

# Test Taker Handbook



Illustration by Nathalie Lees



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Illustration by Lauren Rolwing

# About PTE Academic

PTE Academic is a computer based, secure English Language test that assesses the four key 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.

# PTE Academic in six steps

1	<h2>Prepare</h2> <p>We recommend that all test takers prepare for PTE Academic, even if English is your first language. Take a look at the recommended resources here: <a href="http://www.pearsonpte.com/preparation/">www.pearsonpte.com/preparation/</a></p>
2	<h2>Choose a test center</h2> <p>Visit <a href="http://www.pearsonpte.com/locations">www.pearsonpte.com/locations</a> for test locations and fees.</p>
3	<h2>Book your test</h2> <p>Visit <a href="http://pearsonpte.com">pearsonpte.com</a> to schedule your test. You will receive an email confirmation.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>● Make sure you read the Terms and conditions. <b>See page 18</b></li><li>● If you have special needs and require an accommodation, your request must be made prior to booking a test. <b>See page 9</b></li><li>● If you are under 18, a Parental Consent Form must be completed. Once approved, the consent form is valid for all tests taken within one year.</li></ul>
4	<h2>Take the test</h2> <p>On test day, your identity will be checked and your biometrics will be collected. <b>See page 10</b></p>
5	<h2>Receive your results</h2> <p>Results are typically available within five working days. You will receive an email informing you that your Score Report is ready. <b>See page 14</b></p>
6	<h2>Share your results</h2> <p>Log in to your account to access your Score Report. Institutions can also receive your scores and verify them by using the individual Score Report Code contained in your Score Report. <b>See page 14</b></p>

# Preparation

All test takers should prepare for PTE Academic, even if English is your first language. Get ready for PTE Academic with a range of preparation options.

Visit [pearsonpte.com/preparation/resources](https://pearsonpte.com/preparation/resources) to explore the following:

## Scored Practice Tests

Our official online practice tests are the best practice you can get, with fast results.



## Official coursebooks

You can prepare for PTE Academic using a range of official coursebooks. Choose from *The Official Guide to PTE Academic* or *Practice Tests Plus* to understand the test format and prepare for specific question types.



## Offline practice test

Want to take a full version of PTE Academic? Download the PDF, audio files, sample responses and prompts to really understand what the test is like.



[pearsonpte.com/preparation/resources](https://pearsonpte.com/preparation/resources)

### Official practice app

Prepare for PTE Academic by downloading the app that offers test takers a study planner, practice activities and useful information about the test.



### Preparation courses

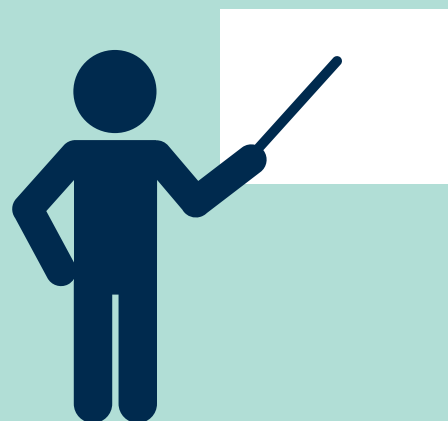
Sometimes, the best way to prepare for a test is to join a class and receive tuition either face-to-face or online.

All around the world, there are private language schools that run PTE Academic preparation courses. These range from intensive week-long courses, to courses that last for up to six months.

You can take an online course with E2Language, Pearson's online test preparation partner.

Choose from the list of test preparation course providers on our website:

[pearsonpte.com/preparation/resources/courses/](https://pearsonpte.com/preparation/resources/courses/)



[pearsonpte.com/preparation/resources](https://pearsonpte.com/preparation/resources)

# Book Your Test

## Create an account

1

Go to [pearsonpte.com/book-now/](https://pearsonpte.com/book-now/) to create an account. Do not create more than one account as this will cause delays in receiving your score.

2

Enter and spell your personal details exactly as they appear on your identity document.

- **See page 10** for which identity documents are accepted.
- If you only have one name, enter it in the 'Last Name/Surname/Family name' field and enter a full stop in the 'First Name' field.
- Use roman characters throughout.
- If your details are incorrect you will not be allowed to sit the test.

3

Complete all other fields. Remember to use a valid email address for notifications.

4

You will receive an email within two business days containing your login details.



