



Pearson  
PTE Academic

# TEST TAKER

# HANDBOOK

NOVEMBER 2021

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# 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 6 steps

1

## Prepare

We recommend that all test takers prepare for PTE Academic, even if English is your first language. Free preparation resources and a range of discounted packages are available to help you: [pearsonpte.com/preparation](https://pearsonpte.com/preparation)

2

## Find a seat

Visit [pearsonpte.com](https://pearsonpte.com) to check test availability.

3

## Book your chosen test

Create your **myPTE account** to purchase your test.

### Note:

- Make sure you read the Terms and Conditions. [See page 20](#)
- If you have special needs, you must make your accommodation request before you book a test. [See page 9](#)
- If you are under 18, a Parental Consent Form must be completed. Once approved, the consent form is valid for all tests until you are 18.

You can continue your preparation after booking your test.

4

## Take the test

On test day, your identity will be checked against your ID document.

[See page 10](#)

5

## Receive your results

Scores are typically available within 48 hours, but may take up to 5 days. You will receive an email informing you that your score report is ready.

[See page 14](#)

6

## Share your results

Sign in to your account to access your Score Report. You can share your score with institutions by giving them the unique **Score Report Code (SRC)** on your score report. You can also assign your score from your myPTE account. For all UK visa applications, the UK Government will be automatically able to access your score using the **SELT Unique Reference Number (URN)** on your report.

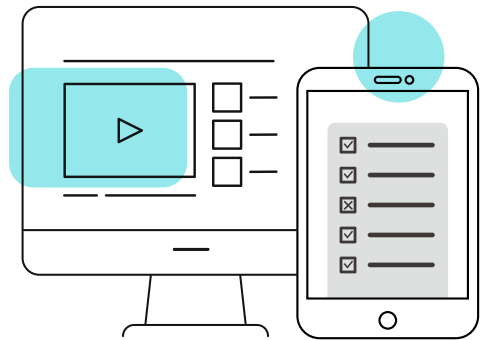
[See page 14](#)

# Preparation

Pearson offer a variety of digital and print self-study test preparation options for PTE Academic. Digital self-study test preparation is available to access quickly in cost-saving packages and free resources on our website; [pearsonpte.com/preparation](https://pearsonpte.com/preparation)

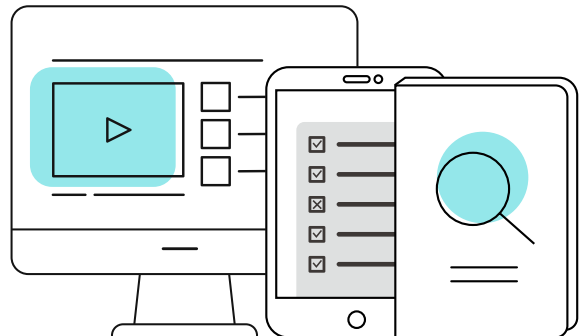
## Scored Practice Tests

The Official Scored Practice Tests are the best possible indication of your readiness for taking PTE Academic, and are delivered exclusively through Pearson. The tests replicate the test format, timing and have quick score turnaround.



## The Official Guide to PTE Academic

Available as an eBook or print, the Official Guide includes expert guidance, tips and strategies on all areas of PTE Academic. The text comes with extra digital resources including question practice, sample answers and videos to make sure you're fully prepared for the test.



## PTE Academic Question Bank

300 Questions for all PTE Academic question types to help those looking for plenty of extra practice. All open-ended Speaking and Writing questions include sample answers to help you compare your attempt with strong sample responses.



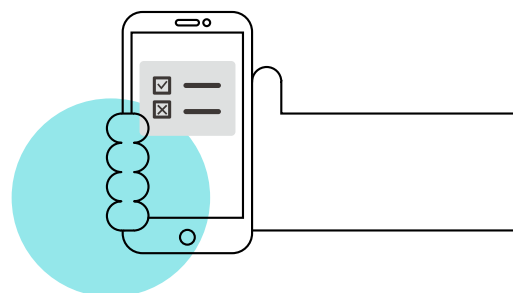
## PTE Academic English Booster

Ideal for those looking to improve their understanding of Academic English through lots of activities and authentic skills practice, English Booster is a digital application with hours of PTE Academic preparation content.



