



Candidate instructions for admissions tests on the Mercer Mettl System – Nazarbayev University 2021

This document gives each candidate an outline of sitting an admissions test on the Mercer Mettl System. Every candidate must read these instructions prior to sitting their test.

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Introduction to remote proctoring

Your remote proctored test - how it works

Your test will be monitored by a Proctor and recorded using the Mercer Mettl Remote Proctoring System. Your Proctor is a real person who has been trained to monitor your test delivery and identify any candidate's behaviour that might break the test delivery rules or cheated in any way. They can stop your test if they believe you have broken the test delivery rules (e.g. committing malpractice). In addition, Artificial Intelligence is used to add a further level of security to the test (see Technical Requirements appendix below) and a candidate may be disqualified even after taking the test if cheating is verified.

Cambridge Assessment Admissions Testing will be able access and review the recording of your test, this includes reviewing the recording where malpractice is suspected. This may lead to your results being disqualified if malpractice is confirmed.

Please note that the recording will also indicate if there is a technical problem, so you will not be suspected of malpractice. Additional information regarding possible technical problems can be found in the Frequently Asked Questions located at the end of this document.

Test information:

Test	Time
Mathematics	60 minutes
Thinking Skills	60 minutes

Calculators are **not** allowed for either sections.

Test start time: as indicated to you in the email accompanying these instructions and/or the live test link email from Mercer Mettl.

Step 1: What you will need to sit the test

Make sure you have:

- Prepare your valid ID in advance. This can be either your passport or your national identity card.
- A laptop or computer with webcam and microphone.
- A laptop charger.
- Suitable Wi-Fi or wired network to connect to your laptop or computer.
- Taken the demo test that will be sent to you from Mercer Mettl.
- Blank rough paper and wooden pencil. A pencil sharpener is permitted, but an eraser is not. You may be asked to show your rough paper to the Proctor to prove that it does not have any notes on it.

If you require special arrangements

Cambridge Assessment Admissions Testing make provisions for candidates who find it difficult to demonstrate their ability because of special requirements. Candidates need to inform the Proctor of any prior **approved** access arrangements before the test begins.

Accessing the test

You should receive an email from admin.mettl@mercer.com with details about how to access the test. Please check your spam and junk folders if you are not able to locate the email from admin.mettl@mercer.com in your inbox.

You will receive this on or by 25th February. If you have not received the link by 12:00 local time on 26th February, please let us know via ATAdministration@cambridgeassessment.org.uk.

Step 2: Pre-test set up and preparation

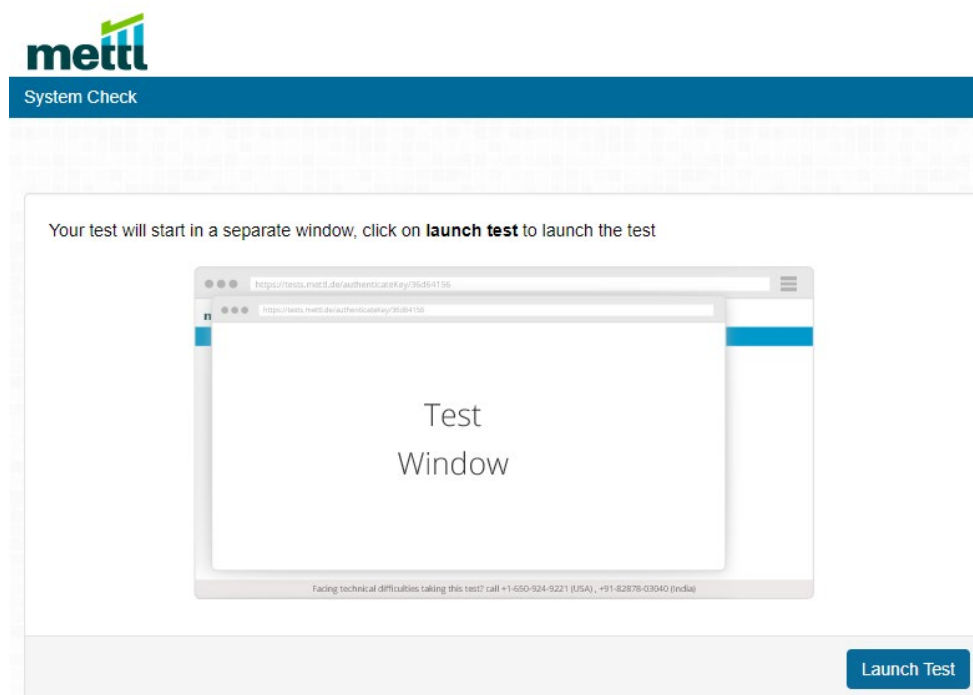
- Ensure you have the correct equipment to sit the test, and that it meets the minimum requirements. See the [Technical requirements](#) appendix below to make sure your computer will work for the test.
- Ensure your [test environment](#) is suitable.
- Ensure you have [everything you need to sit the test](#) including your ID.
- Ensure you have familiarised yourself with the [candidate behavioural requirements](#).