# Book your test

1	<p>Once you have your login details, you can schedule your test at <a href="https://pearsonvue.com/pte">pearsonvue.com/pte</a>.</p> <p>To do this, choose "Pearson Test of English Academic" and select 'Schedule this exam'.</p>
2	<p>Answer the registration questions.</p>
3	<p>Search for a test center near you and choose from the available times.</p>
4	<p>Confirm you are happy with your choice and make a full payment to secure your booking.</p> <ul style="list-style-type: none"><li>Remember to agree to the <b>admission policy</b>.</li></ul>
5	<p>You will receive an email confirming the test center location, directions, and things to remember on the day. If you do not receive this, please check your spam/junk mail folders.</p>
6	<p>Check your confirmation carefully to make sure your name is shown <b>EXACTLY</b> the way it is on your identification.</p>

## PAYMENT POLICY

- Full payment must be made in the currency specified for your booking to be processed. The following payment forms are accepted: Credit card (Visa®, MasterCard®, American Express®, or JCB®) or debit card (Visa® or MasterCard® only).
- Voucher payments can be applied to a test fee only, not a rescheduling fee. We cannot refund voucher payments.
- If your payment is declined, the appointment will be canceled.
- For a full breakdown of fees visit [pearsonpte.com/testcenters](https://pearsonpte.com/testcenters)
- A late booking fee is incurred if a booking is made 48 hours or less before a test.

# Cancel or reschedule a test

You may reschedule or cancel your appointment at any time. We highly recommend that you do this as soon as possible to reduce the cancellation fee.

The easiest way to cancel or reschedule your test is online at [pearsonvue.com/pte](https://pearsonvue.com/pte)

Alternatively please contact us at [pearsonpte.com/contact-us](https://pearsonpte.com/contact-us)

## Fee policy

### Rescheduling

You can reschedule your test for free if there are at least 14 full calendar days remaining before your test.

If you reschedule the test between 13 and 8 full calendar days in advance of your test, you will be charged 50% of the test fee originally paid.

If you reschedule 7 full calendar days or less in advance of your test, you will need to pay a new test fee and no refund will be provided.

14 calendar days remaining <hr/> <b>Free reschedule</b>	13–8 calendar days remaining <hr/> <b>50% fee payable</b>	7 calendar days remaining <hr/> <b>Full test fee payable</b>	<b>Test Day</b>
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### Cancellation

You will receive a full refund if you cancel your test at least 14 full calendar days before your test.

You will receive a 50% refund if you cancel the test between 13 and 8 full calendar days in advance of your test.

No refunds will be provided if you cancel your test 7 full calendar days or less in advance of your test.

14 calendar days remaining <hr/> <b>Full refund</b>	13–8 calendar days remaining <hr/> <b>50% refund</b>	7 calendar days remaining <hr/> <b>No refund</b>	<b>Test Day</b>
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## Refunds

Pearson may, at its sole discretion, offer you a refund for any testing fees where you have registered and paid any testing fees directly to Pearson. This may apply in cases where Pearson has canceled your test due to scheduling or test center issues. Pearson is not responsible for expenses incurred beyond the cost of the exam, including, but not limited to travel expenses and/or lost wages on the day of the exam.

Where you have registered using a voucher, please contact the outlet from which you obtained or purchased the voucher. Pearson cannot provide any direct refunds for voucher registrations.

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 via [pearsonpte.com/contact-us](https://pearsonpte.com/contact-us)

## Exceptions for medical or family emergency

If you are unable to attend the test center on the day of your test because of illness or family emergency, Pearson may, as a one-off, allow you to reschedule the test free of charge.

You will need to fill in the "Request Emergency reschedule" form within 14 full calendar days of the scheduled date of the test and attach your evidence. Acceptance of evidence is at our discretion. There is no automatic right to rebook or obtain a refund if you cannot sit a test for medical or family reasons. You will be contacted if any additional information is required.

## Changes to the test

Pearson reserves the right, at its sole discretion, to cancel or reschedule tests, change test content or change the number of test takers in the test room. In the event Pearson cancels or reschedules a test, we will arrange a refund or reschedule to an alternative date or test center.

## Special needs

PTE Academic is a computer-delivered and computer-scored test. This means there are technical limitations to the ways in which we can accommodate the needs of test takers while still allowing computerized scoring.

Pearson is constantly reviewing and expanding the accommodations offered as part of its commitment to inclusion and equal access for all test takers.

