



GUIDEBOOK FOR AUDITEE



Welcome!

In this guide, we want to show you how completing the test will look like on Focus platform and how to prepare for it. At the end we've provided answers to frequently asked questions. We are still improving the platform but if during the test you come across a technical problem or error - write to us at contact@focusaudits.eu describing as accurately as possible what happened.

Enjoy reading and good luck!

Focus Team

What's inside

- ☑ **Before the test:** invitation to the test, what will be in your test, how to prepare yourself for the audit
- ☑ **During the test:** instructions before each section, important rules during the test, possible ways of completing speaking section
- ☑ **After the test:** the end of test, your opinion matters, when will you know the results, reporting technical issues and bugs
- ☑ **Answers to frequently asked questions**

Invitation to the test

You will receive link to the test along with the initial information directly from the platform or it will be sent to you by an employee of the company ordering your test. In this e-mail you will also find information regarding **technical requirements**, the **time needed** to solve the test and the **deadline**. **The final test time and number of questions in it depends on your answers**. By clicking at "Your access to the test" you'll be transferred to your test page - you don't need to log in anywhere. At first, the instruction page will be displayed. You will start your test by clicking at "Start".

What will be in your test?

Your test, depending on the version chosen by ordering company, **may consist the following sections**:

- grammar, vocabulary – single-choice questions;
- reading – closed questions related to the content of the selected text;
- writing – creating text (usually e-mail) on asked subject;
- speaking – questions you must answer orally: by recording your answers during the test (online form) or scheduling speaking with auditor (via phone, Skype or WhatsApp);

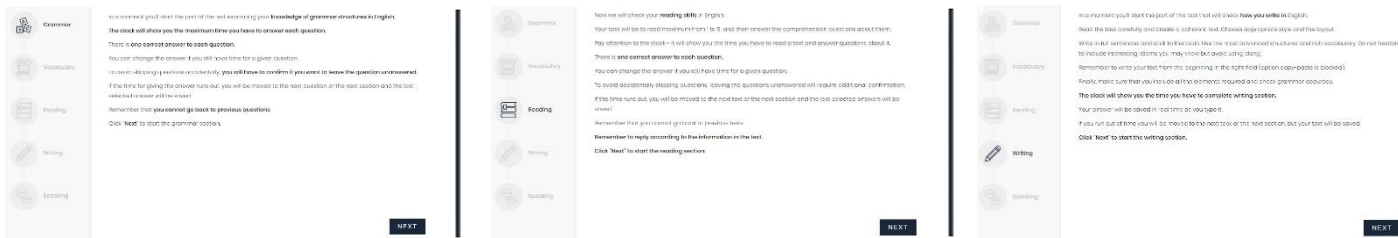
Information about the type and order of sections will be shown to you on the instruction page.

How to prepare yourself for the audit?

- Schedule the time** necessary to complete the test - during the test you will be able to take **breaks between individual sections**.
- Make sure your **device meets the technical requirements**, has high battery level or is connected to a power source and that your **Internet connection is stable**.
- Find a **comfortable, quiet and peaceful place** where you can fully focus on questions. **Turn off notifications**, applications and programs that may distract you.
- Click on the test link - the instruction page will be displayed**, which may be preceded by a welcome page. Here you will find additional information along with the sections that will be in your test. **This does not mean that you have started the test** - if you close it on any of these pages, the next time you open the link, you will return to the instruction page.

Instructions before each section

Before each part of the test we will display you instruction page for given section. While being on this page you can **take a short break** in taking the test.



Important rules during the test

- Time to give each answer is limited (the clock is always in the upper right corner). You can change your answers until the time has expired.
- If the time for giving the answer runs out, you will be moved to the next question or the next section and the last selected/recorded answer will be saved. **Your answer in the writing section is saved in real time.**
- You can't go back to previous questions during the test.
- During the test option copy-paste is blocked.