Step 3: On the day of your test

Log on to your relevant email system to access your test. You should have received an email from admin.mettl@mercer.com for participation in the test. Check your spam and junk folders if you are not able to locate the email.

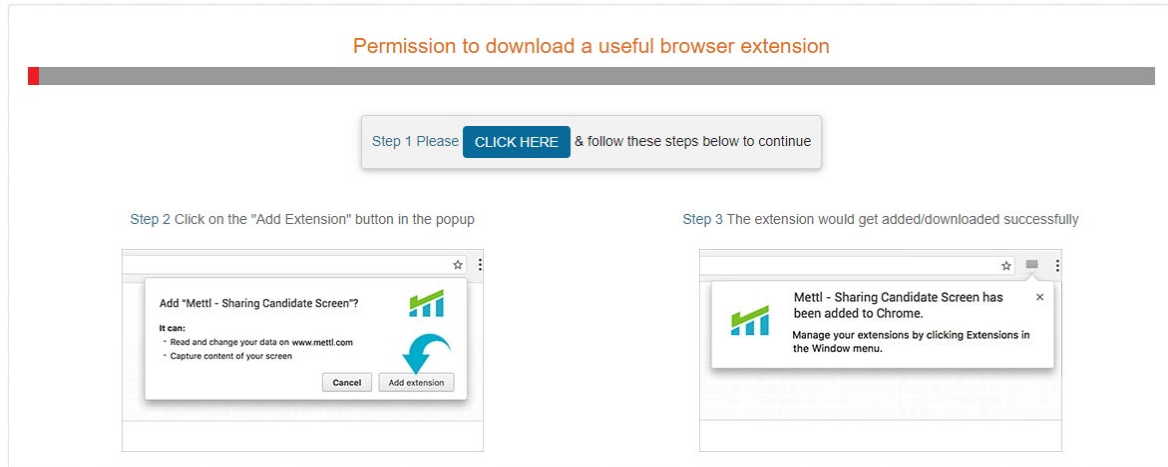
Click on the 'Launch Test' button available in the email to load up the test.

1: Launching the test



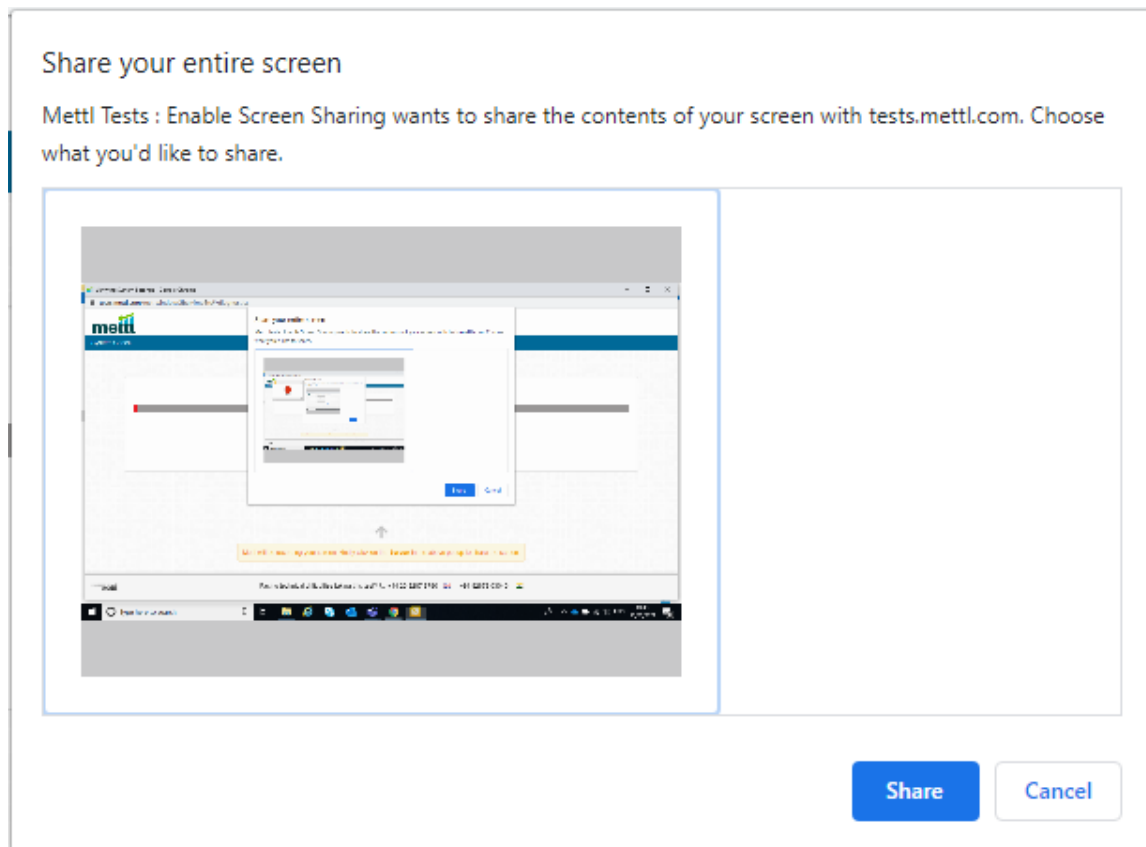
2: Installing the Mettl extension

You **may** be asked to install the extension 'Mettl – Sharing Candidate Screen'. Please install the extension following the on-screen steps.