- Accommodations are available for test takers who meet certain eligibility criteria and properly request and receive confirmation from Pearson prior to sitting the test.
- In order to apply for accommodations that require approval for PTE Academic, you are required to complete the test-specific documentation form under the "Request special accommodation" section on the Contact Us page: [pearsonpte.com/contact-us](https://pearsonpte.com/contact-us)
- You should submit the form prior to booking your test.
- If you have a hand injury that prevents the palm vein scan, please contact us before booking the test, otherwise you will be turned away from the test center and lose your test fee.

## Comfort aids

Test takers are allowed to bring comfort aids into the test room provided they are checked by the Test Administrator. Comfort aids include:

- 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

Test takers must provide his or her own comfort aids.

# On Test Day

## Arrival

- You must arrive at least 30 minutes before your test and sign in at the test center reception. If you arrive late you will not be allowed to take the test and you will lose your test fee.
- You must read and agree to the '**PTE Academic Test Taker Rules Agreement**', which will be provided to you when you arrive at the test center.
- The Test Administrator will check your identification and take your palm vein scan and signature. Please note the electronic signature you provide is legal acceptance of the rules agreement you have read.
- The Test Administrator will explain the test center rules and regulations.
- Personal belongings have to be stored in the secure storage facilities. You cannot access the storage facilities until your test has been completed.



### Watch:

What to expect on test day  
[pearsonpte.com/testday](https://pearsonpte.com/testday)

## Identification documents and biometric data

**You must provide a valid, non-expired passport to sit PTE Academic.**

- The name on your passport must exactly match the name used when booking the test.
- If you do not have your passport due to an ongoing visa application, you must request it back to present on the day of your test.
- Remember that if the name on your ID does **not** match your test booking, or you fail to present your original document, you will **not** be allowed to sit the test and you will lose your test fee. Photocopies are **not** accepted, even if they have been certified.

### If you do not have a passport

- Please review the ID requirements as you may be able to provide an alternative form of identification in some countries: [pearsonpte.com/acceptable-id](https://pearsonpte.com/acceptable-id)
- If you are a Refugee or a Stateless person, please visit [pearsonpte.com/acceptable-id/](https://pearsonpte.com/acceptable-id/) and fill out the required form before scheduling the test.

### Security and biometric data

- Test centers use CCTV to monitor possible infringements and manage the security of the building.
- Data may be shared with government authorities or higher education institutions that are processing an application you have submitted to them that includes PTE Academic results, or that you have nominated as a recipient of your test scores.
- You can read our full privacy policy on what data we collect and how it will be protected at [pearsonpte.com/privacy-policy](https://pearsonpte.com/privacy-policy)

On the day of the test, Pearson will take:

- Your photograph
- A scan of your palm vein pattern
- A spoken personal introduction from you

We may also take a copy of the ID document you present at the test center



# Test center rules

## The test room

The following are **not** allowed in the test room:

			
Phones	Electronic devices	Digital watches	Jewellery thicker than ¼ inch (½ cm)
			
Wallets / Purses	Hats	Coats	Books / Notes
			
Eating / Drinking / Chewing gum	Smoking	Chatting / Disturbing others	

## Before the test

- You **must** store all personal items in a locker. Phones and electronic devices must be turned off before storing them. The test center is not responsible for lost, stolen or misplaced items.
- You will be asked to empty your pockets and show that you have removed personal items.
- You will be given an erasable booklet and two pens.
  - **Do not** write **anything** in the booklet until the test begins.
  - Keep them inside the test room and return them after the test.
  - If you finish your booklet, raise your hand and you will be given a new one.
- Your identity will be checked before you begin the test. You must stay in your seat. For security reasons, you will be monitored at all times. Video and audio will be recorded.

**Warning:** Test takers who break the rules may have their PTE Academic scores revoked.

Test takers engaging in malpractice will be banned from taking the test in the future and may be liable to legal action.

# During Your Test

## Starting your test

- Once it is time to start your test, the Test Administrator will take you into the test room and assign you a computer with headphones and built-in microphone. You will also be provided with an erasable noteboard booklet and two pens. You must not take any notes until your test has started.
- You may not write on the erasable noteboard booklet until after the test has started.
- The Test Administrator will sign you into the computer and you will be presented with an on-screen non-disclosure reminder.
- The test will guide you through an equipment check to make sure your headphones and microphone are working correctly. Your test will then begin. If there are any issues, you must immediately raise your hand and advise the Test Administrator.
- There will be other test takers in the same room, and they will be speaking at the same time as you, so we recommend that you keep your headset on during the entire test.
- You are advised to speak at a conversational level when completing the speaking section. You do not need to raise your voice.