## PTE Academic official practice app

The PTE Academic official practice app provides useful information on the test, real examples of different question types, and a study planner to help you organise your preparation time until test day. This free app can be downloaded from your device's app store.



## Free short course

The Introduction to PTE Academic online course is a free online course that features video guidance on the test and example test questions to practice. It is an ideal way to get familiar with PTE Academic and build some confidence before more intensive practice.



# Book your test

1

## Find a seat

Visit [pearsonpte.com](https://pearsonpte.com) to check test availability:

1. Confirm your chosen test center
2. Confirm your chosen date and time.

2

## Create your myPTE account

Fill in the registration form with your account and personal information. Remember to use a valid email address.

3

## Ensure your personal details are accurate

Your personal details must match your identification document.

- See [page 10](#) for which identity documents are accepted.
- If you only have one name, enter it in the **'First/Given names'** field and enter a full stop in the **'Last/Family name'** field.
- If you have a middle name, please enter this in the First/Given names section.
- Use roman characters throughout.

4

## Your appointment

A summary of your appointment details will be displayed on your myPTE dashboard. You will also receive a booking confirmation by email.

5

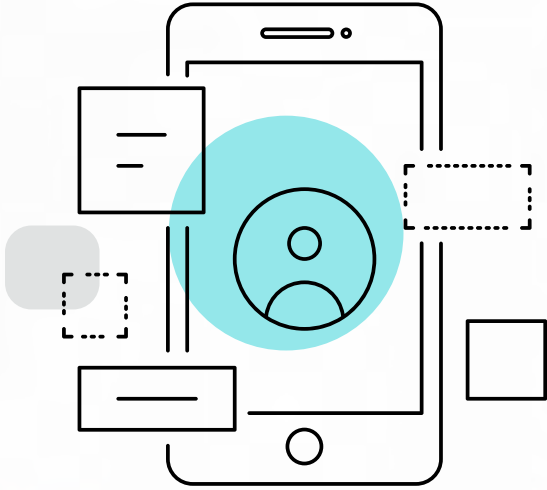
## Complete your purchase

Once you have created your account and provided the necessary consents, you are ready to purchase your test.

## 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 cancelled.
- For a full breakdown of fees visit [pearsonpte.com/testcenters](https://pearsonpte.com/testcenters)





## 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 to sign in to your **myPTE account** at [pearsonpte.com](https://pearsonpte.com) and use the **'Reschedule'** or **'Cancel'** buttons on your appointment summary.

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

## 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	13–8 calendar days remaining	7 calendar days remaining	Test Day
Free reschedule	50% fee payable	Full test fee payable	

### 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	13–8 calendar days remaining	7 calendar days remaining	Test Day
Full refund	50% refund	No refund	



## 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. Any other direct costs and expenses incurred beyond the cost of the test will be considered on a case-by-case basis.

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/help-center](https://pearsonpte.com/help-center)

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

## Special requirements

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.
- Please let us know if you have any special requirements during account creation. Once you have completed your profile, you will be asked to fill out a form with details of your request.
- Your submitted form will be reviewed and the Customer Support team will contact you to book your test.
- Please submit the form at least six weeks before your chosen test so that there is time to process your request.
- 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 their own comfort aids.