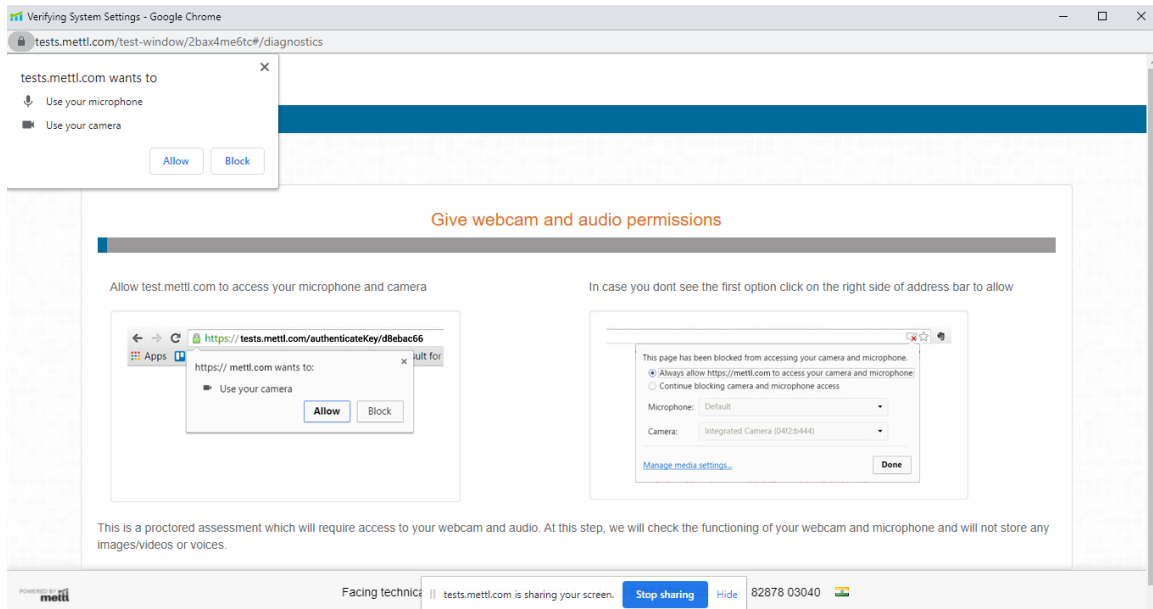
3: Share your screen

To share your screen, you need to select the screen you are shown. If you do not, the 'Share' button will not be activated.

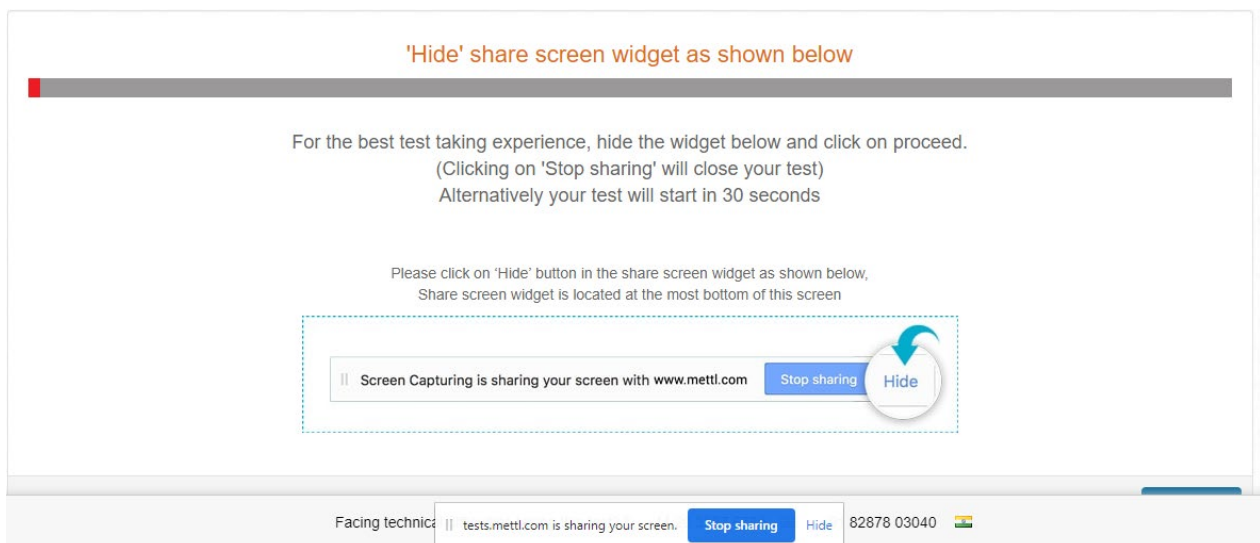


4: Webcam and audio permissions

You will also be asked to allow access to your microphone and camera. Please allow this access as the test will not be allowed to start otherwise.