## The test

- 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.
- Some questions test your ability to speak English.
  - You will be asked to speak into a microphone and will be recorded.
  - You will not have an opportunity to re-record your responses.
  - Our test and systems are designed to test normal conversational flow and volume.
  - Test takers whose spoken responses contain features such as unnatural pausing/hesitation or poor enunciation of words/sentences or where test takers do not follow the directions may have this reflected in their scores.
- Some questions test your ability to write in English.
  - You may write your response in any valid form of English (British or American), but it must be consistent throughout the test.
  - 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.
- If you have questions or concerns, raise your hand and the Test Administrator will assist you as long as other test takers are not disturbed. For example, if you:
  - Experience hardware or software problems or distractions that affect your ability to take the test,
  - Run out of noteboard space or have issues with your pen during the test. The Test Administrator will bring you a new one. Note: You may not remove the erasable noteboard booklet or pens from the test room at any time during the test.
- The Test Administrator **cannot answer questions related to test content**, and you must not ask questions related to the content of the test.
- You cannot go back to previous questions to amend your answers.
- You are not allowed to leave the test before it finishes. Doing so will mean you lose your test fee and your scores will not be provided.

# Breaks

**You can choose to have one ten-minute scheduled break after the second section of the test (Part 2 Reading):**

- Follow the instructions on your screen.
- If you take too long, time will be deducted from the following section.
- You will **not** get extra time if you decline the break.

**Unscheduled breaks are allowed but discouraged:**

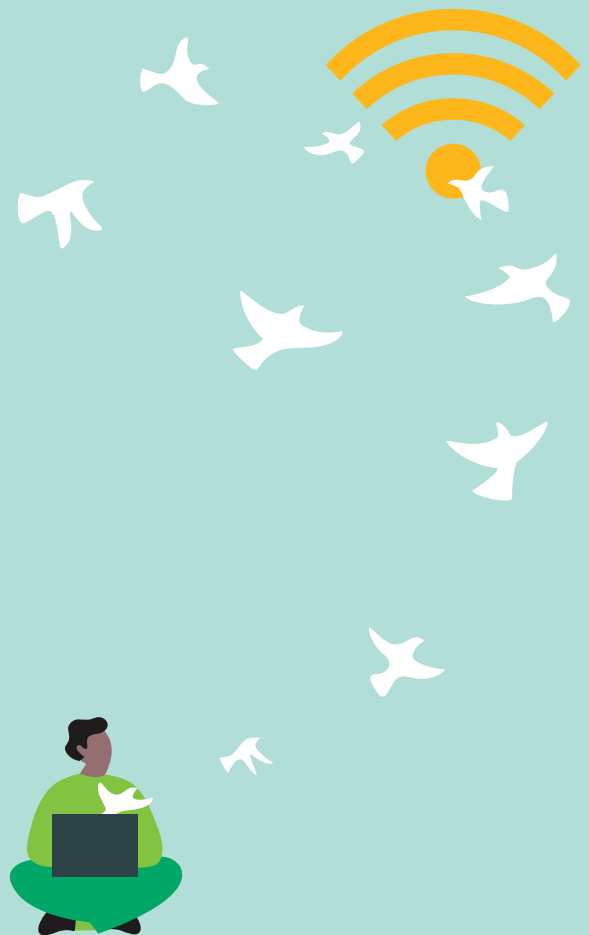
- To request an unscheduled break, raise your hand and speak to the Test Administrator. They will set your workstation in break mode.
- The test clock will **not** stop; this time is deducted from your overall test time.

**During your break:**

- You **cannot** access your locker or any personal items. You are permitted to access your locker only if it is necessary (for example, for medication) but you must inform the administrator before the test as you will need to be supervised.
- You **cannot** speak to any other test taker.
- You **cannot** leave the building. You can use the toilets/restrooms in the building. In some cases, however, you may have to use a toilet located outside.
- You must leave the test room for all breaks. Your identification will be checked when you leave and re-enter.

# Finishing your test

- 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 escorted out of the test room, and your identification will be checked electronically when you leave the test room.
- You will be provided with printed confirmation that you completed the test.
- Once this is complete, you can take all your personal belongings from the storage facilities and are able to leave.



