

PTE ACADEMIC™

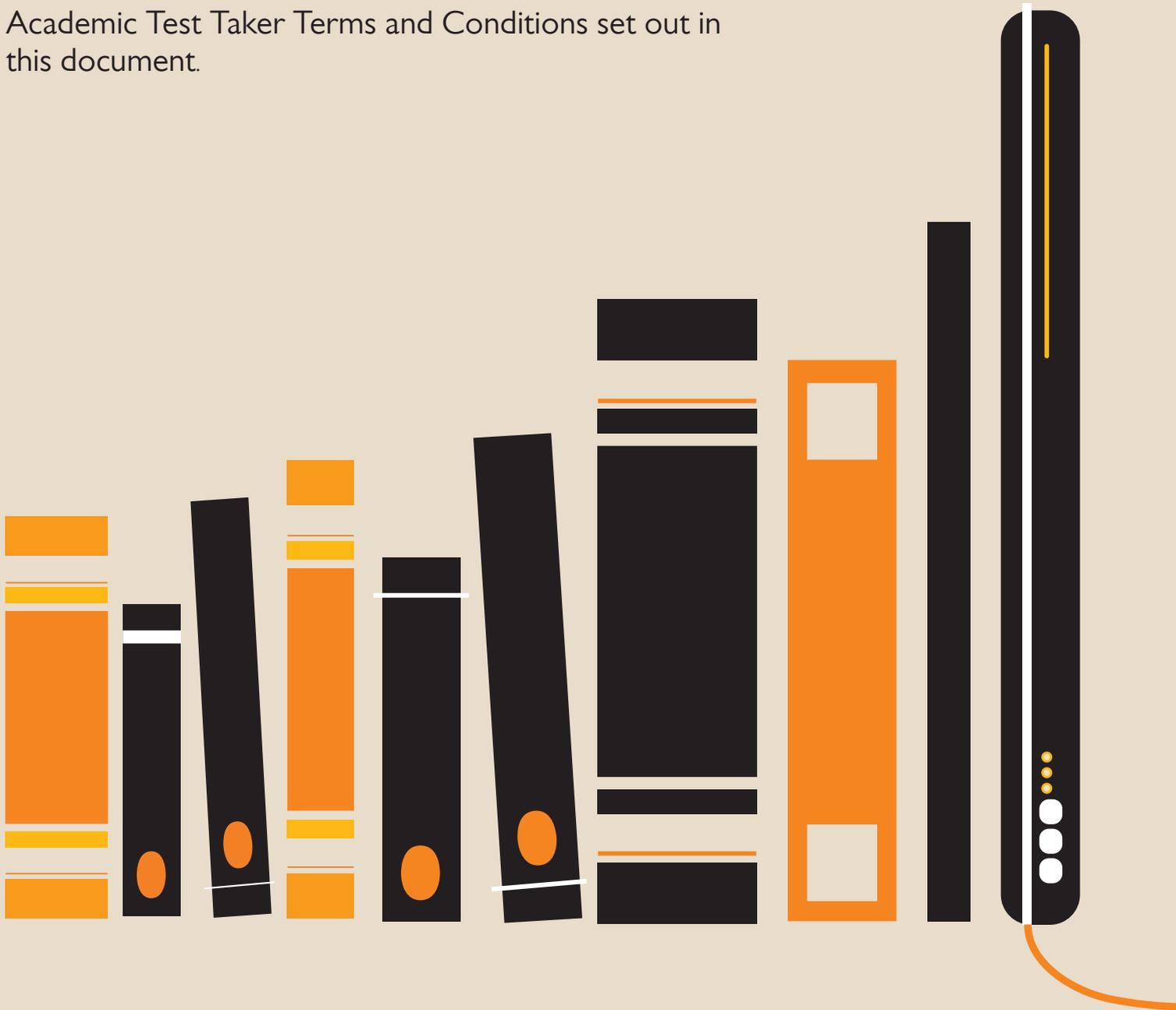
Test Taker Handbook



December 2016

About PTE Academic

PTE Academic is a computer based secure English Language test which assesses the four key language skills of listening, reading, speaking and writing. PTE Academic delivers a real-life measure of test takers' language ability to universities, higher education institutions, government departments and organizations requiring academic English. The use of PTE Academic services is in accordance with the PTE Academic Test Taker Terms and Conditions set out in this document.



Five Steps to Your PTE Academic Journey

1

Enquiry

Visit the PTE Academic website <http://pearsonpte.com/> to find out about our test centre locations and fees. Alternatively you can contact the customer service team in your region <http://pearsonpte.com/contact/>

2

Registration and Booking

Go to <http://pearsonpte.com/book/> read all the information on the page. In order to book your PTE Academic test, you will need to complete the following:

- A. create an account. Click 'STEP 1: CREATE YOUR ACCOUNT', enter all the details required and continue to the end of the registration.
- B. You will receive an email within one to two business days (Monday to Friday, excluding US and UK public holidays). This contains a confirmation of your Username and Password which will allow you to access your account and schedule your test.

Ensure you have read the ID policy on the following page www.pearsonpte.com/acceptable-id/ and that your ID is valid at the time of registration and on the day of the test.

3

Confirmation

Once you have completed the registration of your test and the payment has been received, you will receive an email confirmation with the Test Centre location, directions of how to get there and some points to remember for the day.

