

Frequent Q & A's HSK/KK

1. Can I register for the test if I am not in the UK?

We do not recommend that any candidate outside the UK register. According to the test regulations, you must be located in the UK to take the test with us due to potential problems with network connectivity. If you do register, you do so at your own risk and it is your own responsibility should problems occur.

2. Do I have to upload my photo when I register for the test online?

Yes. You must upload your electronic photo which meets the requirements. This is required for candidates registered for all levels. The photo should meet typical photo ID standards. Daily life photos and landscape background photos are prohibited.

3. Can I take the test on a device installed with a Mac operating system?

No, you cannot. The operating system on your device must be Windows (7 or 10).

4. How can I test that my network meets the requirements?

Download the Chinese network test client, extract the zip folder and click the file named **ExamClient** to run it, test the network speed, which needs to reach to 150KB/s or above. The download link for the test client is: <https://test.chinesetest.cn:36165/client.html>

Please do not register for the test if your network does not meet the requirements.

5. Why can't I run the test client?

Please make sure the operating system installed on your device is 64 bits (path: control panel –_system and safety – system). Or stop running any anti-virus software.

6. How can I quit the test client?

Please use the key Alt+ F4. Or click the “quit” button at the right bottom of the page and type “quit” in the passcode box.

7. Can I write the essay section by hand using pen and paper?

No. You must type in Chinese. Please download the Chinese keyboard in advance if you are taking HSK3 test or above. No pieces of paper are allowed during the test. Utilisation of any unauthorized materials, including mobile devices, handwritten notes or text books are forbidden during the test.

8. Can I take the test if the camera on my device doesn't work?

No. You must have a HD camera (higher than 300,000 pixels) and the camera must be working properly.

9. Do I have to use a headset or earphones?

Yes. You must have a good headset or earphones to reduce the interference of other noises.

10. Can I take the test at an Internet café with good network connection?

No. The test should be conducted in a safe and enclosed room which must remain free from any interference. The room should be quiet and well-lit. Places such as parks, Internet cafés, restaurants and other open places are forbidden.

11. Can I go to the bathroom during the test?

No, you cannot. Any entry, exit or walking around the room is forbidden after your entrance to the test (after opening the online Chinese test the system's interface) until your exit from the test. Otherwise, the test will be considered as a failure.

12. Can I take the mock test online?

Yes. You can take the mock test unlimited times with different username (a random email address) after you run the test client.