5: Follow the on-screen guidance and proceed



6: Read the important test reminder, then click 'Proceed'

TEST DETAILS

Total no. of Questions - 3

Total Duration 30 Mins

[View Sectionwise Details](#)

THINGS TO REMEMBER

- Before starting the test, please close all chat windows, screen-saver(s), etc. and make sure that you have a stable internet connection.
- Pressing F5 at any time during the test will cause it to end immediately
- If your computer system shuts down suddenly due to your power supply being disconnected, you can resume the test from the same question that you were attempting earlier. All your previous answers are already saved.
- Your test will open in a new popup window once you press the launch test button.
- When resuming, please start the test as you did before and use the same registration details.

Proceed

****Important** – Stages 7 and 8 – If you are under the age of 18 on your test day, your parent/legal guardian should be with you whilst you are having your ID check to provide consent for you to sit the test.**

7: Test registration: type your details into the required fields

The email address should be the one you registered with unless you have informed us of a change.

* indicates required field

Email Address *

First Name *

Candidate ID *

Family Name *

Terms and Conditions * :

☐ By using our offerings and services, you are agreeing to the [Terms of services](#) and [License Agreement](#) and understand that your use and access will be subject to the terms and conditions and [Privacy Notice](#) contained therein.

Next

8: Test authorisation

A: You must capture your face snapshot and click on 'Next'.

Step1: Fill Registration Details

Step2: Provide your snapshot

Step3: Take snapshot of ID card

Guidelines

- Ensure Uniform & Proper lighting on face.
- Look towards the camera.

Good

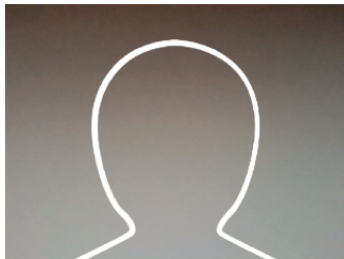
Bad

Blurred Image

Face is Cut

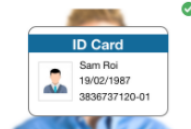
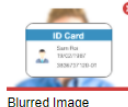
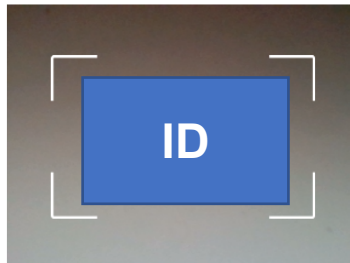
Uneven Light on face

Position yourself in the center of the frame



Capture your face

B: You must capture the snapshot of your ID card. Please make sure there is enough light so that the ID card is captured clearly. Click on the 'Submit' button once your ID has been captured.

Step1: Fill Registration Details	Step2: Provide your snapshot	Step3: Take snapshot of ID card
Guidelines • Ensure that ID card information is properly visible. • Use ID card with clear photograph. Good  Bad  Blurred Image  Card is Cut  Card is Rotated		Position ID card in the center of the frame  Capture your ID card

C: Once you have submitted your face snapshot and ID card snapshot you will be prompted to 'wait while your details are being authorized'.

It takes 2-3 minutes for each person's details to be authorised. Please wait while you move through the queue to be authorised and then proceed to the test.

D (in some cases):

In some cases, you may be asked to resubmit your details if they are not clear to enable authorisation.

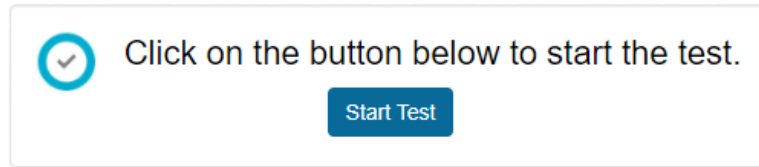
You will get the resubmission request on screen and will need to click on the 'Submit' button and resubmit the required details.



Step1: Provide your snapshot	Step2: Take snapshot of ID card
 Resubmit the information! The test administrator has asked to resubmit the information for few of the fields. Submit	