4

Test Day

Your identity will be checked on the day of the test, you must present the same ID document that you used when you registered for the test. Your biometrics will be collected, this will include an electronic signature capture, palm vein screening and a test day photograph. The test administrator will take you to your seat when it is time to begin your test.

Only authorised forms of ID will be accepted. Please refer to the following page for more information on the PTE Academic ID Policy <http://pearsonpte.com/acceptable-id/>

5

Results

PTE Academic results are typically available within five working days. After your test, look out for an email from us informing you that your score report is ready. This will include details on how to access your score.

Registration and Booking

1

Go to <http://pearsonpte.com/book/>, click 'Step 1: Create your account'. The registration & booking website page will launch.

2

Read all the information carefully. Enter your personal details as they appear on your identification document

3

Correctly enter all your information on each page and proceed to the end of the registration process. Please make sure you complete all the fields fully, to avoid any delays with your account registration.

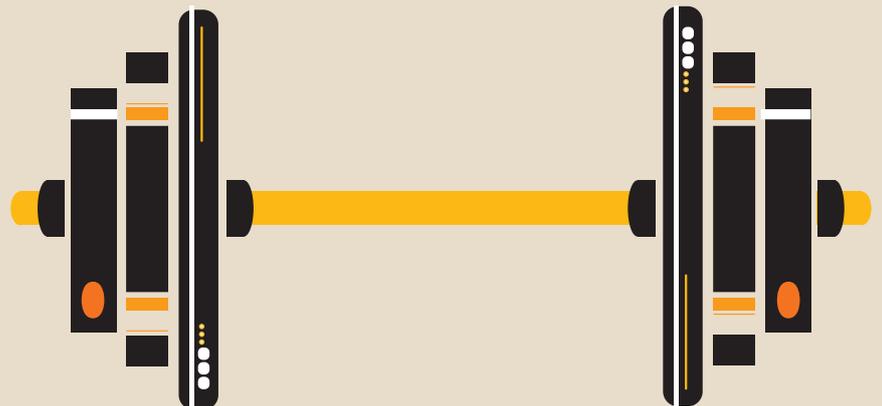
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Once you have completed the registration process, you will receive an email within two business days containing your login details.



Things to remember

- Use Roman characters when you register
- Enter your name and date of birth exactly as it appears on the identification that you intend to bring with you on the day. If your name or date of birth appears differently on your ID than what you entered during the registration process, you may not be permitted to test.
- If you only have one name that is both your given name and family name, please enter it in the 'Family Name' field. Enter a full stop/period in the 'Given Name' field.
- You must be at least 16 years old to take the PTE Academic test. If you are 16 or 17 years old, you must provide a signed parental consent form before taking the test. You can find the parental consent form at <http://pearsonpte.com/faqs>
- Use a valid and secure email address as this email address is where you will receive your login details and notifications including the availability of your scores



1

Now you have your login details visit www.pearsonvue.com/pte. Click 'Sign in' & enter your details. Once you have successfully logged in, click 'Schedule Exams' on the left hand side

Select your desired location and click 'Next'. Search for available dates and times.

2

3

Once you have confirmed your location, date & time you will be asked a series of questions. Answer all the questions then click 'Next'

Confirm all the details and make full payment to secure your booking.

4

5

Once you have completed your booking you will receive an email confirmation. The email will contain details on test centre location, directions of how to get there and a few points to remember on the test day.



