Australian Council for Educational Research (ACER)

STAT Online Testing Step-by-Step Guide

Please read this step-by-step guide carefully and follow each step in the order presented.

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Checklist

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Before you register for the test:

Visit [https://www.proctoru.com/live-plus-resource-center](https://www.proctoru.com/live-plus-resource-center) to understand how remote proctoring works. You must ensure that you can meet the remote proctoring requirements before you register for the test with ACER and submit the test fee.

**Step 1 – Test room and technical requirements**

**Before proceeding to book STAT online, you MUST ensure that you have:**

- a functioning web camera & microphone (connected/inbuilt) to the computer you will use for the test.
- a stable, strong internet connection (Wi-Fi or hard wired)
- a suitable private room to sit the test (at home or at a friend’s house), free from noise and distraction. (Public locations such as universities and libraries often have network firewalls in place which may block your connection to the online proctoring service and prevent you from sitting STAT)
- a personal computer or laptop to use. Public computers found in work places, libraries, universities and schools (including work/school laptops being used at home) may have remote monitoring software installed which is prohibited. They also require administration rights and prevent the disabling of these programs.
- equipment specified by the online proctoring service [minimum ‘Technical Requirements’ specification](https://www.proctoru.com/live-plus-resource-center)
- met the operating system requirements:
  - For PC users, Windows Vista or higher (Windows 10 S is not supported).
  - For Mac users, OS X 10.5 or higher.
  - Chromebooks are not supported for STAT sittings.
  - Linux/Unix/Android/Windows RT tablets, iPads, computers or phones are not compatible with your session.
  - Minimum screen width 1280px.
  - Please ensure the [unpermitted resources/software programs](https://www.proctoru.com/live-plus-resource-center) are closed before commencing the test.
  - Web Browser- Guardian Browser (Download via your Proctor U account)

**It is your responsibility to ensure that your computer meets the minimum technical requirements** before you book your test with ACER and schedule your test time with the online proctoring service. The ProctorU website has detailed troubleshooting assistance. Should you need help with your equipment setup, please refer to their [website](https://www.proctoru.com/live-plus-resource-center) for assistance.
Step 2 – Register for STAT with ACER

When the STAT booking system is open, you can book and make payment for the test by creating your ACER user account. Once your account is created, please log in.

Select “Start a new test booking.”

It is important to select the correct time zone for your test sitting. Please select the location in which you will be sitting your STAT Online.

Once you have completed your test booking with ACER, you will receive a confirmation email containing instruction of how to schedule your test time.

Check that your personal details and test registration are correct.

Any changes to personal information will require a copy of your photo ID. When sending personal information please to use the messaging feature in the STAT Registration System so that private information is not transferred via email. Please click here for instructions.
Step 3 – Schedule a time and date for your exam

1. Log back into your ACER account;
2. Under “Schedule, update, sit or cancel your exam, select the purple “Log in to Proctor U” button;

3. Complete the following questions to finish setting up your Proctor U account (for new accounts only);
4. Select “Schedule New Session”;

5. Your institution will show as “***Special Tertiary Admissions Test (STAT) – ACER***”;
6. Select the term (current year);
7. Select your exam then “Find Sessions”;
8. Select your chosen date during the test window and preferred time then “Submit”. A list of available times will show on the right, please select one and “Schedule”;

9. If you are sitting both Multiple Choice and Written English exams you will need to select “go to my sessions” to repeat steps 4 through to 8 for your second exam date and time.

If you plan to sit one test straight after the other, please allow at least a minimum of one hour in between the two test sessions.
Pre-test procedures can take around 30 minutes (this does not count towards your test time). For example, if you plan to sit the Multiple Choice test followed by the Written English test and have scheduled your Multiple Choice test session at 10.00am, you are advised to schedule your Written English session to start after 1.00pm. After you have scheduled your session(s), you will receive a verification and confirmation email from ProctorU. If you do not receive the email, please contact ProctorU.

Test session(s) can only be scheduled/rescheduled to take place during the test window you registered for. It is not possible to reschedule online test session(s) from one test window to a subsequent test window. Please note that once you have scheduled your session(s) with ProctorU, you can change your session(s) day/time within the test window you registered for. Test sessions can be rescheduled up to 72 hours before the end of the online test window.