# After Your Test

## Receiving your Score Report

Pearson aims to provide results within five business days of your test date. After your test, you will receive an email informing you that your Score Report is ready. This will include details of how to access your Score Report and provide it to your chosen institution(s).

- Your Score Report will be issued to you in a PDF format and will only be accepted by an institution if your report is verified through our electronic platform.
- We do not verify or authorize any printed Score Reports.
- Institutions will verify your PTE Academic Score Reports by using the Score Report Code (contained on your Score Report) which you provide on our electronic verification platform.
- Your Score Report is valid for two years from the date you take your test.

### If you don't receive your Score Report:

- If it has been five working days or less since you took your test, we kindly ask that you wait patiently. You will receive an email when your score is ready to be released.
- If it has been over five working days since you took your test, we recommend checking your junk or spam email folders as the email may be there. If it is not, and you have not received any contact from PTE, please contact us and our Customer Service team will investigate further: [pearsonpte.com/contact-us/](https://pearsonpte.com/contact-us/)

## Viewing your Score Report

1. Log in to your account at [pearsonvue.com/pte](https://pearsonvue.com/pte)

2. Select 'View Score Reports'.

3. Select 'View' for the score you wish to display.

4. You can now see the report in PDF format.

- **Remember, your Score Report is valid for two years from the date you took your test. Scores should be assigned within two years of taking your test. The DHA (Department of Home Affairs in Australia) will accept scores assigned up to three years after your test date.**



### Watch:

Find your test score

[pearsonpte.com/Accessingscores](https://pearsonpte.com/Accessingscores)



Illustration by Dan Matutina

# Sending your Score Report to an institution

## Through your account

Institutions can receive your scores and verify them by using the individual Score Report Code (SRC) contained in your Score Report. They will use the SRC to retrieve your results via an electronic score verification system.

You can share your SRC with any institution via a secure method of your choosing. Alternatively, you can choose to send your Score Report via your PTE Academic account. If you use this method, it can take up to 48 hours before the institution can verify the scores. You can send your Score Report to an unlimited number of institutions, but you can only select up to seven recipients at any one time.

Alternatively, you can choose to send your Score Report via your PTE Academic account. If you use this method, it can take up to 48 hours before the institution can verify the scores. You can send your Score Report to an unlimited number of institutions, but you can only select up to seven recipients at any one time.

**1. Log in to your account at [pearsonvue.com/pte](https://pearsonvue.com/pte)**

**2. Select 'View Score Reports'.**

**3. Select 'Send Scores' next to the test you want to assign.**

**4. 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.

**5. When the institution appears in the 'Recipient' field, put a tick in the box.**

**6. Select 'Next' to see a summary of your order.**

**7. Select 'Next' again, then 'Submit Order' to send your scores.**

# Using your Score Report Code

**1. Log in to your account at [pearsonvue.com/pte](https://pearsonvue.com/pte)**

**2. Select 'View Score Reports'.**

**3. Find the SRC on your PDF.**

**4. Submit the SRC to the institution you are applying to through a secure method of your choice.**

**5. The institution will use your SRC to retrieve your **Score Report** via Pearson's electronic score verification platform**



# Understanding your Score Report

PTE Academic is scored against the Global Scale of English, a granular scale from 10 to 90. The **PTE Academic Score Report** includes your overall score, communicative skills scores and enabling skills scores. **See page 17** for a description of each element of the report.

For a detailed understanding of how your test is scored, view the PTE Academic Score Guide here: [pearsonpte.com/ScoreGuide](https://pearsonpte.com/ScoreGuide)

## Retaking and rescoring

### Retake policy

- You can book your next test as soon as the Score Report from your last test is available. Please do not create a new account in order to bypass the wait as this can cause further delays.
- You can book a test date five days after your previous attempt.
- You can only book one test at a time.
- Your new appointment must be within six months
- You can take the test as many times as you wish.