Things to remember

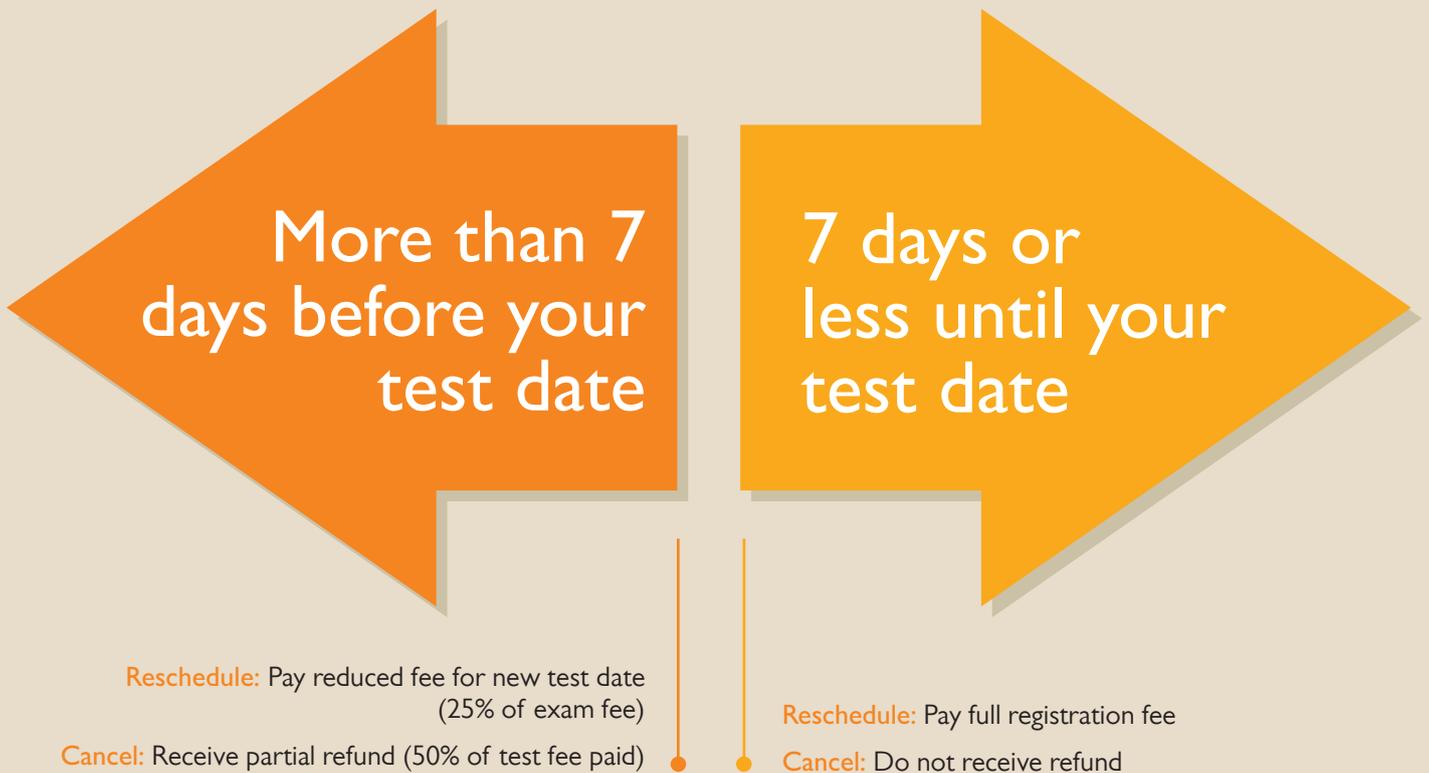
- Before you schedule your test please ensure you have read through this entire Test Taker Handbook, including the PTE Academic Test Taker Terms and Conditions which can be found in the back of this document. If you do not agree to abide by the PTE Academic Test Taker Terms and Conditions, please do not register for or otherwise access our website or services
- The full fee must be paid when you book your test. If payment is not made in the currency specified for the country where you intend to take your test, your registration or request for service will not be processed and your payment will be rejected and / or returned to you
- Accepted forms of payment are: credit card (Visa®, MasterCard®, American Express®, or JCB®) or debit card (Visa® or MasterCard® only)
- If your credit card is declined, your appointment will not be processed. You will be responsible for scheduling your test appointment again using a valid form of payment
- If you have received a voucher, you may apply it to the test fee. However, you may not use it for rescheduling fees or receive a refund

For a full breakdown of fees please visit <http://pearsonpte.com/test-takers/test-centres/>

After you have booked your test session and we have received your payment we will send you a confirmation email that your order and payment has been accepted. If you do not receive a confirmation email, please check your junk or spam email folders. Please make sure to review your confirmation email to ensure your name is listed EXACTLY how it is on the identification you intend to show on the day of your test

Rescheduling or Cancelling Your Test

You can reschedule or cancel your test online or by phone. Please note that there are timelines and fees applicable to these changes. The following diagram gives information about the time frames and cost for reschedules or cancellations.



Reschedule

To reschedule your test, log into your account and click 'Reschedule' next to the appointment you have scheduled. You will then follow the same steps to select your new appointment as you did when you first booked. You will receive an email confirming the details of your new test appointment.

Cancellation

To cancel your test online simply go to www.pearsonvue.com/pte sign in to your account with your username and password. Once you have successfully logged in click on 'Cancel' next to the appointment you have scheduled. You will receive an email confirming the cancellation of your test.



Refund: If you paid by credit/debit card, any refund will be credited back to the original credit/debit card or bank account

For a full breakdown of fees please contact the customer service team in your region. The contact information can be found at <http://pearsonpte.com/contact/>

Pearson reserves the right, in its sole discretion, to cancel, reschedule, change test content or limit class size of any PTE Academic test. In the event Pearson cancels or reschedules a test, you will be contacted by us to arrange a refund or reschedule to an alternative date or test centre

Test Takers with disabilities

Comfort aids include:

Pearson is committed to ensuring that test takers with disabilities have equal access to the PTE Academic test. Test Takers are permitted to bring certain comfort aids into the testing room provided they are checked by the test administrator.

- Tissues
- Cough drops (must be unwrapped)
- Pillow for supporting neck, back or injured limbs
- Sweater, sweatshirt or blazer—if the item has pockets and you do not want to remove the item for inspection, you will be asked to show that the pockets are empty
- Eyeglasses and hearing aids
- Neck braces or collars (worn by people with neck injuries)
- Insulin pump attached to a person's body (Must be attached to a person's body, must be inaudible, and must not include a remote-control device)

PLEASE NOTE: A candidate must provide their own comfort aids and they must show them to the test administrator for visual inspection on the day of the test.



Testing accommodation includes:

Testing accommodations are available for Test Takers who meet certain eligibility criteria and properly document their request.

