There was noise from international students who had congregated on the ground floor, after attending an event in the building. This was quickly addressed by the test supervisors who provided ear plugs and took immediate action to request the students to wait outside the building instead of remaining in the building. The supervisors also informed the organisers of the event who quickly assisted in moving the students outside. The issue was resolved and there was no further noise disturbance. There was also a brief internet disruption at the 1.30pm session at the Perth test venue on 10 February 2025. There was a brief internet outage lasting less than 5 minutes in the vicinity of the test venue. The internet was quickly restored at the venue and candidates were able to continue with the test without any further issues. An additional 5 minutes was given to all candidates to make up for the time lost. Candidates were happy with the arrangement.

Rising costs in terms of venue hire, computer equipment hire and test supervision costs remained an ongoing concern for ACER as we continue to explore other suitable and lower-cost venue with adequate computer facilities in the designated test centre locations. With the conclusion of the LANTITE trial, it is hoped that the demand will stabilise.

### **Admission Tickets**

Admission tickets were released to candidates via their ACER account on Monday 3 February 2025. The ticket stated the personal details and test session details of the registered candidates.

Test centre candidates were reminded that they needed to have their admission ticket and appropriate photo identification to be permitted to sit the test. Candidates were permitted to show test supervisors an electronic or printed copy of their admission ticket.

To ensure greater accuracy in candidate details, candidates were also required to verify their personal details and higher education provider were correct before accessing their admission tickets.

### **Test Day**

#### **Attendance**

A total of 6339 candidates registered for the literacy test, and a total of 5845 candidates registered to sit the numeracy test after all refunds had been processed. 6066 candidates sat the literacy test, and 5542 candidates sat the numeracy test. In the equivalent window in 2024, a total of 6144 candidates registered for the literacy test, and a total of 5692 candidates registered to sit the numeracy test. 5884 candidates sat the literacy test, and 5395 candidates sat the numeracy test then. The total number of candidates in the 2025 February test window is higher than in the equivalent 2024 test window.

Table 1 provides a summary of the attendance for 2025 Test Window 1.

HEPs	Literacy			Numeracy		
	Registered Candidates	Present	Attendance Rate	Registered Candidates	Present	Attendance Rate
Alphacrucis College	55	54	98.18%	51	50	98.04%
Australian Catholic University	665	638	95.94%	604	573	94.87%
Australian College of Physical Education	10	8	80.00%	7	5	71.43%
Avondale University	6	6	100.00%	7	6	85.71%
Central Queensland University	79	71	89.87%	68	61	89.71%
Charles Darwin University	96	91	94.79%	67	65	97.01%
Charles Sturt University	185	177	95.68%	162	155	95.68%
Christian Heritage College	21	18	85.71%	20	18	90.00%
Curtin University	265	255	96.23%	242	234	96.69%
Deakin University	234	225	96.15%	222	213	95.95%
Eastern College Australia	3	3	100.00%	2	2	100.00%
Edith Cowan University	198	192	96.97%	177	170	96.05%
Excelsia College	24	23	95.83%	15	15	100.00%
Federation University Australia	77	69	89.61%	65	60	92.31%
Flinders University	101	95	94.06%	98	92	93.88%
Griffith University	302	288	95.36%	280	266	95.00%
James Cook University	52	51	98.08%	43	41	95.35%