# 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 **Test Taker 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 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 document and biometric data

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

- 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)

### 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:



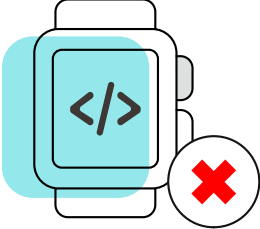
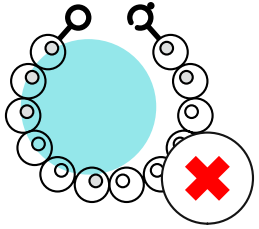
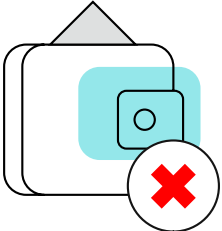
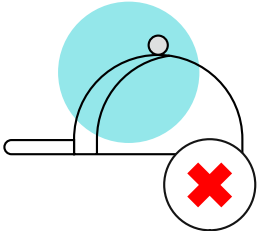
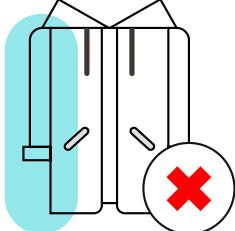
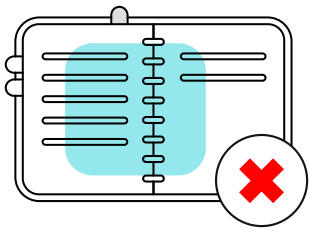
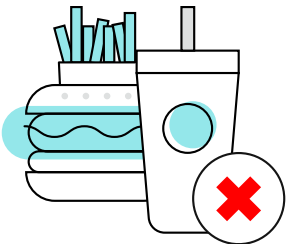
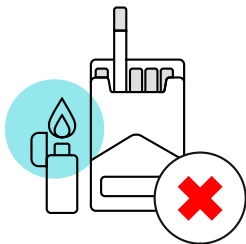
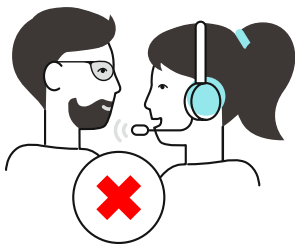
- Your photograph
- A scan of your palm vein pattern
- A spoken personal introduction from you

We may 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 whiteboard 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 or abusive behaviour 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.
- You must start the test when advised so by the Test Administrator. 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 testing 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

There are no scheduled breaks available. You can request an unscheduled break, however these are highly discouraged.

Please consider the points below if you request an unscheduled break:

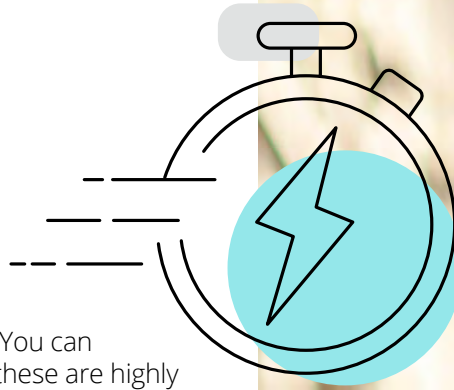
- **The test clock will not stop;** this time is deducted from your overall test time and **there will be no compensation for time loss.**
- To request an unscheduled break, raise your hand and speak to the Test Administrator. They will set your workstation in break mode, but this will not stop the test clock.
- Your identification will be checked when you leave and re-enter.
- If you don't follow these rules the validity of your test might be compromised

During your unscheduled 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.
- Speak to any other test taker.
- Leave the building.

## 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.

- Your Score Report can be downloaded 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) you provide on our electronic verification platform.
- If you are applying for a UK Visa and are taking a UKVI test, your Score Report will contain a SELT Unique Reference Number (URN) which can be shared with the UK Home Office to allow them to access your score report and verify your score.
- 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 fill out the form here and our Customer Service team will investigate further: [pearsonpte.com/help-center](https://pearsonpte.com/help-center)

## Viewing your Score Report

1. Sign in to your account at [mypte.pearsonpte.com](https://mypte.pearsonpte.com)

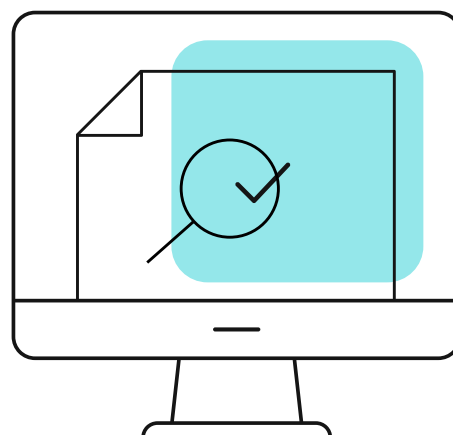
2. Select '**View Score**'.