### Requesting a rescore

- PTE Academic is a computer-scored test; therefore, it is unlikely that your overall scores will change.
- Only spoken responses and open-ended written responses are rescored.
- In the unlikely event that your score changes, it may go up or down. If either your overall, communicative, or enabling skills scores change, the rescore fee will be fully refunded.
- If your score changes, it will replace your previous score and your original Score Report will be reissued to reflect the new score.
- You can only request a rescore once per test registration.
- You may only request a rescore of your most recent PTE Academic test.
- You cannot request a rescore if you have already scheduled another test.
- To request a rescore, you must call our Customer Services team within 14 calendar days of your Score Report being made available to you. The fee for rescoring is available from this team. The phone number can be found at [pearsonpte.com/contact-us/](https://pearsonpte.com/contact-us/) under "Retake or request a rescore".

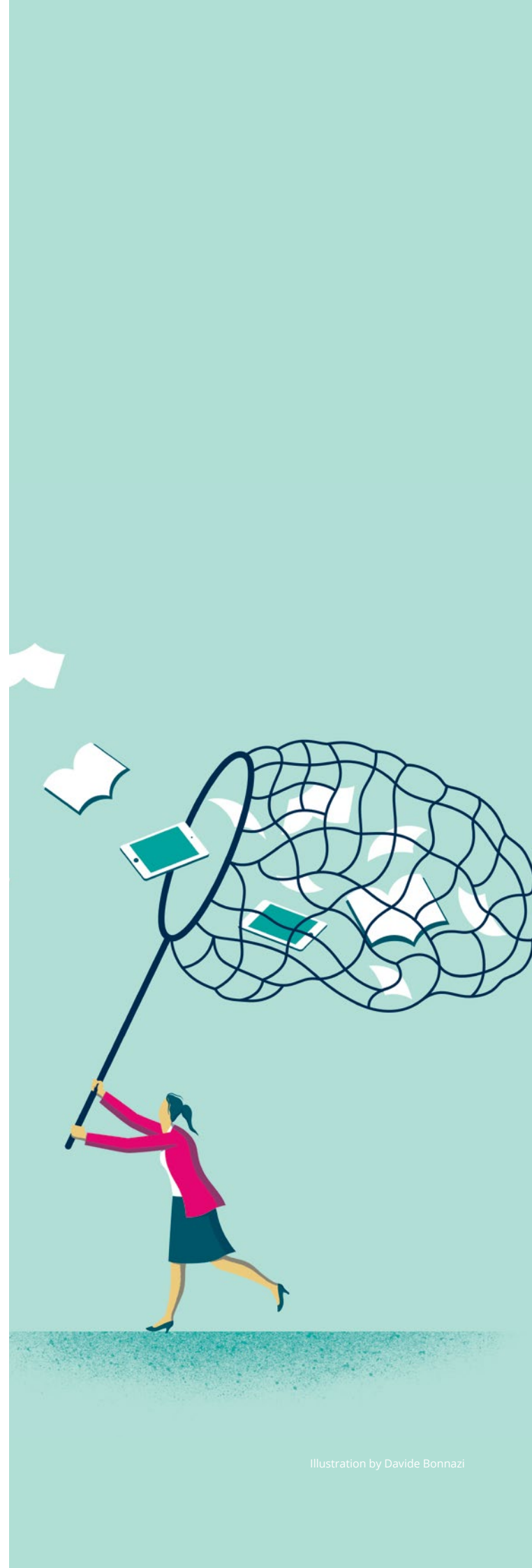


Illustration by Davide Bonnazi



- 1 **Score Report Code**
- 2 **Overall Score**  
Reflects your overall English language ability and is based on performance throughout the test.
- 3 **Communicative skills**  
Listening, reading, speaking and writing are based on all test questions that assess these skills, either as a single skill or together with other skills.
- 4 **Enabling skills**  
Grammar, oral fluency, pronunciation, spelling, vocabulary and written discourse are based on all test questions assessing one or more of these skills.


Test Taker: Example  
876543A21B

**Pearson | PTE Academic**

## Test Taker Score Report

### Example Test Taker

**Score Report Code: 876543A21B**



**Test Taker ID:** PTE987654321  
**Date of Birth:** 12 August 1995  
**Country of Citizenship:** China  
**Country of Residence:** United Kingdom  
**Gender:** Female  
**Email Address:** ptecandidate123@ptecandidate.com  
**Registration ID:** 987654321  
**Test Date:** 11 February 2019  
**Test Center Country:** United Kingdom  
**Test Center ID:** 00011  
**First-Time Test Taker:** Yes  
**Report Issue Date:** 15 February 2019  
**Scores Valid Until:** 11 February 2021