La Trobe University	176	168	95.45%	239	217	90.79%
Macquarie University	193	189	97.93%	181	176	97.24%
Melbourne Polytechnic	2	2	100.00%	3	3	100.00%
Monash University	200	190	95.00%	150	143	95.33%
Montessori World Educational Institute	6	6	100.00%	5	5	100.00%
Murdoch University	81	78	96.30%	74	71	95.95%
Prospective Student	102	96	94.12%	103	95	92.23%
Queensland University of Technology	184	179	97.28%	168	164	97.62%
RMIT University	51	45	88.24%	46	42	91.30%
Southern Cross University	150	141	94.00%	148	138	93.24%
Swinburne University of Technology	317	304	95.90%	258	241	93.41%
Tabor Adelaide	5	5	100.00%	7	7	100.00%
The University of Adelaide	44	42	95.45%	42	39	92.86%
The University of Melbourne	180	172	95.56%	172	166	96.51%
The University of New England	133	130	97.74%	131	128	97.71%
The University of New South Wales	98	94	95.92%	86	80	93.02%
The University of Newcastle	247	232	93.93%	231	216	93.51%
The University of Notre Dame Australia	152	146	96.05%	151	139	92.05%
The University of Queensland	123	114	92.68%	120	110	91.67%
The University of Sydney	72	67	93.06%	68	63	92.65%

The University of Western Australia	13	13	100.00%	13	13	100.00%
University of Canberra	88	87	98.86%	76	74	97.37%
University of South Australia	241	230	95.44%	232	220	94.83%
University of Southern Queensland	106	102	96.23%	113	107	94.69%
University of Tasmania	91	87	95.60%	82	77	93.90%
University of Technology, Sydney	68	67	98.53%	69	69	100.00%
University of the Sunshine Coast	181	178	98.34%	166	160	96.39%
University of Wollongong	160	158	98.75%	151	148	98.01%
Victoria University	196	189	96.43%	169	160	94.67%
Western Sydney University	306	291	95.10%	261	245	93.87%
<b>Grand Total</b>	<b>6339</b>	<b>6066</b>	<b>95.69%</b>	<b>5845</b>	<b>5542</b>	<b>94.82%</b>

**Table 1: Summary of attendance by Higher Education Provider for 2025 Test Window 1**

### Test Dates

2025 Test Window 1 was held from 10 February to 23 February 2025. Remote proctoring sessions were held between 10 February and 18 February 2025. The remote proctoring test window was extended until 22 February for 89 candidates who experienced technical issues and needed to reschedule and complete their sessions.

### Reporting and Test Start Times

There were four test sessions at the test centres each day. Candidates sitting the early morning test session were advised to report to their test centre at 7.30am. The late morning test session had a reporting time of 10.30am. Candidates who registered to sit the early afternoon test session had to report at 1.30pm and those sitting the late afternoon test session were told to report at 4.30pm.

Candidates who elected to sit the test by remote proctoring were able to book their test from the list of available session times in the ProctorU booking system. Remote proctoring candidates were able to reschedule their test session(s) during the test window at their convenience. All candidates were reminded via email that they should allow at least 2½ hours for all testing procedures to be completed for each test component. Remote proctoring candidates were also advised to check and ensure that they had allowed enough time between test sessions to complete the pre-test checks and registration procedures if they wished to book consecutive literacy and numeracy test sessions.

### Reasonable Adjustments

A total of 162 applications for reasonable adjustments were received before close of registrations and all valid applications were approved by ACER.

All applications had to be received by ACER no later than the registration deadline and these applications were reviewed by the committee which was made up of 2 or more ACER staff. All reasonable efforts were made to provide appropriate adjustments for the candidates' needs. Each application was assessed individually against ACER reasonable adjustments guidelines and based on the medical and/or educational assessments and recommendations provided with the candidate's application. These guidelines were formulated in consultation with medical and health professionals and specialists who are experts in their fields and in reference to the relevant legislation. ACER is not able to automatically adopt the provisions suggested in the medical and/or psychological assessments or replicate the arrangements that the candidate's higher education provider may have put in place, as they may not necessarily be appropriate for the test.

ACER considers all applications for reasonable adjustments while having to maintain the test integrity and ensuring that the adjustments allow candidates the opportunity to demonstrate their true ability in the test. Where it is not possible to approve all the requested adjustments, ACER always makes its utmost efforts to suggest and provide alternative adjustments.