3. Go to '**My Activity**'.

4. Your **Score Report** will be displayed on screen.

5. To save a copy of the report, click the '**View as PDF**' button.

- 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.



# Sending your Score Report to an institution

## Through your account

Institutions can receive your scores and verify them 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.

1. Sign in to your account at [mypte.pearsonpte.com](https://mypte.pearsonpte.com)

2. Go to the **'My Activity'** page.

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 SRC

1. Sign in to your account at [mypte.pearsonpte.com](https://mypte.pearsonpte.com)

2. Go to the **'My Activity'** page.

3. Select **'View Score'** next to the relevant test.

4. Find the SRC on your on-screen report.

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

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

# Sending your Score Report to the UK Home Office

If you have taken the UKVI test, your score report will contain a SELT Unique Reference Number (URN). This should be entered on your visa application form so that the UK Government can verify your results.



# 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 and communicative skills. [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)

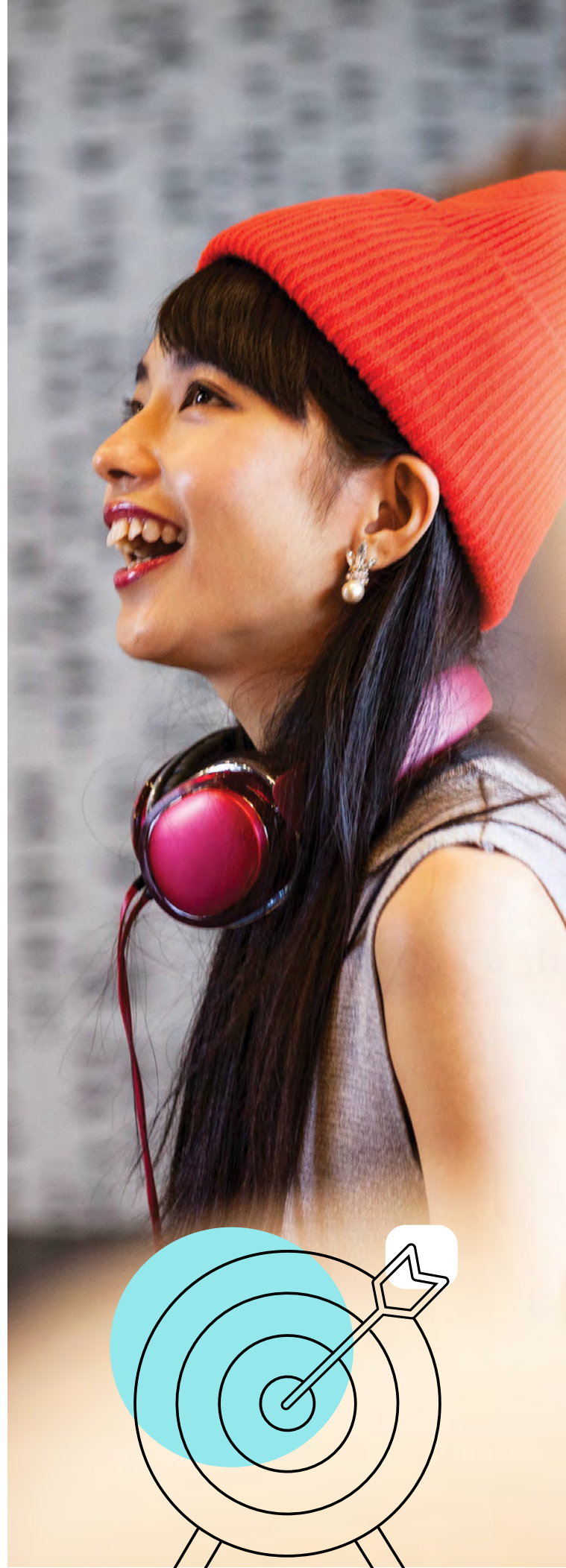
## Retaking and rescoring

### 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 your overall communicative 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/help-center](https://pearsonpte.com/help-center) under 'Retake or request a rescore'.





- 1
