

COVID-19: Recommendations and health measures

For Test Centres

Reference:
World Health Organization website

These guidelines detail ETS Global's recommendations. However, as **local government recommendations may differ, these prevail over our guidelines.**

May 11th, 2020

Resuming test sessions

- Within the framework of the deconfinement plan and the measures for resuming activity established by Governments, **here are the health measures** based on Governments' recommendations (social distancing, provision of hydro-alcoholic solution...) **to be put in place as part of the organisation of ETS Global test sessions.**
- These measures apply both for in-house sessions and for sessions open to the public.
- Should Governments' recommendations change in the future, we will ask you to integrate its evolutions in order to guarantee the security of the candidates and your teams.
- You can contact contact-emea@etsglobal.org should you have any questions.

Reopening after confinement

If the place has not been visited in the last 5 days:

- Usual cleaning is sufficient.
- Ventilate the premises well.
- Let the water run to drain off the volume that has stagnated in the internal pipes during the shutdown period.

If the place have been visited in the last 5 days, even partially, as a precautionary measure:

- To clean surfaces, disinfectants active against the virus should be used.
- Ventilate the premises well.
- Let the water run to drain off the volume that has stagnated in the internal pipes during the shutdown period.

1. Prepare (before the test)

- **Establish a cleaning plan** with periodicity and follow-up for cleaning surfaces that may have been contaminated (in contact with hands) such as tables, chairs, door handles, lockers, coat racks, coat hangers, computers, keyboards, headphones, shelves, etc...
- **Draw up a traffic and queuing plan** in order to keep a **distance of at least 1 metre** between people in all circumstances, for example by placing adhesive markers on the ground and by having the candidates enter and leave one after the other. As far as possible, **avoid people crossing each other**.
- **Put up a sign or a poster** with all the useful information for the candidates (reminder of hygiene instructions, organisation of queues and traffic). Clearly indicate the location of wash basins or hydroalcoholic gel and indicate **the obligation to wash hands on arrival**.
- **Provide supervisors with protective gloves and masks** (FFP2, surgical, plastic free masks).
- If possible, have a **few masks to provide to candidates** who do not have any.
- **Always provide supervisors and candidates**, in or near the reception area, changing rooms and break rooms, with consumables: hydro-alcoholic gel, wipes, soap, paper towels, dustbins and rubbish bags.
- Whenever possible, **remove water dispensers**.
- Favour **disposable paper towels**.
- **Space the check-in and cloakroom areas** when possible.
- If possible, **equip the docking station with a translucent protective screen**.
- Assign **individual work tools** as far as possible.
- **It is recommended to wrap the keyboards** with plastic film that is wrapped around the keyboard. The keyboard can be maintained with a disinfectant that is active against the virus.
- **For internal session only: create a register of signatures** or a list of trainees and facilitators with their contact information to enable the entire group to be notified in the event of a post-training infection reported by one of the participants.

2. Achieve (during the test)

- Ask the staff to **wear protective gloves and masks** and to **respect the barrier gestures** (wash their hands very regularly, after each stage of the session – check-in, distribution of material, pick-up...).
- **Change or clean the gloves** after each test session.
- Wherever possible, **limit the handling of identification documents** provided by candidates, ask them to show them to you.
- Ask the candidates to **respect the rules of hygiene, the organisation of queues and the traffic plan** and make sure that there is always a **distance of at least 1 metre between each candidate**.
- **Wearing a mask is mandatory for all candidates**. However, for identity verification and/or photo taking, proctors must ask candidates to remove their masks. For TOEIC® Speaking and Writing test sessions, proctors will ask candidates to **remove their masks for the Speaking section** so that their answers can be properly recorded.
- Exceptionally, **candidates are allowed to wear gloves** during testing sessions.
- Whenever possible, **provide gloves and masks to candidates who request them**.
- Proctors must verify that **masks and gloves do not contain notes or prohibited materials**.
- **Avoid crowds** at the reception desk, the cloakroom and at the exit, if necessary, let the candidates enter and leave 1 by 1.
- Encourage candidates to use **their own pencils and erasers**. For those who do not have their own, provide **new pencils or pencils that have not been used for 4 days**.
- Until further notice, **it is no longer necessary to distribute and complete the questionnaires to the candidates** (section 11 of the TOEIC answer sheet).
- **Only for sessions open to the public**: on a case-by-case basis, you can change the seat number assigned to each candidate and in this case report it in the Irregularity Report.

3. Check (after the test)

- **After each session, disinfect all surfaces** that may have been contaminated (in contact with hands): tables, chairs, door handles, locker rooms, coat hangers, computers, keyboards, headphones, shelves, etc...
- As far as possible **ventilate test rooms** and areas where candidates have been accommodated.
- If using plastic face masks or translucent protective screens, **clean both sides after each session**.
- **Ensure a constant supply of consumables**: hydroalcoholic gel, wipes, liquid soap, paper towels, garbage bags, tissues, drying media.
- **Provide feedback and share experiences of the day's hazards** to adapt the procedures and measures initially planned.

What if a candidate comes without a mask?

- If you have stock for this purpose, you can provide a mask for candidates appearing without a mask.
- Candidates without masks are not allowed to enter the testing room. In this case, they can contact our customer service by filling [the form available here](#) or by phone to obtain a voucher for another registration for free.
- The TCA must file an Irregularity Report to document the situation mentioning the name of the candidate.

What if a candidate shows symptoms of illness?