Candidates applied for reasonable adjustments via their ACER online candidate account and submitted specific information about their needs and any assistance required during the registration period. When deemed necessary, ACER would contact the treating medical practitioner and the candidate to discuss the candidate's requirements while adhering to the [Privacy Statement](#) and [ACER's Privacy Policy](#).

Candidates who believed their approved adjustments were not appropriate could submit a request for a review of their adjustments in writing to ACER by the stipulated deadline on the website. These candidates were provided an opportunity to communicate with the ACER Disability and Inclusion Advisor where appropriate. In this test window, three candidates emailed ACER and asked for a review of their adjustments. One of these candidates was granted additional test time or/and other adjustments requested with further supporting documentation provided by their medical practitioner, while the requests by two other candidates were declined due to inadequate information in the accompanying medical documentation to support the requested adjustments. The adjustments granted for this test window included:

- Rest breaks
- Permission to stand up and stretch
- Additional test time
- Rest time granted in the event of a medical episode during the test
- Permission to bring in oral medication, diabetes/glucose monitoring kit and other medical devices/aids such as lubricating eye drops, nebuliser and ventolin for alleviating/controlling medical symptoms
- Permission to use application on handphone to monitor blood glucose level during the test
- Permission to consume food/drink relating to medical condition
- Permission to wear Irlen Spectral Filters or tinted lenses or/and have coloured overlay on the computer screen
- Permission to wear ear plugs, hearing aids, wired headphone or noise-cancelling headphones
- Permission to have a sensory gadget or tactile/fidget item or bring own USB mouse
- Provision of a semi-reclining ergonomic chair
- Permission to have elevated leg support, back support, waist support or cushion
- Permission to adjust font size
- Permission to adjust screen brightness, contrast etc.
- Permission to use a text-to-speech software
- Permission to read aloud when required
- Permission to have more copies of scratch paper
- Special seating arrangements in the test room, in a smaller room or separate room

- Paper copy of the test
- Paper copy of the test with specific formatting requirements
- Permission to have written copies of test instructions
- Request for all communications with proctor to take place via the chat function only
- Provision of a physical non-scientific calculator for section 1 of numeracy test
- Provision of human reader or/and scribe
- Provision of AUSLAN interpreter

ACER also held special test sittings for 35 candidates who required more complex reasonable adjustments and/or extended additional test time at our offices in Adelaide, Brisbane, Melbourne, Perth, and Sydney. These candidates had specific needs that could not be adequately catered for at the standard test centres. Special arrangement was also made to provide a semi-reclining chair and other adjustments for a candidate at the ACER Brisbane office. Three candidates were granted the opportunity to sit the paper version of the test at the ACER offices. Two candidates were granted the numeracy paper test while one candidate was granted the literacy paper test. Candidates' specific formatting requirements were catered for. These tests were securely administered under specially arranged conditions and procedures. The candidates completed the tests without any issues and were satisfied with the arrangements made.

ACER noticed that there were several candidates from s 22 who required an s 22 s 22 over the last few test windows. ACER thus reached out and collaborated with s 22 s 22 to organise a special test session for a candidate (also a s 22 s 22), with the intention of providing them a familiar space to sit the test. While significant efforts were put in by ACER to ensure the session take place smoothly, the nominated s 22 staff was not on-site during the test day to provide the required assistance. This resulted in delays and problems in accessing the test room and the s 22 computer used for testing. The ACER test application was also not available on the computer and ACER had to quickly change its backend workflow to enable the candidate to sit the test securely via an alternative method. The start of the test was delayed by about 20 minutes. s 22 s 22

s 22 A post-test review of this incident was conducted, and it was concluded that s 22 s 22 would no longer be offered as a secure and suitable venue for test sessions requiring s 22. A refund was provided to the affected candidate on compassionate grounds.

ACER continued to manage, in a proficient manner, test sessions at which candidates needed to use a mobile phone application to manage their blood glucose level while maintaining test security and integrity.