**Score Report Code**
- 2

**SELT URN number**  
 If you are applying for a UK visa, use this number on your visa application form so that the UK Government can access your result.
- 3

**Overall Score**  
 Reflects your overall English language ability and is based on performance throughout the test.
- 4

**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.

**Pearson | PTE Academic | Score Reports**

SELT URN: PEL/521521/06505/PTE300001289  
Score Report Code: 14paKMcPjk9J

**Example Test Taker**  
Test Taker ID: PTE110000014  
Registration ID: 410000014

**Overall Score**  
**72**

**Communicative Skills**

Skill	Score
Listening	78
Reading	90
Speaking	64
Writing	82

**Skills Breakdown**

Listening 78, Reading 90, Speaking 64, Writing 82, 72 Overall

**Candidate Information**

Date of Birth: 15 Jan 1994  
Gender: Female  
Country of Citizenship: China  
Country of Residence: China

**Test Centre Information**

Test Centre Country: China  
Test Centre ID: 50404  
Test Centre: TestLab - UK PPC

Test Name: PTE Academic UKVI  
Test Date: 17 Nov 2021  
Valid Until: 17 Nov 2023  
Issue Date: 06 Aug 2021

#### PLEASE NOTE:

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

## TIPS TO IMPROVE

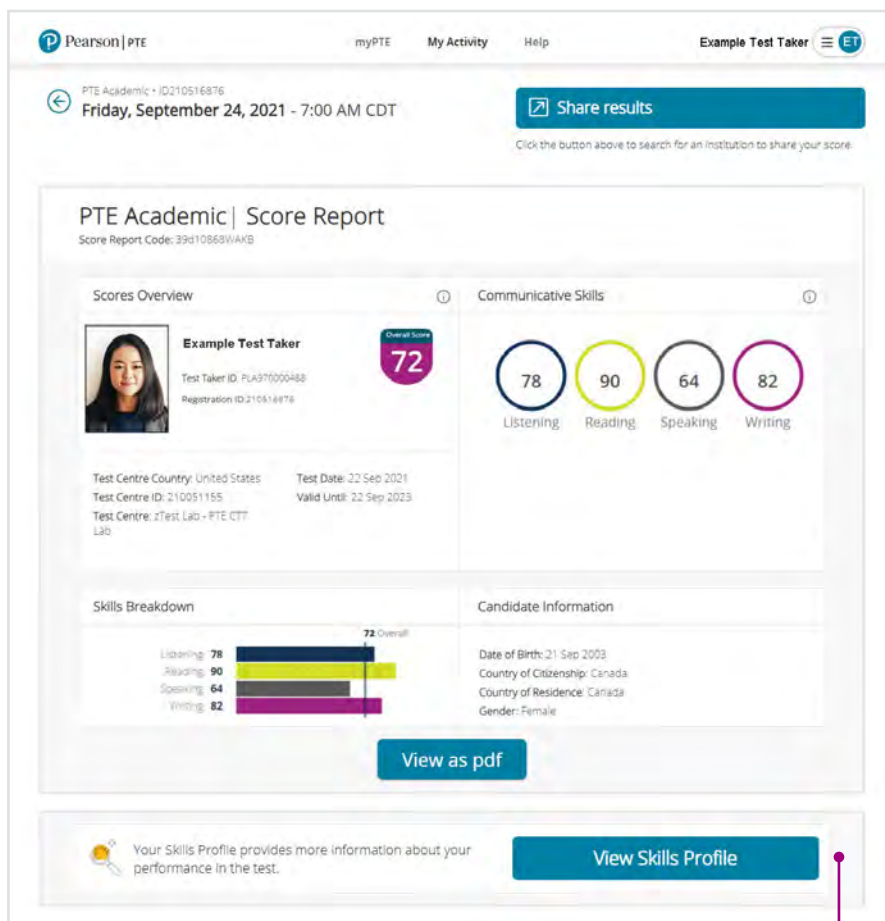
- If you are disappointed with your score, please visit the following page, which contains tips on how to improve: [pearsonpte.com/preparation/resources/what-can-i-do-to-improve/](https://pearsonpte.com/preparation/resources/what-can-i-do-to-improve/)