**Step 4 – Test your equipment.**

Run the equipment test via your ProctorU account as pictured on the next page. It is the responsibility of the candidate to ensure the equipment test is completed in a timely manner (before the close of the ACER booking window) as equipment test failures may not qualify for refunds after the close of bookings. For more information on our refund policy visit: [https://stat.acer.org/au/about-stat/refunds-and-deferrals](https://stat.acer.org/au/about-stat/refunds-and-deferrals)

You must complete the equipment test using the computer and internet connection that you plan to sit the test with, at the location you will be doing the test from. Network firewalls at public locations such as schools, universities, workplaces or libraries may prevent access to ProctorU on your test day and the equipment test may not detect the firewalls. Computers provided by your workplace or institution usually also have settings that prevent you from sitting the test. For these reasons you are advised to sit the test using a personal computer connected to your home network.

You will need to download the Guardian Browser to connect to Proctor U. The Guardian Browser can be downloaded from your Proctor U account.

Once you have downloaded the browser you can run the equipment test.
If you run into technical issues, please contact ProctorU via their live chat for technical support. Your equipment meets the technical requirements if your system passes all checks in the System Details section. If any of the checks fail and you are unable to fix them, please click on the blue button near the bottom right of the page and then fill in your details in the popup window and proceed to connect to an online technician. You need to click the 'Allow' button when a message requesting access to your camera and microphone appears to allow the technician to connect to your computer.

Please note that passing the equipment test means your equipment meets the technical requirements. However, it does not guarantee that you will not have any technical issues during your test session.

If your equipment does not pass all checks and the issues cannot be resolved by Proctor U’s online technicians, you can source another location and/or equipment and complete the equipment check again. If your equipment passes all checks, you may proceed to register to sit the test by remote proctoring; or
Step 6 – Manage your Booking.

Your ACER account is used to manage all aspects of your STAT booking. Although you will sit your exam using the Proctor U platform, your ACER account uses single sign in technology to link your information to your ACER dashboard.

![ACER STAT Registration and Practice Tests](image)

**Use this button to schedule you test time(s) and date(s), reschedule your test(s) and to sit your test(s) on your scheduled appointment.**

**These are your scheduled test appointments.**

**This is the STAT test(s) you have registered and paid for**

**Request a refund of your test fees or defer to a different test window. Please note cut off dates apply.**

Step 7 – Your Admission Ticket

Log in to your [ACER user account](#) to access your Admission Ticket. Once logged in, click the tab labelled ‘Online Test Registration’. Click the ‘View Admission Ticket’ button.
You must have your Admission Ticket at the test sitting (digital, saved on your desktop or printed), together with your ID document. You will be required to show both documents prior to your test session being activated by the proctor. Please note, your Admission Ticket should have your details printed on it. If they do not display in the printed copy, check that JavaScript is enabled (See how: http://www.enable-javascript.com).

Step 8 – Test Day

Make sure you have everything you will need to sit the test and that your test room is prepared.
- A valid and current photo-bearing identity document
- A white board and marker for rough working (optional)

Ensure you have downloaded the Guardian Browser to connect to Proctor U. Log into your ACER user account from Google Chrome and open your Admission ticket for your proctor to check during your test session.

Your test room must:
- Have an appropriate workstation on a stable desk or hard surface. **It is not permitted to take the test sitting on beds, couches or on the floor.**
- Be a room that is free from distractions, noise and prohibited materials (no other persons including dependent children are permitted in the test room). Proctors may require you to move your sitting position or change to a different room on your test day if they believe your sitting position or test room is not suitable.
- Candidates’ backs should be facing the door (if possible)
- Rooms where a clear glass wall would allow someone else to view the computer screen are not permitted
- Have suitable temperature, lighting and ventilation.

_You are advised to uninstall any unpermitted remote-control software such as TeamViewer before your scheduled test session. Any such program will be detected on your computer, and you will not be able to continue with your test session until the issue is resolved._

We recommend you eat a meal or snack before your scheduled test session. You will not be allowed to have any food or drink, other than bottled water or a clear glass of water on your desk.
At your scheduled test time, a button to start the test for your session will appear. The countdown timer for the scheduled test session will reach zero.

Click the button to ‘Start Session’. You will be connected to Proctor U and a proctor will assist you through the entire test process, including the pre-test administrative and technical checks. **Pre-test administrative procedures can take around 30 minutes** (this does not count as test time).