- Additional or extended rest breaks
- Allowance of a medical device in the testing rooms
- Enlarged font on the PC monitor
- In order to apply for accommodations that require approval for PTE Academic, you are required to complete the Accommodation application form, which can be found on this page http://pearsonpte.com/wp-content/uploads/2014/07/PTE_Academic_Accommodations_request.pdf
- You can submit this form via email to pltsupport@pearson.com
- Pearson reserves the right to deny any request for accommodations that would affect the test validity or security
- PLEASE NOTE: Test Takers must allow at least 4 weeks for their accommodation application to be processed. Requests for test accommodation(s) are processed in the order in which they are received. Expedited review is not available, so we advise that Test Takers do not book their test until their accommodation application has been approved



Test Day

-  You must arrive at least 30 minutes before your test and sign in at the Test Centre reception. All candidates must read the 'Test Taker Rules Agreement' which will be provided to you when you arrive at the test centre.
-  Once you have read the 'Test Taker Rules Agreement' and returned it to the Test Administrator, they will check your Identification and take your biometrics. Please note the electronic signature you provide is legal acceptance that you accept the rules you have read.
-  The Test Administrator will explain the Test Centre rules and regulations. Personal belongings have to be stored in the secure storage facilities. You can not access the storage facilities until your test has been completed.
-  Once it is time to start your test, the Test Administrator will escort you into the test room and assign you a computer. You will be provided with an erasable note booklet and pen. You must not take any notes until your test has started.
-  The Test Administrator will sign you into the computer and you will be presented with a non-disclosure reminder.
-  The screen will guide you through an equipment check to ensure your headphones and microphone are working correctly. Your test will then begin.
-  You will be offered the opportunity to take an optional break during the test, after you have completed Part 2, (Reading). You will be required to complete a palm vein scan if you wish to take this break on your exit out of the testing room and entrance back in.
-  Once the test is complete, the Test Administrator will ensure that your test has ended properly. You will be escorted out of the test room and will need to conduct a final palm vein scan. Once this is complete, you can take all your personal belongings from the storage facilities and are free to leave.



Things to remember

- If you arrive more than 15 minutes after the scheduled start time of your test, you will not be permitted to take the test.
- Before entering the testing room, you will be asked to read the PTE Academic Test Taker Rules Agreement which outlines the requirements to keep information confidential.
- Personal belongings are not allowed in the testing room. The test centre will provide you with secure storage facilities for all your belongings while you take the test. You will not be allowed access to your belongings again until you have finished your test and signed out.
- Pearson recommends that you keep your headset on throughout the test. There may be other test takers in the same room, and they will be speaking at the same time as you. Candidates are advised to speak at conversation level when completing the speaking section. While taking your test, if you require any assistance or have any questions not related to test content, raise your hand and the Test Administrator will come to you.
- PLEASE NOTE: There will be unavoidable background noise during the test. This is a feature of the test.
- You will be offered an optional 10 minute break during the test after you have completed the 'Reading' section. You will be required to complete a palm vein scan if you wish to take this break on your exit out of the testing room and entrance back in.
- You must present one valid, non-expired form of government issued identification. It must include: your name shown in Roman characters, your signature, a recent and recognizable picture of yourself and your date of birth. A passport is the safest form of ID as it meets all the requirements and it is accepted in all countries.

Test Centre Rules

It is important that all Test Takers understand the test centre rules and regulations. Test Takers must agree to these rules when they sign in at the test centre upon arrival for an appointment.

Unacceptable behaviour

We understand that taking a test can be a stressful and difficult time. However, Pearson will not tolerate the following behaviour anywhere in the test centre:

- You must not eat, drink, or use tobacco anywhere in the test centre
- You must not request, offer, or accept assistance of any kind from other Test Takers or test centre staff
- You must not access study guides, notes, or any other learning materials at any time during the test, including during breaks
- You must not take the test for someone else, or allow anyone else to take the test on your behalf
- You must not interfere with the computer in any way
- You must not copy down any of the test questions or answers from the test centre, and you may not for any reason share the test questions or answers with others



Identification and Security

ID requirements are strictly enforced and if you cannot meet the requirements listed on our website <http://pearsonpte.com/acceptable-id/> you will be refused entry into the testing room and lose your fee.

A passport is the safest form of ID as it meets all the requirements and is accepted in all countries. Some countries accept other forms of ID, please refer to the following page <http://pearsonpte.com/acceptable-id/> for a list of IDs which are accepted in different countries.

Your ID must:

- Be valid and government issued.
- Be an original document— no photocopies (even if they are certified copies) will be accepted.
- Bear your name in Roman alphabet and match the name, date of birth, and country of citizenship you entered when you created your account.
- Contain a recent, recognizable photo of you.
- Contain a signature (if it does not contain a signature section, you may be asked to show another official item - such as another ID document or a bank card which shows your signature).

After Your Test

Pearson aims to provide results within five business days of your test date. After your test, look out for an email from us informing you that your Score Report is ready. This will include details on how to access your score.

Your Score Report will be issued in a PDF format and will only be accepted by an institution if your report is sent through our secure online website. We do not verify or authorise any printed Score Reports. PTE Academic Score Reports must be verified via our electronic platform.