## CONTACT DETAILS

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

# Skills Profile

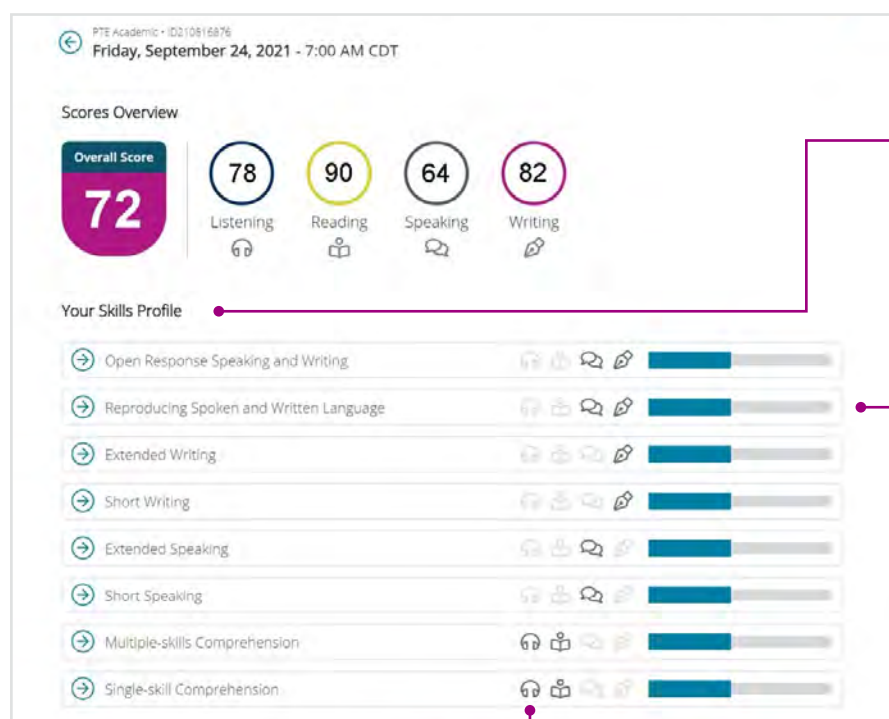
From your myPTE portal you can now access detailed information about your performance in the test - the Skills Profile. It can be found when you view your Score Report online by clicking on **"View Skills Profile"** at the bottom of the page.



The Skills Profile looks at your performance in eight language skills areas. By clicking on the arrow next to each test area, you can view the skill(s) area definition and personalized recommendations that have been tailored to you based on your performance in that test area.

## 1 View Skills Profile

Directs you to additional information about your test performance and to personalised recommendations.



## 2 Skills areas of performance

Each give you its definition and relevant, personalised recommendations.

