

2019 PC EXAMS AGREEMENT (TERMS & CONDITIONS)

1. PAYMENT AND CONFIRMATION OF BOOKING

No cash payments or telephonic bookings are accepted. A booking confirmation email will be sent to your email within 24 hours of booking and subject to receiving payment. In the event that you have not received a confirmation email within 2 days from the day of payment made it will be the responsibility of the student to contact CQ via accounts@charterquest.co.za

2. CHANGE OF BOOKINGS AND CANCELLATIONS

It's the candidate's responsibility to make sure they have confirmed or received notification from their respective Professional body if they qualify to sit for any exams (pre---approved exams) that they would like to sit for at any CharterQuest Exam center.

The terms and conditions for bookings, reschedules, cancellations and refunds apply differently for the CIMA Objective test, Case Study, CBA and CBE exams; these are set out in the table below.

	CIMA Objective Test (All Levels)	CIMA Case Studies	ACCA Computer Based Exam (CBE)
Bookings	<ul style="list-style-type: none"> Objective tests can be booked up to 7 working days before exam 	<ul style="list-style-type: none"> Case Study Exams can be booked up to 3 working days before the closing entry date for each case study sitting. 	<ul style="list-style-type: none"> CBEs can be booked up to 7 working days before the exam
Reschedules	<ul style="list-style-type: none"> Objective tests can be rescheduled up to 2 working days before the exam. Please find the reschedule link on your exam confirmation email. Exams already confirmed with PearsonVUE or if you received an email from PearsonVUE please rescheduled via myCIMA. It's your responsibility to ensure you log in and reschedule your exam. 	<ul style="list-style-type: none"> Case Study Exams can be rescheduled up to 14 working days before the exam by contacting our pcexams department via pcexams@charterquest.co.za Exams already confirmed with PearsonVUE or if you received an email from PearsonVUE please rescheduled via myCIMA. It's your responsibility to ensure you log in and reschedule your exam. 	<ul style="list-style-type: none"> CBEs can be rescheduled up to 2 working days before the exam. Please find the reschedule link on your exam confirmation email. Please ensure that ACCA has given you the permission to write the specific exam you are booking with us.
Refunds/ Cancellations	<ul style="list-style-type: none"> Exam cancellation for any reason will result in a candidate forfeiture of the total exam fees. No refunds for cancelled exams once exam entry is closed or for any reason once a cost is incurred to secure a candidate's exam. This will result in forfeiture of the total exam fees. If exam entry is closed, no refund, reschedule or cancellation can be made irrespective of any reason. This will result in forfeiture of the total exam fees. 	<ul style="list-style-type: none"> Exam cancellation for any reason will result in a candidate forfeiture of the total exam fees. No refunds for cancelled exams once exam entry is closed or for any reason once a cost is incurred to secure a candidate's exam. This will result in forfeiture of the total exam fees. If exam entry is closed, no refund, reschedule or cancellation can be made irrespective of any reason. This will result in forfeiture of the total exam fees. 	<ul style="list-style-type: none"> Cancellations made (irrespective of any reasons) prior to the exam, non-- attendance or late coming may result in forfeiture of the total exam fees. No refunds for cancelled exams irrespective of any reasons as stated above.

3. REFUNDS, STUDENT COMPLAINTS:

In the unlikely event a scheduled test is cancelled by CharterQuest, you will be notified as soon as possible and full credit/refund will be issued. You will also have the option to book for another test date. The only other instance in which we provide for a refund is in the unlikely event in which we may have provided a pretest admin service that materially falls below our promised quality standards. The candidate in this instance agrees to co---operate with all the investigations leading to such refund by inter alia fully completing our customer complaints form and adhering to our procedures for dealing with customer complaints as published on our website (<http://www.charterquest.co.za/media/1.3 COMPLAINT FORM.doc>). All refunds however arising will only be made into the same bank account from which payment was received and processed mainly as part of our regular month--end payments. You agree to report all complaints by first completing the internal customer complaints form and seeking.