### Management of Incidents

ACER received daily summary reports and incident reports via the ACER online incident reporting system from the Chief Supervisors at the test centres. For remote proctoring, incidents for individual candidate test sessions were flagged and escalated in the ProctorU system and notifications were also emailed to ACER. Candidates were advised to contact ACER immediately by email if they experienced technical problems or other incidents during their test session(s). ACER reviewed all incident reports raised by test supervisors and ProctorU daily and investigated all incidents, feedback, and complaints raised directly by candidates and test supervisors during the test window.

### Test Centres

Incidents reported for 2025 Test Window 1 are summarised in Table 2 below.

Test Centre	Number of Incidents Reported	Incident Type(s)	Resolution/Action (if required)
Adelaide	15	8 candidates experienced technical difficulties due to	Test supervisors restarted the computers or moved candidates to alternative workstations.

		internet/computer related issues at the test venue.	Candidates were given extra time to compensate for time lost.
		1 candidate did not present a valid photo ID.	Candidate was not permitted to sit the test and advised to contact ACER to discuss their options.
		5 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
		1 candidate's mobile phone was heard ringing/vibrating during the test session.	The phone was located and removed from the test room for the remainder of the test. An incident report was submitted to ACER following the test.
Brisbane	12	9 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		1 candidate did not present a valid photo ID for the second test session. The candidate lost the photo ID during the break after the first test session.	ACER was contacted and candidate was permitted entry to the test. Candidate was advised to send a statutory declaration to ACER.
		1 candidate queried test content.	Referred to ACER test developers for review.
		1 candidate presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
Darwin	5	4 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors restarted the computers or moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		1 candidate started section 2 of the numeracy test before they intended to.	The candidate was unable to return to section 1 after starting section 2.
Gold Coast	1	1 candidate queried test content.	Referred to ACER test developers for review.
Melbourne	4	2 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisor moved candidates to an alternative workstation. Candidates were given extra time to compensate for time lost.
		2 candidates did not present valid photo IDs.	Candidates were not permitted to sit the test and advised to contact ACER to discuss their options.
Newcastle	1	1 candidate arrived late due to traffic jam.	The candidate was not permitted to sit the test as the test session has already commenced and was advised to contact ACER to discuss their options.
Perth	4	1 candidate experienced technical difficulties due to	Test supervisors restarted the computer. Candidate was offered

		internet/computer related issues at the test venue.	extra time to compensate for time lost
		1 session was disrupted due to internet related issues at the test venue.	Candidates were offered extra time to compensate for time lost.
		1 candidate continued to work after instructions were given to stop by test supervisors.	Test supervisors prevented the candidate from working and reminded them to follow the test rules. Incident report was submitted to ACER following the test.
		1 candidate presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisor. Correct details were updated by ACER following the test.
Sunshine Coast	1	1 candidate presented a photo ID that contained a mismatch with the name/DOB on the Admission Ticket.	Candidate was admitted to the test after having their identity verified by the test supervisor. Correct details were updated by ACER following the test.
Sydney	14	3 candidates experienced technical difficulties due to internet/computer related issues at the test venue.	Test supervisors moved candidates to alternative workstations. Candidates were given extra time to compensate for time lost.
		1 candidate continued to work after instructions were given to stop by test supervisors.	Test supervisors prevented the candidate from working and reminded them to follow the test rules. Incident report was submitted to ACER following the test.
		1 candidate arrived slightly late to their test session due to rail network issues.	ACER was contacted and candidate was permitted entry to the test.
		9 candidates presented photo IDs that contained a mismatch with the name/DOB on the Admission Ticket.	Candidates were admitted to the test after having their identity verified by the test supervisors. Correct details were updated by ACER following the test.
<b>Total</b>	<b>57</b>		

**Table 2: 2025 Test Window 1 Test Centre Incident Summary**

### Remote Proctoring

Table 3 below provides a breakdown of the total number of significant remote proctoring incidents.