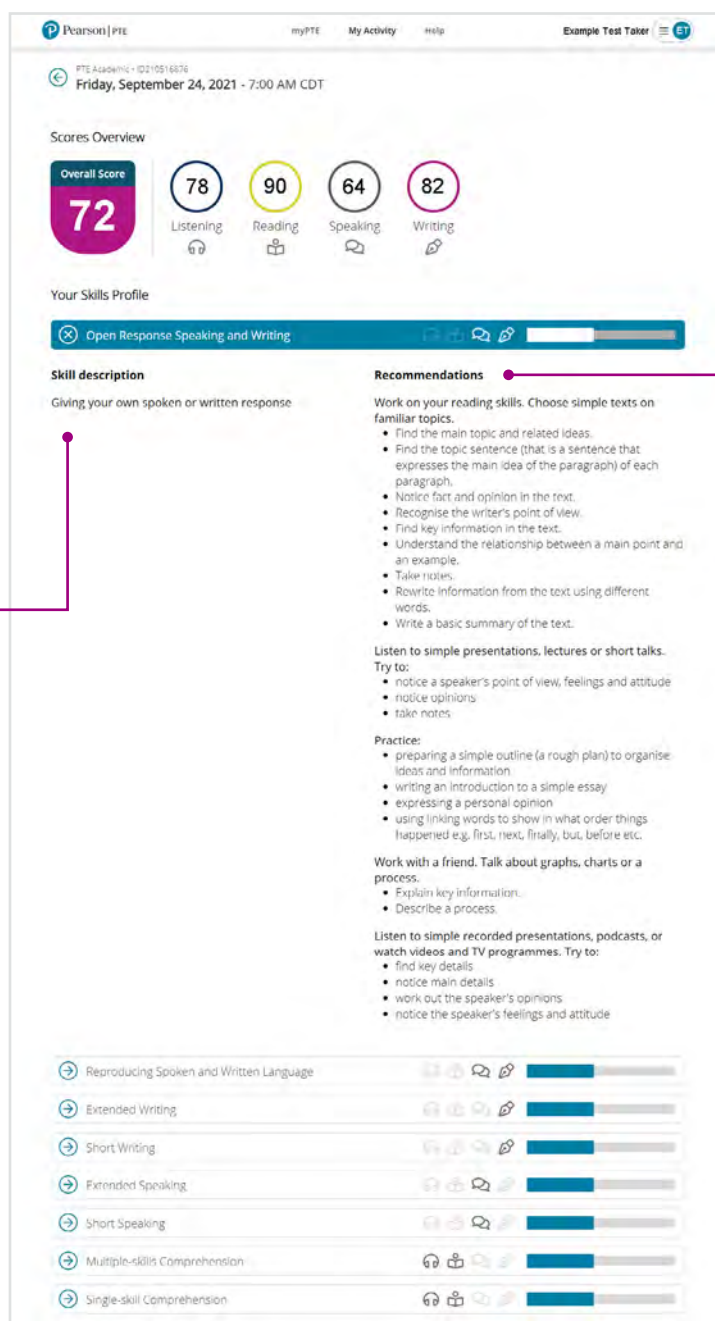
## 3 Performance bars

Give you an indication of how well you did in each test area.

## 4 Skills icons

The four icons next to the performance bars represent the related communicative skill(s) which you are scored on in the test.

Each test area in the Skills Profile takes scoring information from item types that address those skills. This gives you a detailed overview of your strengths and weaknesses across the four skills of reading, writing, speaking and listening. The recommendations come from the Global Scale of English (GSE) learning objectives that target test related skills. These objectives have been developed by language teachers to provide useful ways of practicing and improving particular aspects of English language. This means that whatever your Skills Profile looks like, we will give you targeted ways to improve.



## 5 Recommendations

Activities you can use to improve your performance before taking the test again.