How to view your Score Report

To view your score, you will need to log into your Pearson account at <http://www.pearsonvue.com/pte>



Click 'Sign In' enter your username and password and click 'Sign In'



After logging in, click the 'Current Activity' link. Then click the 'View Score Report' link for the score you want to display. The Score Report is displayed in PDF format, and you can use Adobe Reader to view the report



PTE Academic Institution Score Report

Example Test Taker

Test Taker ID: PTE123456789
Date of Birth: 06 January 1980
Country of Citizenship: United Kingdom
Country of Residence: United Kingdom
Gender: Male
Email Address: p1tsupport@pearson.com
Registration ID: 123456789
Test Date: 13 September 2011
Test Centre Country: United States
Test Centre ID: 00001
First-Time Test Taker: Yes
Report Issue Date: 20 September 2011
Scores Valid Until: 13 September 2013



Pearson University
Business Management

Test Taker: Example

7 23200679 B08-LI-99

The Score Report has a number of different sections:

- The first section contains your personal details and photograph taken on your test day.
- In the middle of the Score Report, your Overall Score is shown.
- The final section of the Score Report shows more detail on how you performed on the test. The Communicative Skills (listening, reading, speaking and writing) are shown, along with the scores for the six Enabling Skills (grammar, oral fluency, pronunciation, spelling, vocabulary and written discourse). You may find this detailed profiling useful for understanding your strengths and weaknesses. It can show you the areas where you performed less well and indicate where you could focus your future study.

Institutions will only accept scores that have been allocated to them by test takers via the secure website. You should not email or post copies of your Score Report to an institution.

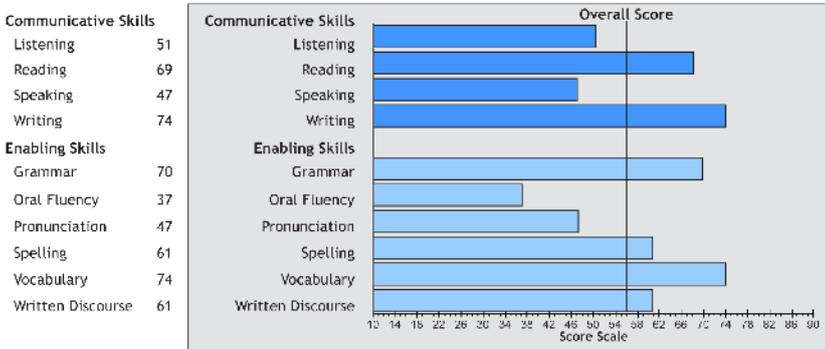
For a detailed understanding of PTE Academic scores, view the PTE Academic score guide http://pearsonpte.com/wp-content/uploads/2015/11/PTEA_Score_Guide_05Nov15.pdf

Overall Score: 56

The Overall Score for the PTE Academic is based on the test taker's performance on all items in the test. The scores for Communicative Skills and Enabling Skills are based on the test taker's performance on only those items that pertain to these skills specifically. As many items contribute to more than one Communicative or Enabling Skill, the Overall Score cannot be computed directly from the Communicative Skill scores or from the Enabling Skill scores. The graph below indicates the test taker's Communicative Skills and Enabling Skills relative to his or her Overall Score.

When comparing the Overall Score and the scores for Communicative Skills and Enabling Skills, please be aware that there is some imprecision in all measurement, depending on a variety of factors. For more information on interpreting PTE Academic scores, please refer to *Interpreting the PTE Academic Score Report* which is available at www.pearsonpte.com/pteacademic/scores.

Skills Profile



ALWAYS LEARNING

PEARSON

Assigning your Score Report to an Institution

Please log into your account via the link below and follow these simple instructions:

www.pearsonvue.com/pte/viewmyscore

- Click 'Send Scores' next to the relevant exam
- Search for the institution you want to send your score to. You can send up to seven at one time, and sending your score is free of charge
- When the institution appears in the 'recipient' field, put a tick in the box
- Click 'Next' to see a summary of your order
- Click 'Next', then 'Confirm Order' to send your scores

Institutions will not see your scores unless you send your scores to them via the website. This means that you have the option to choose which Score Report you would like an institution to see. You can send them to an unlimited number of institutions, but you may only select seven recipients at any one time

Exception: If you take the PTE Academic exam for immigration purposes and agree to have your Score Report automatically assigned on your behalf during the test scheduling process; the immigration authority will be able access to your Score Report, once your results are released.

Test scores are valid for up to two years from the date of the test. After that, you will no longer be able to view those scores on the website.