9: Starting the test

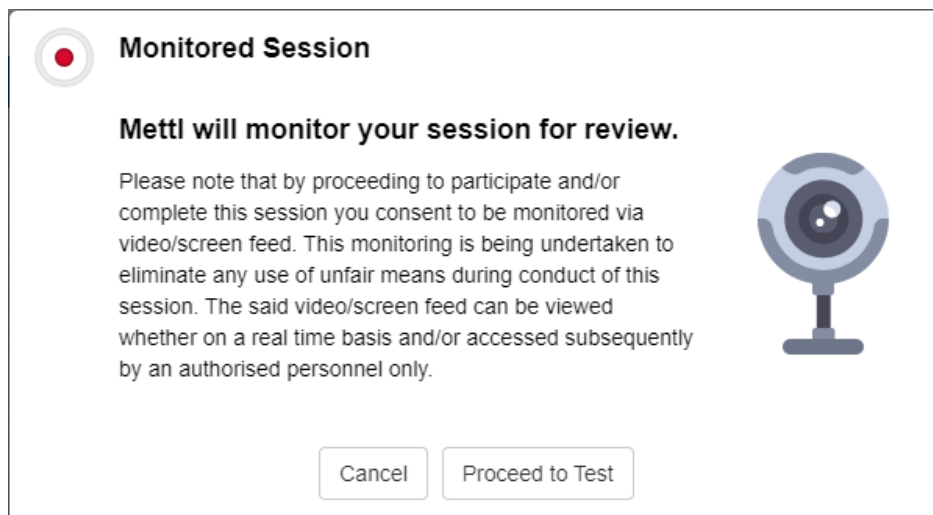
Once you have been authorised you will be directed to 'Start Test'. You may also see an overview of the test sections at this point.



10: Test monitoring approval: required to proceed to the test

Once you have clicked 'Start Test', you will be shown a pop-up stating that your test session will be monitored.

You need to give your approval to start the test. The test will not be started until the approval is given. To start the test, click on 'Proceed to Test'.



11: Test experience: the platform

****Important**** – do **not** click 'Finish Test' unless you want to end the whole test session. If you do this, you will not be able to access it afterwards.

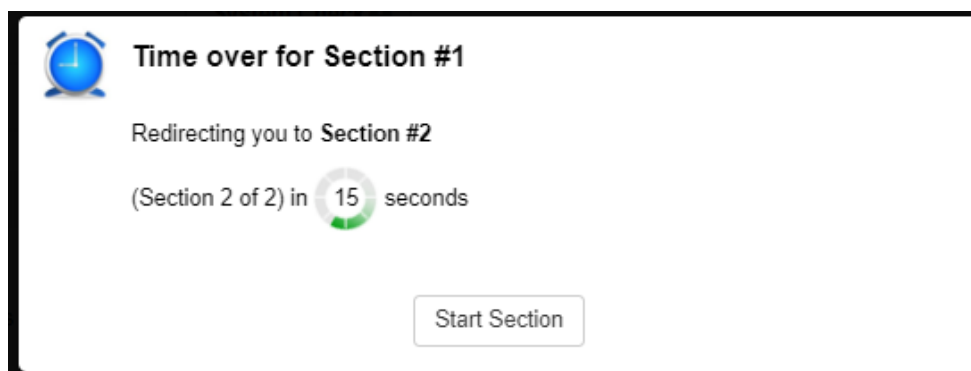
The screenshot displays the Mettl test platform interface for 'Section 1 of 2'. At the top, there is a 'System Check' button and a timer showing 'Total 00:29:54' and 'Section 00:09:54'. A 'Finish Test' button is located in the top right corner. Below the header, a navigation bar shows 'Candidates can move between questions' with buttons for '1' and '2', and a '1 of 2' indicator. The main content area features 'Question # 1' with a 'Revisit' button. The question text is 'As music is related to tune, so is design related to -'. Below the question, a note states: '(This is just a demo test for system compatibility check and process experience. Please select one option to mark your answer.)'. The options are: Symmetry, Beauty, Building, and Architecture. A 'Time remaining for this section' indicator is present. At the bottom, there is a 'Monitored Session' badge, contact information for JS | Support (+44 20 3287 6780, +91 82878 03040), and a 'Next Question' button. A red dashed box highlights the 'Finish Test' button with the text: 'This finishes your whole test. **Important** – do not click 'Finish Test' unless you want to end the whole test session – you will not be able to access it afterwards.'

****Important**** – do **not** click 'Next Section' unless you have completely finished answering all questions. If you do this, you will not be able to access the previous section afterwards.

The screenshot displays the Mettl test platform interface for 'Section 1 of 2'. At the top, there is a 'System Check' button and a timer showing 'Total 00:27:35' and 'Section 00:07:35'. A 'Finish Test' button is located in the top right corner. Below the header, a navigation bar shows 'Click here to mark a question for revisiting' with buttons for '1' and '2', and a '2 of 2' indicator. The main content area features 'Question # 2' with a 'Revisit' button. The question text is 'As soft is related to wax, so is leather related to what?'. Below the question, a note states: '(This is just a demo test for system compatibility check and process experience. Please select one option to mark your answer.)'. The options are: Plain, Rough, Smooth, and Tough. There is also a 'Clear Response' option. A 'Question status; to check the attempted questions, those to revisit and those not attempted' indicator is present. At the bottom, there is a 'Monitored Session' badge, contact information for JS | Support (+44 20 3287 6780, +91 82878 03040), and a 'Next Section' button. A red dashed box highlights the 'Next Section' button with the text: 'This finishes the whole section. **Important** – do not click 'Next Section' unless you have completely finished answering all questions. You will not be able to access the previous section afterwards.'