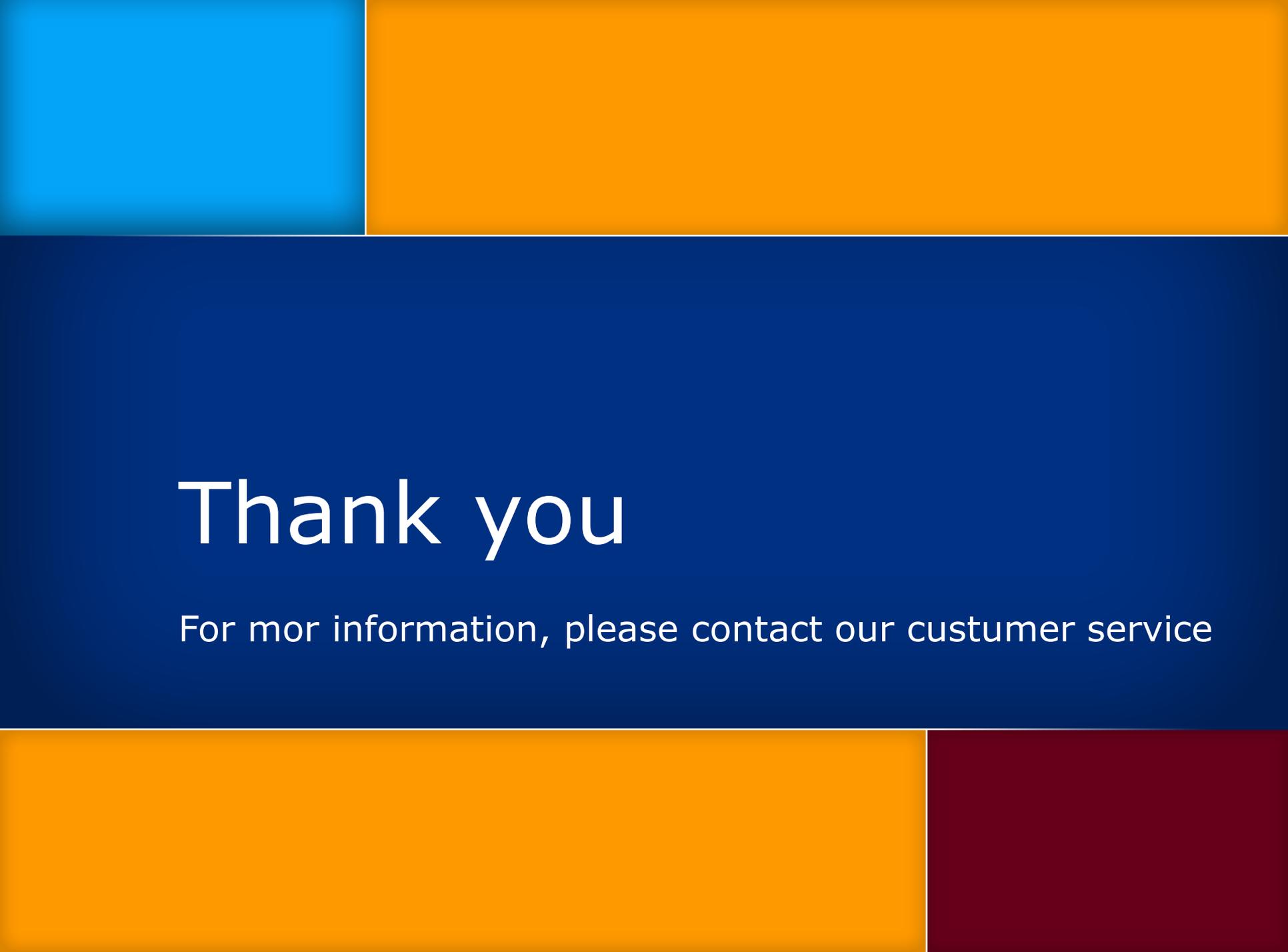
- Even though proctors are not permitted to question candidates about their medical condition, proctors may inform candidates who appear ill or symptomatic that their registration may be postponed free of charge to a later date.
- If a candidate shows symptoms:
 - Isolate the candidate;
 - Equip the candidate with a mask and gloves if they don't have one already and if possible;
 - In the absence of seriousness, send the candidate home, asking them to choose, if possible, another alternative to public transport;
 - Call the medical hotline if symptoms are severe,
 - Immediately clean up the areas affected by the candidate:
 - Wet washing and disinfection are to be preferred (with disinfectant or hydroalcoholic gel), then throw away the gloves, wash your hands as soon as you take off the gloves;
 - Ventilate the room when possible.
- The TCA must file an Irregularity Report to document the situation.

What if a candidate shows symptoms of illness before the test?

- Proctors should assist the candidate leave the room. The candidate can then contact our customer service by filling [the form available here](#) or by phone in order to cancel their registration and obtain a voucher for another registration.
- The TCA must file an Irregularity Report to document the situation and write the name of the candidate involved.

What if a candidate shows symptoms of illness during the test?

- Proctors may suggest to the candidate:
 - To temporarily leave the room (in which case, the time lost cannot be retrieved);
 - To leave the room permanently. In this case, proctors should collect test materials, assist the candidate to quietly leave the room and to instruct the candidate to contact ETS Global customer service.
- In case of a medical emergency, call the medical hotline and assist the candidate help arrives.
- The TCA should file an Irregularity Report and include the names of any other candidates who were disrupted or who lost testing time because of the situation.



Thank you

For mor information, please contact our custumer service