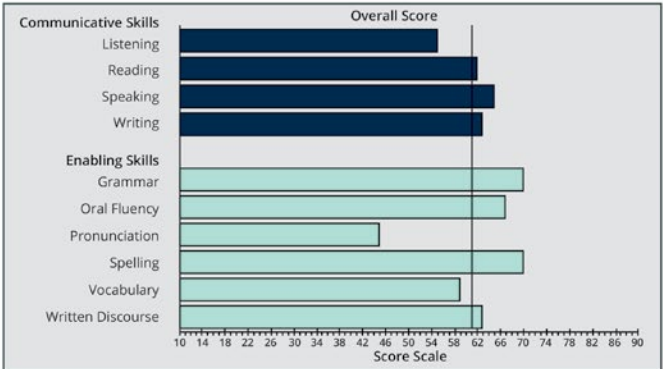
**Overall Score: 61**

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 this 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/ptecandidate/scores](http://www.pearsonpte.com/ptecandidate/scores).

**Skills Profile**

Category	Skill	Score
Communicative Skills	Listening	55
	Reading	62
	Speaking	65
	Writing	63
Enabling Skills	Grammar	70
	Oral Fluency	67
	Pronunciation	45
	Spelling	70
	Vocabulary	59
	Written Discourse	63



Score Report representation right may differ from current score reports.

**NOTE TO INSTITUTIONS:** This score report is not valid unless authenticated on the PTE Academic Score Report Website: [www.pearsonvue.com/ptescores](http://www.pearsonvue.com/ptescores).

**PLEASE NOTE:**

- Score Report representation (above) may differ from current Score Reports.
- For a detailed understanding of PTE Academic scores, view the [PTE Academic Score Guide](http://pearsonpte.com/ScoreGuide) [pearsonpte.com/ScoreGuide](http://pearsonpte.com/ScoreGuide).

**Watch:**  
Find your test score  
[pearsonpte.com/Accessingscores](http://pearsonpte.com/Accessingscores)

**TIPS TO IMPROVE**

- If you are disappointed with your score, please visit the following page, which contains tips on how to improve: [pearsonpte.com/preparation/resources/what-can-i-do-to-improve/](http://pearsonpte.com/preparation/resources/what-can-i-do-to-improve/)

**CONTACT DETAILS**

- For frequently asked questions, or if you have an inquiry about your test, please visit the Contact Us page here: [pearsonpte.com/contact-us/](http://pearsonpte.com/contact-us/)

# PTE Academic Test Taker Terms & Conditions

## 1) General

- A. These terms and conditions ('PTE Academic Test Taker Terms and Conditions') are incorporated into and form part of the contract between Pearson Education Ltd ("Pearson", "we", "our" or "us") and a candidate ("Candidate", "you" or "your") who has registered for Pearson Test of English Academic ("PTE Academic") with us or one of our affiliate companies worldwide. We may change or modify the PTE Academic Test Taker Terms and Conditions from time to time. 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.
- B. These PTE Academic Test Taker Terms and Conditions and The PTE Academic Test Taker Handbook ('the Handbook') constitutes the entire agreement between us and a Candidate. 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** or the Handbook.

## 2) PTE Academic Test Taker Handbook

- A. The Handbook contains details of the rules and regulations 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 the Handbook.
- B. You agree that if you do not comply with the instructions set out in the section "On Test Day" of the Handbook, this may be reported to Pearson by the test center staff and we may take action including but not limited to refusing you entry to the test center to sit the PTE Academic test, or invalidation of test results.

## 3) Privacy

- A. At all stages during the registration, scheduling and test taking process Pearson will collect personal data from and about you. All your personal data will be collected, transmitted, and stored in a safe and secure way and will be used only for the purposes stated in the privacy statement which can be viewed on our website [pearsonpte.com/privacy-policy](https://pearsonpte.com/privacy-policy).

## 4) Confidentiality

- A. Candidates may not remove copies of test items and answers from the testing center or share any items or answers from their test with others; this includes a prohibition on any non-commercial use of test items and answers in study guides or practice sessions.

## 5) Cancellation policy

- A. You may cancel and/or reschedule your test in accordance with the policy set out in the **PTE Academic Test Taker Handbook**.
- B. Pearson may cancel your test and registration with PTE Academic if, in Pearson's reasonable opinion, your reasons for taking the test are not genuine and in good faith. Your sole remedy is a refund of amounts you have paid for the canceled test.
- C. Pearson may additionally cancel your test and/or reschedule your test with a different test center at its discretion and, in the event of circumstances outside Pearson's control, at short notice, including any force majeure event. Your sole remedy is a refund or a rescheduled test at your option.

