

iTEC Systems (Wa'Daq) Transition – Frequently asked questions

July 2026

Q. When will the change happen?

A. The current expectation is that the new approach will be applied from Q4 2026. Further dates and detailed guidance will be confirmed through follow-up communications.

Q. Will existing learners be affected?

A. Existing learners and bookings will be managed carefully as part of the transition. The aim is to avoid a sudden changeover and allow a natural migration where possible. Existing bookings with assigned learners will complete in the current ITEC system where appropriate.

Q. Will both systems run at the same time?

A. Yes, the expectation is that both systems will run concurrently for a period to support a controlled transition and avoid unnecessary disruption.

Q. Will there be an additional cost?

A. No additional cost is expected for centres for current capability. This is as an investment in quality, platform support and customer experience. Where exceptions apply your account manager will advise you locally.

Q. Will centres still be able to book practical assessments?

A. Yes. Centres will still need to make practical bookings, but the process and system used will change. Further guidance will be issued.

Q. What changes for theory assessments?

A. Centres will have more control over scheduling theory assessments themselves, rather than relying on VTCT Skills to create theory schedules for them.

Q. What is changing for remote invigilation?

A. The current iTEC platform approach relies on centres invigilating over zoom. The new approach introduces record-and-review arrangements, which will be explained in more detail through future guidance.

Q. Why are secure browser controls being introduced?

A. Secure browser controls support assessment security and integrity. They help protect the assessment environment and support VTCT's commitment to robust, credible digital assessment.

Q. Will the new platform support accessibility needs?

A. Yes. Saras supports assistive technologies such as jaws and nvda, which should improve accessibility for learners who require screen-reader support. The test player also offers additional accessibility support including the ability to increase the text size and magnify images, as well as different colour profiles including high contrast, to support the learner experience.

Q. Where can centres get detailed instructions?

A. Detailed instructions will follow through user guides, information packs and further communications before centres are expected to use the new arrangements.