12: Test experience: multiple test sections

If your test has multiple test sections, you are only allowed to work on the sections in the given order, e.g. Mathematics and then Thinking Skills. Once the test section has timed out, there will be a 15 second pause before the next test section will start. You can move from one test section to the next test section by clicking on the 'Next Section' button, however you **cannot** move back to the test section you have finished. If you finish a test section early, any time remaining will **not** transfer to the next test section.

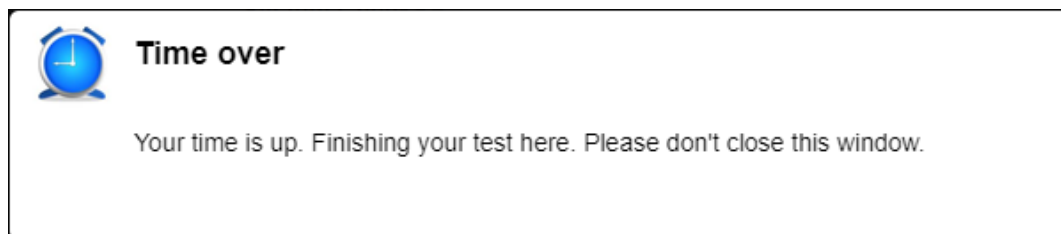


13: Test experience: finishing the test

There are two ways you can finish the test:

1. Your test time will automatically expire. When the timer runs out, you will see the following message. Do not close the window until instructed to do so.

Please note, you will be asked to do a short survey at the end.



2. You click on the ‘Finish Test’ button. If you finish your test manually, you will be guided to a ‘Test Summary’ page. You can review the details and either click ‘Cancel’ or proceed to submit by clicking on ‘Yes, Finish test’. **Remember, once submitted, you cannot return to your test.**



Finish Test

Are you sure you want to finish this test?

Summary of your attempts in this test is as shown below

2

1

Section Summary (2)

Section #1

2

Section #2

1

Cancel

Yes, Finish test

After you click on ‘Yes, Finish test’, the following screen is displayed as your answers are uploaded.

This process completes in 15 seconds, and you are requested to wait for the time to allow submission of all responses.



Finish Test

Finishing your test here. Please do not close this window.

You will get confirmation that your test has been submitted successfully.

Please note, you will be asked to do a short survey at the end.

Appendix 1: Technical requirements

All computers must have a microphone and an integrated webcam or a USB webcam to enable the use of Artificial Intelligence.

Headsets and earphones are not permitted.

Network Speed: Mercer Mettl requires a minimum upload bandwidth speed of 512 kbps.

Supported browsers:

Browser	Proctored tests
Chrome version	63 and above
Firefox version	52 and above
Microsoft Edge	84.0.522.63 and above

Please note: The Mercer Mettl platform is not supported on mobile devices (e.g. phones / smartphones / iPads / tablets) or on Chromebooks.

Additional information: when starting the test, candidates may be asked to install the 'Mettl extension'. Some users may have issues downloading this in Chrome, if so, please use the latest version of Firefox as this does not require an extension to be installed.

For the full technical requirements please see the **proctored exam** specifications on the Mercer Mettl Website: <https://support.mettl.com/portal/en/kb/articles/system-requirement-for-mettl-assessment-platform>

Appendix 2: Your test environment

It is your choice as to where you choose to sit the test. It must be a private location where you will be free from disruption. The room should be well lit and have walls and a closed door. Other people cannot be present while you are testing. The only exception to this is if you are under 18 you will need a legal guardian with you for the authorisation process at the beginning.

Please ensure the following:

- No one else can be in the room at the time you are taking the test.
- Your location and desk space is clear of any items including any notes and books.
- This includes any personal items.
- Please ensure you do not have any unauthorised material inside the test room for example math formulas and/or vocabulary words visible. This also includes any personal information on the wall behind you.
- You must only have your blank rough paper and wood pencil on your desk.
- Your location and desk space will be checked by the Proctor at the beginning of the test and during the test if required. This check is compulsory and may take a few minutes before your test starts. The Proctor will ask you to move your camera/laptop to provide a 360-degree view of your testing space.

You will not be able to access any personal items during the test. This includes the following:

- Watches including smart watches – there is a countdown timer on the screen
- Headphones/Earphones/AirPods
- Electronic devices including calculators and mobile phones/tablets
- Dictionaries
- Food (unless authorised for a medical reasoning e.g. diabetes)
- Hats, scarfs
- Handbags, purses, or wallets

Permitted exceptions are:

- Religious apparel – please be aware you maybe asked to show your ears to prove that you are not wearing any earphones
- Headwear worn for medical reasons
- Medication
- Water in a clear plastic bottle with label removed
- Tissues

Appendix 3: Test security and candidate behaviour

Your actions will be monitored in real-time and recorded. Suspicious activity will be flagged by the system and may result in the cancellation of your test.

- A secure browser restricts your ability to open and use additional windows and software/programs during your test.
- Attempts to move away from the screen or test window will be flagged to the Proctor and recorded as a possible attempt to cheat.
- The Proctor has the power to stop your test if suspicious behaviour is detected repeatedly and you will not be allowed back into the test.