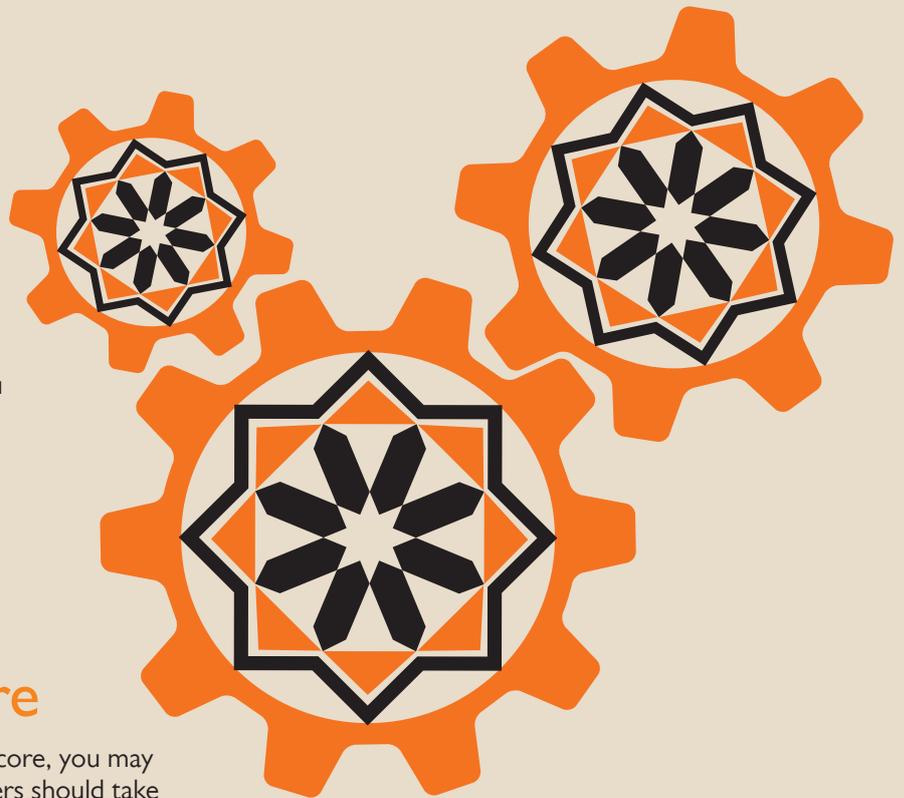
Retake Policy

If you are disappointed with the score you have achieved, you can take the test again by purchasing another test. You may retake PTE Academic as many times as you want. However, you must wait for a minimum of five days from your previous test date and you must also have received your results before you can book another test.

Requesting a Rescore

If you are unhappy with your PTE Academic score, you may request a rescore. Before doing this, Test Takers should take the following into consideration:

- PTE Academic is a computer scored test; and it is unlikely that your overall score will change
- Only questions that provide spoken and open-ended written responses are rescored.
- In the unlikely event that your score changes, it may go up or down
- If your score changes, your original score report will be reprinted to reflect the new score
- You may only request a rescore of your most recent PTE Academic test



To order a rescore, you must contact Pearson Customer Service within 14 calendar days of your score report being made available to you. The fee for rescoring is available from the Customer Service team. In the unlikely event that either your Overall, Communicative Skills or Enabling Skills scores change, the rescore fee will be fully refunded.

General Enquiries About PTE Academic

If you have a query relating to PTE Academic, you may find what you need from our FAQ's listed on the website <http://pearsonpte.com/faqs/>

Registration and scheduling inquiries
You can contact your regional Customer Service Team by phone or email:

AUSTRALIA

Phone: 1800 190 719

Email: pte-acustomersupportapac@pearson.com

Office Hours: Monday-Friday, 9:00 a.m.-6:00 p.m.

AEST; closed on local holidays.

REST OF ASIA PACIFIC

Including India & China

Phone: +852 3077 4927

Email: pte-acustomersupportapac@pearson.com

Office Hours: Monday-Friday, 9:00 a.m.-6:00 p.m.

AEST; closed on local holidays.

EUROPE, MIDDLE-EAST & AFRICA

Including the UK

Phone: 0044-161-855-7431 (toll number)

Email: pte-acustomersupportemea@pearson.com

Office Hours: Monday-Friday, 8:00 am to 6 pm GMT.