## 6 Skill description

# 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 test 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 test 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 test 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

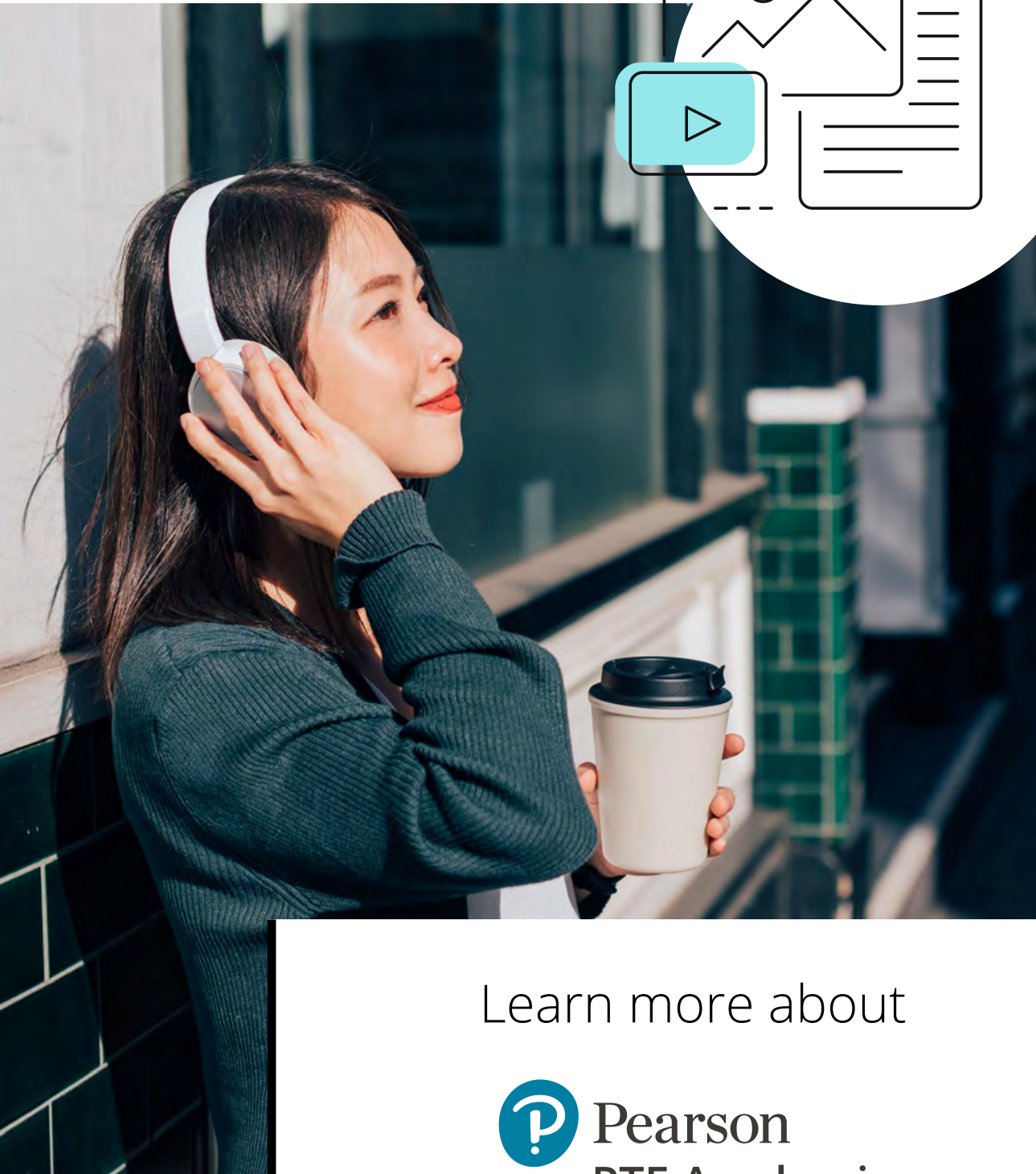
Pearson complies with the Personal Data (Privacy) Ordinance (Cap. 486) (the "PDPO") in relation to the collection, use, transfer and storage of your personal data. Any such personal data may be accessible by Pearson's other offices or offices affiliated to Pearson outside Hong Kong. That means your personal 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.



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