Total sessions	Cases with significant investigations	Percentage
6133	205	3.34%

**Table 3:  
2025 Test  
Window 1**

### Remote Proctoring Significant Incident Summary

ACER investigated all reported incidents by reviewing the ProctorU test session records, the ACER test delivery system records and server logs, and information from the candidates. There were 205 incidents which required significant investigations involving a detailed study of chat logs, test, and time logs to determine the problem and the extent of the loss of test time where applicable.

Most incidents were due to technical issues relating to connections, faulty equipment and high computer RAM/memory usage. More minor incidents included high CPU usage, candidates not



following test instructions, or forgetting their ACER account password to start the test. ACER tried to mitigate these incidents by providing a Step-by-Step Guide on the test website and sent out emails to candidates before the test window to remind them of test rules and the minimum system and equipment requirements to sit the test. We also offered candidates information on resolving issues with their computers and reducing RAM, memory usage and CPU usage. Despite these steps, there is usually a handful of candidates during each test window who have failed to read and follow the test instructions. Where it was established that candidates had lost test time due to technical issues, additional time in lieu was granted and candidates were able to reschedule the remaining proportion of their test time with ProctorU and complete their test during the test window.

With the API integration between ACER and ProctorU systems, the issue of candidates losing test time due to loss of connection to ProctorU has been further mitigated as the test is now automatically locked and the test timer will stop counting down when such an event occurs.

### **Post-Test Activities**

- **Review of Test Content**

Following each test window, questions and feedback from candidates about the test content are summarised in a spreadsheet and referred to the lead test developers for their consideration. For 2025 Test Window 1, two test content enquiries were raised by candidates. Both queries were reviewed and required no further action.

ACER also reviews the instructions given to test supervisors on an ongoing basis regarding test content queries to ensure that there is a mechanism for all candidates to provide feedback, whilst also maintaining the test security, quality and integrity at all times.

### **Results and Misconduct**

As part of our quality assurance processes, before the release of results for each test window, ACER identifies the re-sit candidates whose results have improved significantly since their last test attempt and double-checks the test records and video recordings (if they have sat the test by remote proctoring) to ensure there is no evidence of unauthorised assistance during their test sessions. ACER's quality assurance checks have found two misconduct cases where detailed investigations were conducted. Both candidates and their higher education providers have been notified of the sanctions imposed for the misconduct, which included a cancellation of their literacy test results and a 2-year ban from sitting the literacy test.

Test Window 1 results were released to DE (Department of Education), VIT and HEPs via the ACER portal on Wednesday 19 March 2025. The portal allows DE to access de-identified results while allowing HEP and VIT nominated contacts to access, search, and verify results for their students.

Results were released to candidates via their ACER candidate account on Tuesday 25 March 2025. Candidates received a message notification from ACER about the release of results, with instructions on how to access the results and a document on how to interpret their report. The test website was updated to notify candidates when results were released.

As part of the National Teacher Workforce Action Plan – LANTITE trial, improved result statements were provided to candidates. This is one of the two changes that arose from the trial, and it is now part of the LANTITE. Candidates who did not meet the standard in any test component were provided with additional feedback in their result statements with information on the candidate's achievement in each sub-domain and what the candidate should work on for each sub-domain. A video which explains the interpretation of result statements is available on the test website.

### **Conclusion**

This is the first test window following the LANTITE trial in which there will be no more test limits for candidates sitting the LANTITE, and where candidates who have not met the test standard will continue to receive better feedback in their LANTITE statement of results. These changes have been positively received by candidates and the HEPs. The total number of

registrations in this test window is more similar to pre-trial, unlike the surge in demand throughout the trial period.

In this new year, ACER looks forward to a continued close collaboration with DE to review and make further improvements to support candidates who have not been able to meet the test standard to be able to do so and thereby to meet the needs of the national teacher workforce. In addition, ACER will continue to work with our current test centre providers to manage the rising costs and explore more suitable and cost-effective venues to cater to the needs of the candidates, including those requiring reasonable adjustments.