Closed on local holidays

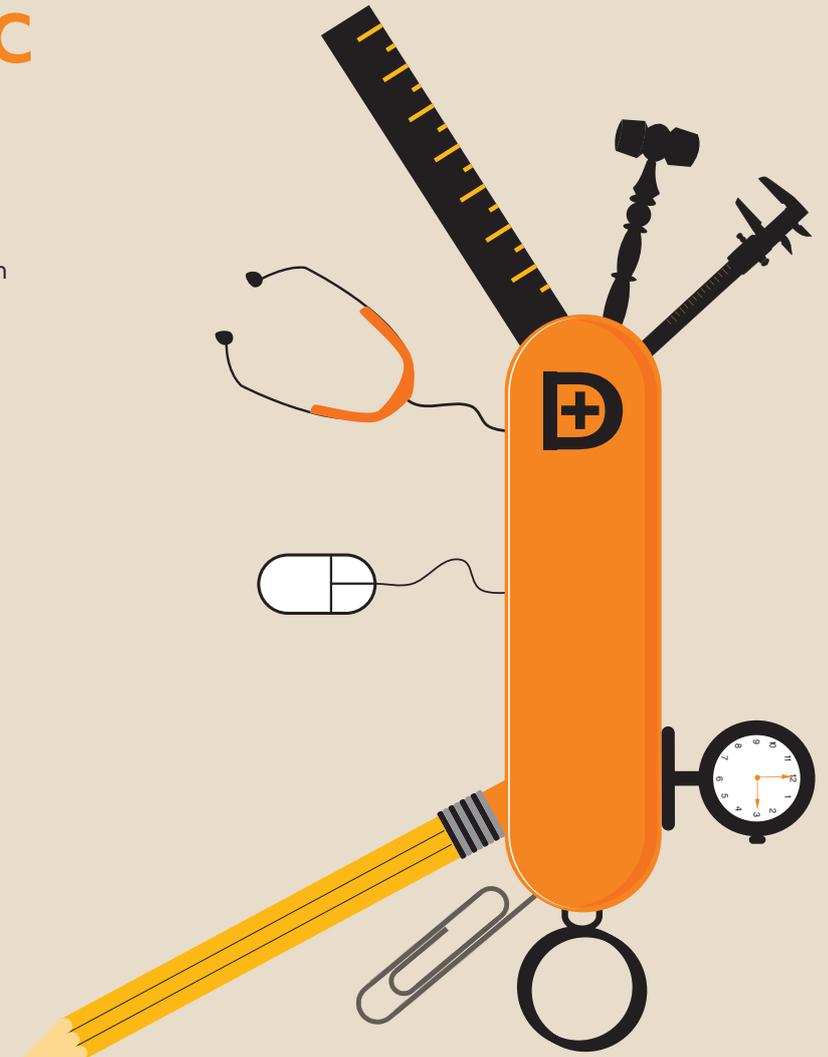
NORTH & SOUTH AMERICA

Phone: 1-800-901-0229

Email: pte-acustomersupportamericas@pearson.com

Office Hours: Office Hours: Monday-Friday, 7:00

a.m.-7:00 p.m. CET; closed on local holidays.



It's Time To Prepare

We have a range of materials to help you succeed with PTE Academic. We have listed two options below. You can find the full preparation range of preparation materials on our website <http://pearsonpte.com/test-takers/preparation/>

Online Scored Practice Test

The PTE Academic Online Practice Tests are the closest experience to the actual test you can get. You will sit a full three hour mock PTE Academic test and receive a full score report at the end - just like the real test! Improve time management skills and set realistic expectations on potential performance.

Sample Questions

Improve specific skills (listening, reading, speaking and writing) with our sample questions, available online immediately for ninety days. Familiarise yourself with specific areas of the test, practice on-screen, using headphones. To purchase the online scored practice test or online sample questions please go to the following web address: <https://www.pteppractice.com/>

PTE Academic Test Taker Terms and Conditions

Pearson Test of English Academic (PTE Academic) is a product offered globally by Pearson Education Ltd and or its affiliates (“Pearson”, “we”, “our” or “us”) and is subject to the following terms and conditions (‘PTE Academic Test Taker Terms and Conditions’). We may change or modify the PTE Academic Test Taker terms and conditions from time to time. Sale of Pearson’s services and the purchase and use of those services by you are conditional upon acceptance of the PTE Academic Test Taker Terms and Conditions. Candidates must agree to the PTE Academic Test Taker Terms and Conditions when you complete the PTE Academic registration process either on the phone or online.

PRIVACY

- a. When you register for PTE Academic, schedule a test, or arrive at a test centre, Pearson collects personal data from you. All your personal data will be collected, transmitted, and stored in a safe and secure way and will only be used for our specifically-stated purposes. Our Privacy Policy can be viewed on our website www.pearsonpte.com and any questions should be sent to Pearson via the Contact Us form on the website
- b. You confirm that you have read and understood the Privacy Policy available at www.pearsonpte.com and give your consent to your personal data being treated in accordance with it. You expressly consent:
 - i. to the collection, processing and use of personal data exclusively for the purposes and in accordance with the principles set out in the Privacy Policy;
 - ii. to the disclosure and international transfer of your personal data and test responses within Pearson (which may be outside of the country in which you are testing). If you are located in Australia, you agree that your data may be exported to the United States of America, Canada, European Union, Singapore, Hong Kong, China, Egypt, South Africa and the Philippines which shall supersede the Australian Privacy Principle 8.1.
 - iii. country that does not provide for a level of data protection that is equivalent to the one in your home

country) and others as necessary in connection with any investigation of unlawful activity or as required by law. You are fully aware that you have certain rights to access, modify, or rectify personal data as set forth in the Privacy Policy.

CONFIDENTIALITY

- a. You must not use or disclose to any person, either before, during or at any time after the test any Confidential Information other than in connection with the services and you warrant and agree that you will:
 - i. keep Pearson’s Confidential Information confidential;
 - ii. use the Confidential Information only for the purpose which it is provided or received;
 - iii. not disclose the Confidential Information to anyone or make copies of it;
 - iv. not remove copies of test items and answers from the testing center and may not share the items or answers seen in your test with others;
 - v. not reverse engineer, decompile, disassemble or otherwise derive any data or information from the Confidential Information; or
 - vi. not use, reproduce, transform, or store the Confidential Information in an externally accessible computer or electronic information retrieval system or transmit it in any form or by any means whatsoever.
- b. ‘Confidential Information’ means all information, in whatever form (including written, oral, visual and electronic) that is confidential in nature or designated as such by Pearson and which relates to the business or affairs of Pearson or any of its clients or business contacts or any other matters which may be regarded as confidential and which is disclosed by or on behalf of Pearson to you, but does not include information which is or becomes publicly available without a breach of the PTE Academic Test Taker Terms and Conditions or as required by law.