Possible ways of completing speaking section

Depending on the choice of the company ordering your test, you can choose even from up to 4 options for completing the speaking part - **online** (by recording your answers in the system) or by having **conversation with auditor** (by phone, Skype or WhatsApp). If you are using a mobile device, the **online option is only available for phones/tablets with Android.**

When choosing the online option, don't forget to allow the site to access the microphone and test if recording and listening works properly - in most tests, the questions are in the form of recordings that you can listen to twice.

When choosing the option of conversation with auditor, select your time zone and preferred days and times. Remember to give us your telephone number with country code (prefix, e.g. +40, +33, +49) or Skype name correctly. You will receive an email confirming the date of the conversation.



The end of test

The moment you complete the test, you will see a page with the appropriate information and congratulations – you will also receive an e-mail containing confirmation. If you have chosen speaking online, the test will be sent to the auditor for examination. If you chose the option of conversation with auditor - wait for an e-mail confirming the date of the conversation.



Your opinion matters!

On the page confirming the completion of the test, it is also possible for you to tell us what do you think about our tool by choosing a rating on the scale (1-10) and expressing an additional opinion. **We will be grateful for every assessment!** Reviews are checked regularly to ensure the highest quality of tests and platform. After selecting the rating and entering the opinion (if you want to), click 'Send' to send it to us. Thank you in advance!

When will you know the results?

If the company that ordered the test for you decided that you would receive the test results directly from the system, **within max. 48 hrs (2 working days)** you will receive an e-mail with a link to download the report. It will not only present your result, but also additional comments from auditor and recommendations for further learning. If you do not receive the report directly - please contact the company ordering your test to find out about the results.

Have you encountered any technical issues or bugs during the test?

Write to: contact@focusaudits.eu and explain exactly what happened. In case of technical problems, write to us from the address to which you received the link to the test and do not forget to provide information about what device, operating system and browser (and its version) you used during the test. If you can, attach the print screen/photo of the issue. We will try to help you as soon as possible! If a technical problem is confirmed, the section or sections where you encountered the problem will be reactivated - your previous answers will be deleted and you will have to complete the entire section(s) again. You will receive information about reactivation by e-mail.

Can I take the test again using the same link?

No. The test can be taken only once.

The test date expired. Can I still take it?

No, it is impossible to take the test after the expiry date.

Will clicking on the test link starts it right away?

Clicking on the test link for the first time will display the instruction page and depending on the settings, it may also be preceded by welcome page. If you close the test on any of those pages, it will not be started – the next time you open the link, you will return to the instruction page. You start the test only when you click „START“.

Can I take the test on a mobile device?

Yes, our tests are compatible with mobile devices – excluding the speaking part, if you wish to record your answers in the system. This option is possible only for devices with Android system. However, we recommend taking the test on a computer because it makes the task much easier.

Do I need to log in to the platform to complete the test?

No - clicking on the link will transfer you to your test page.

Does the number of questions I still have to answer is visible during the test?

No – in sections: grammar, vocabulary and reading, the system analyses your level in real time and selects the quantity and level of questions you have to answer, which makes it impossible to determine in advance how many questions will be displayed.

Why there is a time limit to answer each question instead to complete the full test?

There are several aspects that determine this. Most of the tests analyse the level of the audited person in real time so this is impossible to determine the number of questions in advance. In addition, the time allocated to each question allows you to better focus on a single issue, without worrying about the possible lack of the time at the end of the test and the inability to answer the remaining questions.

I gave the preferred dates for conversation with the auditor but it turned out that I will be busy at the time. What to do?

Write to us as soon as possible to contact@focusaudits.eu – we will help you determine a new, convenient date, also when the conversation is already scheduled but it did not take place yet.

Test is freezing – what should I do?

Make sure that your Internet connection is stable. If you use Wi-Fi, turn off or disconnect from it all other devices. Close any other applications and web pages. Do not click multiple times on “Next” when the page is loading. If you see right away that you have problems with loading, close the test and wait for the moment when the Internet is less busy or use a different connection.