**Download the chat box.**
You will also be required to download the LogMeIn application. This application contains the ProctorU chat box and allows you to communicate with your proctor throughout your test session. After you have installed the LogMeIn application, you will then be connected to a proctor.
Connect to your proctor.
It may take some time until you are connected to a proctor so, please be patient. Please note that there may be times when the proctor is setting up your test session and working 'in the background' while nothing seems to happen on your screen. This is expected; do not close the chat box as this will restart the process and increase your wait time.

Remote system check
Once you are connected to a proctor, the proctor will check your computer and environment. Please follow the instructions as provided by your proctor.

Identification Check
Your Admission Ticket and appropriate photo ID will be checked. Your photo will also be taken by the proctor.

Camera pan
Your proctor will prompt you to show your test room. You can use your webcam or a mirror to show your proctor a 360 degree pan of your room and your computer monitor. Your proctor may request you to remove items that are not permitted. Your proctor will also ask you to show your mobile phone is placed out of reach.

After the pre-test administrative checks have been completed, your proctor will run the STAT Security App on your computer/laptop to allow you to sit your test.

! IMPORTANT:
Your username and password for the App is the same email address and password you used to register with ACER.

What to expect during your online test experience

Once the proctor unlocks your test, you will be instructed to start the test. When you are ready, click to begin your test. Unpermitted programs, such as TeamViewer or Apple Remote Desktop, will be detected by the ACER Online Test Application. You will not be able to continue with the test if such programs are detected during your test session. Please ensure that such programs have been disabled or uninstalled on your computer before you sit the test.

Time Allowed
During the test you will see a timer in the top right-hand corner of the screen. This counts down the time remaining for the test.

STAT Multiple Choice runs for: 2 hours 10 min (includes 10 min reading time).
STAT Written English runs for: 1 hour 5 min (includes 5 minutes reading time).

Important:
Your entire test session will be recorded by ProctorU including your chat logs with proctors, the video recordings of your test sitting and your computer desktop, and ACER will have access to the full records.

Bathroom Breaks
You may use the bathroom during the test session however the test timer will not be stopped. You must advise your proctor and wait for their approval before leaving your seat at any time. After each bathroom break, the proctor will request to check your test environment again. As you may appreciate, each proctor supervises multiple candidates and hence may not be able to reply your message immediately.

No additional time will be granted for bathroom breaks.
Kindly note that sometimes unexpected technical issues may occur, and this may be due to a variety of causes such as unstable internet connection or faulty equipment. During your test session, the following actions may need to be taken by your online proctor to ensure that your test is administered securely and within the test rules:

- Communicate with you via the chat box or audio if there is an issue.
- Ask you to adjust your webcam in order to be able to see your face and what you are doing clearly during the entire test session.
- Ask to borrow your mouse because of issues associated with the video and/or screen recordings.
- Transfer you to another online proctor or technician.

As you may appreciate, internet connectivity and equipment performance may vary at different junctures during the test session and your online proctor may need to perform certain actions in order to ensure smooth operations of the test.

Exam Rules
During your test, you are **not permitted** to:

- Leave the room without authorisation from the proctor.
- Navigate away from the test screen.
- Read test questions aloud or talk to anyone.
- Have anyone else in the test room with you.
- Use a dictionary, calculator or mobile phone to assist you.
- Eat in the test room unless prior consent has been given by ACER.

Resolving Technical Issues
If you experience any issues (for example, technical or connection problems) during your test session, you should communicate these to your proctor immediately to try to resolve them. It is possible that your test session may need to **be rescheduled within the test window**.

If the proctor cannot resolve your issues, or for any other queries and concerns you may have regarding your test session, **please contact ACER by email on the test day so the issue can be addressed without delay**.

If you need to report an issue to ACER regarding your online test session, please provide as much information as possible. Your case will be investigated based on the ProctorU test session records, ACER online test logs, and any information provided by you in writing.

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**IMPORTANT:**

*It is important that you read and understand all test instructions before you start the test.*
What You Will See on Your Screen

STAT Multiple Choice

Once logged in, you will see this screen:

The screenshot below gives you an idea of the layout of the STAT Multiple Choice online test. Note the timer in the top right-hand corner of the screen.

The test taker has selected the third answer option by clicking the circle next to answer three.