## 6) Limitations of Liability

- A. Pearson does not limit or exclude its liability for death or personal injury caused by its negligence or that of its employees or agents or for fraudulent misrepresentation.
- B. Subject to paragraph 6 (a) above, and to the fullest extent permitted by applicable law, Pearson shall under no circumstances be liable to you, whether in contract, tort (including negligence) or otherwise, for; (i) any loss of business, loss of profit or loss of opportunity or for any indirect or consequential loss incurred by you as a consequence of Pearson's acts or omissions relating to PTE Academic or your test; or (ii) any act or omission by or on behalf of a test center, its employees or agents.
- C. Pearson's total liability to you in respect of any and all other costs or losses incurred by you shall not exceed the amount paid by you to Pearson in relation to the relevant test, unless otherwise required by law.

- D. In the event of our failure to perform, or delay in our performance of, any of our obligations in relation to providing PTE Academic that is caused by circumstances outside our reasonable control, we shall be entitled to a reasonable extension of time for performing those obligations.

## 7) General Provisions

- A. These terms and conditions, any confirmation that we send to you regarding your registration and the contents of the Handbook together contain the entire contract between us and a Candidate in relation to Pearson PTE Academic. We may revise these **PTE Academic Test Taker Terms and Conditions** from time to time. Any material change will be brought to your attention by email to the contact email address you have provided to us.
- B. 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
- C. 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.
- D. Except where specified otherwise, these terms and conditions and the contract between us in relation to PTE will be interpreted in accordance with the laws of England and Wales.

# Supplemental Terms and Conditions

If you are registered to take the exam in the following countries or territories, the appropriate supplemental terms listed below will also apply (and shall supersede any conflicting term in the terms and conditions).

## Australia

Our exam development and scoring services come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a re-test or a refund for a major failure and compensation for any other reasonable, foreseeable loss or damage (subject to our liability limitation clauses in the terms and conditions). You are also entitled to re-test or

refund if the exam fails to be of acceptable quality and the failure does not amount to a major failure.

## Any claim under Australian Consumer Law should be addressed to:

Pearson Australia Group Pty Ltd  
707 Collins Street, Melbourne, VIC 3008  
Australia

Pearson complies with the Privacy Act 1988 (Cth) in respect of your privacy rights. Your data will be exported outside of Australia to the UK, the US, the Philippines and any other jurisdiction that you nominate to receive your test scores, but all exports are in accordance with the provisions of the Privacy Act 1988 (Cth).

These terms and conditions shall be governed by the laws of the State of Victoria.

## Hong Kong

Pearson complies with the Personal Data (Privacy) Ordinance (Cap. 486) (the "PDPO") in relation to the collection, use, transfer and storage of your personal data. Any such personal data may be accessible by Pearson's other offices or offices affiliated to Pearson outside Hong Kong. That means your personal data may not be protected to the same or similar level in Hong Kong. By registering for PTE Academic, you agree that your personal data may be transferred to places outside Hong Kong. Certain personal data may also need to be transferred to the Hong Kong authorities, Pearson's auditors, our insurers or our bankers for accounting or compliance purposes.

You may access Pearson's Personal Information Collection Statement mentioned in Clause 3 above, (and which is also available in Chinese at [www.pearsonpte.com/privacy](http://www.pearsonpte.com/privacy) and confirm that you have read, understood and consented to it.

In substitute for Clause 7(d) above, these terms and conditions shall be construed and governed by the laws of Hong Kong Special Administrative Region.

## Mainland China

Pearson complies with the laws and regulations related to personal data. Any such personal data may be accessible by Pearson's other offices or offices affiliated to Pearson outside Mainland China. That means your personal data may not be protected to the same or similar level in Mainland China. By registering for PTE Academic, you agree that your personal data may be transferred to places outside Mainland China. Certain personal data may also need to be transferred to the authorities, Pearson's auditors, our insurers or our bankers for accounting or compliance purposes. You may access Pearson's Personal Information Collection Statement mentioned in Clause 3 above, (and which is also available in Chinese at [www.pearsonpte.com/privacy](http://www.pearsonpte.com/privacy) and confirm that you have read, understood and consented to it.

Learn more about



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