Therefore, you should:

- Prepare your valid ID in advance.
- Sit directly in front of your computer screen and ensure you are always clearly visible. You are not allowed to leave the room or take breaks during the test unless in an emergency e.g. to use the toilet (note that no extra time is given to use the toilet).
- Actions or behaviours not permitted during your test include but are not limited to:
 - cheating of any kind
 - answering or checking your phone during the test
 - allowing another person to enter your test space
 - looking away from your computer screen for an extended period
 - recording and taking screenshots of the test questions
 - copying and pasting and visiting another website during the test
 - having food or drinks (unless authorised for a medical reason, e.g. diabetes or water in a clear plastic bottle with the labelled remove)
 - having any personal items unnecessary for testing, such as a wallet or sunglasses.

Appendix 4: Candidates under 18 and safeguarding

If you are under the age of 18 on your test day you must have your parent or legal guardian's permission to sit the test. This is to authorise that you have their consent to be recorded by the Mercer Mettl Remote Proctoring System.

Your parent/legal guardian should be present at the start of your test while you are having your ID check to provide consent for you to sit the test. This is because minors (under 18) are not legally allowed to consent to themselves being recorded by a third party.

Your parent/legal guardian will need to give authorisation for candidates under 18, but then they must leave the room, but they should be available if assistance is required. The parent/legal guardian is under exam condition and falls under malpractice rules. Artificial Intelligence technology will be able to detect another person in the room.

Please see our Safeguarding policy for further information:
<https://www.admissionstesting.org/footer/safeguarding-policy/>

Candidates (or their parent/legal guardian) should report any concerns in relation to safeguarding, or the conduct of a live Proctor to Cambridge Assessment Admissions Testing and Mercer Mettl:

Cambridge Assessment Admissions Testing: <https://support.admissionstesting.org/hc/en-gb/requests/new>

Mercer Mettl: mettl-support@mercercer.com

Appendix 5: Recording of the test

The assessment is recorded for the purposes of security, transparency, and assessment integrity. The information is initially gathered by Cambridge Assessment's delivery partner Mercer Mettl who provide the proctoring service. Cambridge Assessment stipulate in our contract with Mercer Mettl that they will only retain the recording for a period of 6 months. This is in order for Cambridge Assessment to ensure the assessment integrity is maintained and to conduct any necessary malpractice investigations.

As Cambridge Assessment is based within the UK we hold all candidate data in compliance with the GDPR and the data protection act 2018. Furthermore, where the candidate is located in a jurisdiction outside the EU we also adhere to any local legislation relating to privacy and/or data protection. We ensure all our delivery partners regardless of their location also adhere to GDPR and DPA 2018.

Under the GDPR we need to establish a basis by which we will process candidate's personal information. For the purposes of the admissions test these are as follows:

- We will process the candidate's personal information as it is necessary for the fulfilment of a contract.
- Where applicable, we will process a candidate's special categories of personal information with their permission (or a parent's or legal guardian's) where it is necessary for any special circumstances required for the assessment.
- For the remote proctoring, which may include the use of biometric data for identity purposes the basis for processing will be for reasons of substantial public interest, namely preventing examination malpractice.

Please see our Privacy Policy for further information:
<https://www.cambridgeassessment.org.uk/footer/data-protection/candidate-privacy-policy/>

Appendix 6: FAQ's for Online Remote Proctored Test on Mercer Mettl System

Do I need to have an internet connection?

Yes, you must have a stable internet connection connected to your computer system. The minimum bandwidth required is 512 kbps.

Preparing/setting up for the Online Remote Proctored Test

What device do I need to have to take the test?

You must have a computer system (laptop or desktop) with working webcam and microphone, along with stable internet connection to take this test.

How should I prepare to take the test?

You must ensure you have taken the demonstration test that will be sent to you from Mercer Mettl. If you do not open this link and test the system you may have problems with the live link. This is the best way to experience the whole process before the actual test. If you have not received a demo link by the 19th February, then contact Cambridge Assessment Admissions Testing:

ATAdministration@cambridgeassessment.org.uk

Please ensure you have enough power or the laptop is plugged in to ensure that you do not lose connection.

Will there be a dress code for the test?

Even though it is an online test, you must be dressed appropriately for an official setting. Candidates should not wear bulky clothing or jewelry.

Do I need an original valid photo ID to take the test?

Yes, you must have an approved valid photo ID. You will need to submit a live image of the ID to get authorised to start the test.

Valid forms of ID include your passport or your national identity card. The ID must contain your full name and a photo of yourself on the same side.

Please note, during the demo you do not need to use ID to log into the system, this is for the live version only. On your demo you will be asked for a candidate ID, this can be any number.

Do's and Don'ts during the Online Remote Proctored Test

At my location, there might be people talking to me or around me; what would I be expected to do if this happens?