PTE Academic Test Taker Rules Agreement

The PTE Academic Test Taker Handbook contains details of the current Pearson policies that apply to PTE Academic. When you schedule an appointment to take PTE Academic, you will be asked to confirm that you have read and understood this document. You agree to the guidelines set forth in the PTE Academic Test Taker Handbook in effect at the time you take the test, including without limitation:

- a. You certify that you are the person who will take the test at the test centre and whose name and address appears on your PTE Academic account profile.
- b. If you do not follow the guidelines set out in the PTE Academic Test Taker Handbook, or you are suspected of cheating or tampering with the computer, this will be reported to Pearson, which may result in other legal action being taken including but not limited to invalidation of test results.
- c. No personal items are allowed in the testing room. You must store all personal items in a locker. This includes, but is not limited to the following: cell/mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats, bags, coats, books and notes. Cell/mobile phones, pagers or other electronic devices must be turned off before storing them in a locker. The test centre is not responsible for lost, stolen or misplaced personal items.
- d. Please ensure that you keep your identification with you at all times whilst you are in the test centre. Each time you enter or leave the testing room, your identification will be checked electronically.
- e. Before you enter the testing room, the Test Administrator will provide you with an Erasable Noteboard Booklet and a pen. You may not remove these items from the testing room at any time during the test, and you must return them to the Test Administrator at the end of the test.
- f. You may not write on the Erasable noteboard booklet until after the test has started. If you fill your noteboard during the test, raise your hand and the Test Administrator will bring you a new one.
- g. The Test Administrator will log you in to your assigned workstation, verify that you are taking the intended test and start the test. Please remain in your assigned seat. Eating, drinking, chewing gum, smoking and making noise that creates a disturbance for other candidates are prohibited during the test.
- h. To ensure a high level of security throughout your testing experience, you will be monitored at all times. This will include video and audio recordings.
- i. You will be able to take one ten-minute scheduled break after the second part of the test. Instructions will appear on the computer screen at the appropriate time. To take the break, follow the directions on the screen. If you exceed the allotted break time, the excess time will be deducted from the following part of the test. By declining the break, time will not be added to your test time.
- j. While you are taking a break, you are not permitted to access your locker or other personal items including, but not limited to, cell/mobile phones, test notes, and study guides. You are permitted to access your locker only if it is necessary (for example, if you need to take medication at a specific time), but you must inform the administrator about this first, as you will need to be supervised. You are also not permitted to leave the building during breaks; however, you are permitted to use the restrooms located within the building.
- k. If you experience hardware or software problems or distractions that affect your ability to take the test, notify the Test Administrator immediately by raising your hand. If you have other questions or concerns, raise your hand and the Test Administrator will assist you as long as other candidates are not disturbed. The Test Administrator cannot answer questions related to test content, and you must not ask questions related to content of the test.
- l. After you finish the test, you must raise your hand to get the attention of the Test Administrator. The Test Administrator will come to your workstation and ensure your test has ended properly. You will be provided with a confirmation that you completed the test. You will receive it after returning the Erasable noteboard booklet and other materials to the test centre staff. Do not leave these items at your testing workstation. Your identification will be checked electronically when you leave the testing room.



- m. Some items test your ability to listen to spoken English. You will hear international English speakers, with a variety of accents. You will not be able to replay the video/audio clips during the test.
- n. Some items test your ability to speak English. You will be asked to speak into a microphone and will be recorded. You will not have any opportunity to re-record your responses.
- o. There will be unavoidable background noise during the test. This is a feature of the way the test is conducted.
- p. Some items test your ability to write in English. You may write your response in any valid form of English (example: British, American, etc.). For these questions you have an allotted amount of time to respond. If you do not answer the question within this time you will be required to move to the next question.
- q. After answering a question you will not be able to return to previous questions and change your answer.

CANCELLATION POLICY

Any right by you or Pearson to cancel, reschedule or receive a refund is in accordance with the policy is set out in the PTE Academic Test Taker Handbook.

LIMITATION OF LIABILITY

To the fullest extent permitted by law, Pearson shall under no circumstances whatever be liable to you, whether in contract, tort (including negligence) or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with these Terms and Conditions. Pearson's total liability to you in respect of all other losses arising under or in connection with these Terms and Conditions, whether in contract, tort (including negligence), or otherwise, shall in no circumstances exceed the amount paid by you for the services.

EVENTS OUTSIDE OUR CONTROL

Pearson will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations in relation to providing PTE Academic that is caused by strike, fire, flood, governmental acts or orders or restrictions, failure of suppliers or any other reason where failure to perform is beyond our reasonable control. In such circumstances, we shall be entitled to a reasonable extension of time for performing our obligations.

GENERAL PROVISIONS

- a. These PTE Academic Test Taker Terms and Conditions constitute the entire agreement between the parties. You acknowledge that you have not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of Pearson which is not set out in these PTE Academic Test Taker Terms and Conditions.
- b. We may revise these PTE Academic Test Taker Terms and Conditions at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we made, as they are binding on you.
- c. If any of these PTE Academic Test Taker Terms and Conditions are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.
- d. If we fail to insist upon strict performance of any of your obligations under any of these PTE Academic Test Taker Terms and Conditions, or if we fail to exercise any of the rights or remedies to which we are entitled, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations. A waiver by us of any default shall not constitute a waiver of any subsequent default.
- e. We may amend these PTE Academic Test Taker Terms and Conditions from time to time. These PTE Academic Test Taker Terms and Conditions were most recently updated on 20/11/2015. Every time you order a service from us, the terms and conditions in force at the time of your order will apply to the contract between you and us.