4. ARRIVAL TIME, IDENTIFICATION ETC

Arrive at least 30 minutes before the test starts and complete all necessary pretest proceedings. Please bring a copy of your exam confirmation and ID/Passport or any form of positive identification as you will need it to gain access to the exam room.

Your photograph will be taken and you will be asked to sign in at the exam center, using a digital device to capture a digital signature.

5. EXAM DAY RULES

In addition to the rules imposed by your professional body regarding their exams and your conduct, the following rules and regulations will be observed by you:

- 5.1 No personal items, including cellular phones, hand---held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats (and other head coverings), bags, coats, books and notes are allowed in the testing room. You must store all personal items in a locker. Cell phones, pagers or other electronic devices must be turned off before Storing them in a locker. The test center is not responsible for lost, stolen or misplaced personal items.
- 5.2 Before you enter the testing room, the test administrator will provide you with an erasable note board, a marker and any other items specified by the exam sponsor. You may not remove these items from the testing room at any time during the exam and you must return them to the test administrator after the exam.
- 5.3 You may not write on the erasable note board until after the exam has been started. If you fill your note board during the exam, raise your hand and the administrator will bring you a new one.
- 5.4 The administrator will log you in to your assigned workstation, verify that you are taking the intended exam and start the exam. Please remain in your assigned seat until escorted out by a Test Administrator. Eating, drinking, chewing gum, smoking and making noise that creates a disturbance for other candidates are prohibited during the exam.
- 5.5 You understand that a Non---Disclosure Agreement may be presented to you before the exam and if so, you must agree to its terms and conditions within the specified time limit in order to take the exam or else you will forfeit your exam fees.
- 5.6 To ensure a high level of security throughout your testing experience, you will be monitored at all times. Both audio and video will be recorded.
- 5.7 The administrator will monitor me continuously while I take my exam. The session may be videotaped or otherwise recorded for security or other purposes.

- 5.8 If I experience problems that affect my ability to take the exam, I will notify the administrator **Immediately**.
- 5.9 The administrator cannot answer questions related to exam content. If I have questions of this nature, I will contact the exam sponsor after I leave the testing center.
- 5.10 Break policies are established by the exam sponsor. Some exams may include **scheduled breaks**, and instructions will appear on the computer screen at the appropriate time; whether or not the exam timer stops depends on the sponsor's policy. If I take a break at any other time, the exam timer will **not** be stopped. The administrator will set my workstation to the break mode, and I will take my ID with me when I leave the room. The administrator will check my ID before I return to my seat and will then restart my exam.
- 5.11 While I am taking a break, I am permitted to access personal items that I stored during the exam only if necessary—for example, if I need to take medication at a specific time. I am NOT allowed access to other items, including cellular phones, exam notes and study guides, unless the exam sponsor specifically permits this.
- 5.12 I will not try to remove copies of exam questions and answers from the testing center, and I will not share the questions or answers seen in my exam with other candidates.
- 5.13 After the exam ends, the administrator will come to my workstation and ensure my exam has ended properly. The exam sponsors **may** display my score on the screen after the exam or **may** provide a printed score report. If a printed score report is provided, I will receive it **after** returning the erasable note board and other materials to the administrator.
- 5.14 **Your Privacy** – Your exam results will be encrypted and transmitted to Pearson VUE and to the exam sponsor. The testing center does not keep any information other than when and where your exam was taken. The Pearson VUE Privacy Policy Statement provides additional information regarding this; you can obtain this by visiting the Pearson VUE Web site (www.pearsonvue.com) or by contacting a Pearson VUE Call Center.

Candidate Statement:

By accepting this Agreement online, I give CharterQuest and Pearson VUE my explicit consent to retain and transmit my personal data and test responses to the exam sponsor (which may be outside of the country in which I am testing). I understand the information provided above and agree to follow the Rules. If I do not follow the Rules, or I am suspected of cheating or tampering with the computer, this will be reported to Pearson VUE and the exam sponsor, my exam may be invalidated, the sponsor may take other action such as decertifying me, and I will not be refunded my exam fee.