You must consider your test location the same as an examination hall and maintain the standards of an exam throughout the duration of the test. There should be no one else in the room or talking to you, and your surroundings should not be noisy.

Can I sit the test at a location other than my home?

Yes, it is your choice as to where you sit the test. It must be a private location where you will be free from disruption. The room should be well lit and have walls and a closed door. Other people cannot be present while you are taking the test.

Please ensure you follow any local guidelines on COVID-19.

You cannot take the test in a public place, e.g. a café.

How should I behave during the test?

You must behave as you would in any other official setting such as an exam room. Abusive, offensive, or threatening language towards a Proctor will not be tolerated.

Can I use my mobile phone or headset during the test?

No. The test is to be taken as seriously as any other high-stake test, where you are expected to only concentrate on the test and not use any mobile phone or other electronic device other than your laptop/PC. Headphones/earphones/EarPods, smart watches, Fitbits etc are not permitted.

Will I be allowed to use a calculator during the test?

No, candidates will not be allowed to use any calculator or similar devices during the test.

Will I be allowed to use rough paper?

Yes, you may use loose blank or lined paper sheets for any workings out. After the test has finished your rough workings must be destroyed. You may be asked to show your rough paper to the Proctor to prove that it does not have any notes on it.

Will I be allowed a toilet break during the test?

Ideally you are expected to finish the exam in one go and not leave your seat during the test at all.

You may have a toilet break but will not be able to get the time back that you are away.

- You must inform the Proctor through the chat window at the bottom right of the test page before leaving your seat. Otherwise this would be reported as a violation.
- You do not have to wait for a response from the Proctor before going to the toilet.

Will I be allowed to move from one section to another section?

You can only sit test sections in the correct order. If you finish a test section early (e.g. Section 1) and move on to Section 2, you cannot then move back to the previous section. If you finish a section early, the time remaining will not be added to any subsequent section.

You must not click 'Finish Test' when ending a test section as this will end your whole test and you cannot go back to it.

Technical queries

Please note, the Proctor is not there to offer any technical support. Please email mettl-support@mercero.com if you require assistance. Please inform the Proctor that you need to do this due to a technical reason.

I am seeing a 'Video Streaming Error' when starting the test.

Some restrictions are enabled on the network or on the system which is being used. Follow the below steps to resolve the issue:

- Disable the firewall/antivirus (if any) on your computer.
- Make sure that you are using a network where website restrictions may not be enabled.
- If the issue persists, connect your system to a different internet connection.

I have been waiting to be authorised for the test but have not got through and keep getting one of the following messages:

- 'We are currently processing your authorisation submission'
- 'You are in the queue. Please wait while your details are being authorised'.

These messages are displayed when your details are being viewed and validated by the authoriser; please wait in the queue. If you have a concern that something is wrong and you have been waiting a long time (more than 30 minutes), please email: mettl-support@mercerc.com.

Note: Your test timing is not impacted because of this as the timer starts when you see the first question in the test.

What happens if I get disconnected while attempting the test due to power failure or internet disconnect?

The test runs on auto save mode. You will resume the test following the same steps as you did initially and from the question you were on when you got disconnected. However, please note any loss of connection will be monitored and any suspicious activity will be reported to Cambridge Assessment Admissions Testing for further action.

You have 30 minutes to reconnect to your test. If you cannot connect within this time, please email: mettl-support@mercerc.com.

I am unable to start the test; I am getting the message 'This Test has been deactivated'.

The message is displayed when the time window for participation in the test has been closed. You must ensure you log in on time to take the test as per your test start time. Please email: mettl-support@mercerc.com.

I am unable to start the test; I am getting the message 'Connection with Chat Server Failed'.

The message is displayed when there is a restriction enabled on the network/system being used.

If you are not using an office system:

- Disable the antivirus and firewall (if any).
- You can also try to switch to a different internet connection.
- Try changing the system if the issue persists.

What happens if I have technical problems during the test?

Please contact Mercer Mettl via email: mettl-support@mercerc.com. Please note that the Proctor cannot answer any technical questions.

Appendix 7: Emergency contact details

For technical assistance please contact Mercer Mettl at:

Email: mettl-support@mercer.com or

Phone (Kazakhstan): 8 (800) 080-81-87

Further technical guidance can be located here:

<https://support.mettl.com/portal/en/kb/articles/system-requirement-for-mettl-assessment-platform>

It is recommended that you save and share screenshots of the errors that you receive, in case of any issues.

Appendix 8: Digital accessibility requirements

Cambridge Assessment is committed to making our documents accessible in accordance with the WCAG 2.1 Standard. We're always looking to improve the accessibility of our documents. If you find any problems or you think we're not meeting accessibility requirements, contact our team: admissiontesting@cambridgeassessment.org.uk

If you need this document in a different format please contact us providing your name, email address and requirements and we will respond within 15 working days.



We are Cambridge Assessment Admissions Testing, part of the University of Cambridge. Our range of research-based admissions tests connects schools, universities, governments and employers to the most suitable applicants around the world.

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Admissions Testing support:
admissionstesting.org/help