WHAT YOU WILL SEE ON YOUR SCREEN
Once logged in, you will see the directions screen:

**INTRODUCTION**

Time allowed: **1 hour and 5 minutes** (including reading time).

The purpose of STAT Written English is to assess your ability to communicate effectively in writing.

The criteria used for the assessment of STAT Written English are:

**THOUGHT AND CONTENT**
(the quality of what is said in the piece of writing)
- what is made of, and developed from, the task
- the kinds of thought and feelings offered in response to the task

**EXPRESSION, STYLE AND MECHANICS**
(the quality of the language used to organise and present what is said)
- the effectiveness and appropriateness of the language
- the expressiveness and fluency of the language
- the control of the mechanics of English

The following questions will be considered in assessing your writing:
- What kinds of ideas have you developed in response to the comment?
- To what extent and how well have you explored the ideas and issues in the comment?
- Have you developed a structured and organised piece of writing?
- Have you written clearly and fluently?
- Is the language you have used precise and appropriate?

**DIRECTIONS**
- You are required to produce two pieces of writing in one hour – one in response to a comment from Part A and one in response to a comment from Part B.
- Part A reflects a more formal public affairs topic that invites argument.
- Part B reflects a less formal topic that invites a more personal reflection.
- **DO NOT try to address all of the other comments in your response.**
- Note that you do not have to agree with the comment you choose for each essay.
- Give each piece of writing a title that will help orient the reader to the approach you are taking.
- To move to the next page, click on **Next**.
- To conclude the test, click on the **Finish** button.

The screenshot below gives you an idea of the layout of the STAT Written English online test.

To select from the four possible essay topics, click the drop-down arrow and the choices will appear. Click on the topic you wish to respond to.
After your test session:

Alert your proctor when you have finished your test. After you have submitted your test, use the chat box to tell your proctor you have completed your test. Your proctor will prompt you to erase any rough workings you may have. Log out of the test and all browsers. Finally, close the chat box to end your connection to ProctorU.

This is to ensure that any concern may be remedied, if possible, as soon as practicable and during the test window candidates registered for.

Your STAT results.

Your Multiple-Choice and Written English results will be available in your ACER account on the dates advertised on our website.
You will receive an email to your registered email address, by 5pm on the results release date notifying you that your results are available to download from your ACER account.
If you have selected for your results to be sent to your Tertiary Admission Centre, this will be done after both Multiple-Choice and Written English results are made available to candidates.
The STAT National Data Base will also be updated with candidate results.

Test day troubleshooting and FAQs

What if I need to wait to connect to a proctor?
You must log into your ProctorU account via your ACER account at least 5 minutes before your scheduled test time. Any time required to set up your test session does not count towards your test time. Your test time will not start until you click to start your test after all pre-test procedures have been completed.

What do I do if I face technical difficulties?
Your proctor will connect you to Proctor U’s technical support.
If you experience technical issues during the pre-test procedures and the issues cannot be resolved after 15 minutes, you can either:
• inform the proctor that you do not wish to continue and would like to reschedule your test session to another time (within the current test window); or
• you can let the proctor continue to try and resolve the issues.

If you need to reschedule your test session due to technical issues, you must contact ACER via email immediately.
If you experience technical issues during your test that cannot be resolved, you must contact ACER via email immediately.

What if I lose test time?
Please inform your proctor using the chat box. Proctors are not able to add time back to a test session. Continue your test and contact ACER via email immediately after finishing your test so we can investigate the issues experienced during your test session.

! IMPORTANT:
If candidates experience technical issues during their online test session and the online proctor cannot resolve these issues during the session, candidates must immediately report any concerns and/or complaints to ACER. This must be done in writing (to stat@acer.org), on the day of the relevant test session.
What if I accidentally close the ACER Online Test Application during my test?
Inform your proctor using the chat box so that they can pause the test. Your proctor will then help you reopen the application. Note, you will need to log in to the application again.

How can I improve my internet speed to sit the test?
Make sure that nobody else is using the same internet connection while you sit the test. If somebody else is streaming video, for example, your internet may not be able to support both activities simultaneously. If you are using wireless, moving closer to your modem may also help, but remember that you must be alone in your test room.

What if my proctor asks me to contact my institution?
If your proctor refers to ‘your institution’, they mean ACER, not your university. Please contact ACER at stat@acer.org.
Please do not contact your university for help with your test session as they cannot access the system, and this will delay solving any problem that you have.