

Test Taker Handbook



Illustration by Nathalie Lees



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.



Illustration by Lauren Rolwing

Enquiries

- **General enquiries:** visit the FAQs page: Visit pearsonpte.com/faqs
- **Registration and scheduling inquiries:** Contact your regional Customer Service Team pearsonpte.com/contact

PTE Academic in 6 steps

| | |
|---|---|
| 1 | Start Visit pearsonpte.com for test locations and fees. |
| 2 | Registration and Booking Go to pearsonpte.com/book to create an account and schedule your test. See page 4 for more information. |
| 3 | Confirmation Once payment has been received, you will receive an email confirmation with the test center location and directions. |
| 4 | Test Day Your identity will be checked and your biometrics will be collected. See page 8 for more information. |
| 5 | Results Results are typically available within five working days. You will receive an email from us informing you that your Score Report is ready. See page 13 for more information. |
| 6 | Share your scores Login to your account and access your Score Report. You can then share your Score Report with an unlimited number of universities, colleges or visa authorities. |



THINGS TO REMEMBER

- Before you book your test, please make sure you have read through this Test Taker Handbook, including the **PTE Academic Test Taker Terms and Conditions** on page 16.
- If you do not agree to abide by the **PTE Academic Test Taker Terms and Conditions**, please do not register or access our website and services.

Before Your Test

Registration: create an account

Go to pearsonpte.com/book

1

Create your account

2

Enter your personal details exactly as they appear on your identity document

- See page 9 for more details.
- If you only have one name (that is both your given name and family name) enter it in the "Last Name/Surname/Family Name" field. Enter a period/full stop in the "First Name/Given Name" field.

3

Make sure you complete all fields to avoid delays with account registration.

4

Once you have completed the process, you will receive an email within 2 business days containing your login details.



THINGS TO REMEMBER

- Use Roman characters when you register.
- Enter your name exactly as it appears on the identification that you intend to bring with you on the day. Refer to the test taker checklist at pearsonpte.com/TestDay to the detailed information on ID requirements: pearsonpte.com/acceptable-id
- Use a valid and secure email address as this email address is where you will receive your login details and important notifications, including when your scores will be available. Please check your Junk/Spam folder once you register and take your test.

Book your test

Once you have your login details, go to pearsonvue.com/pte

1

Sign in, choose “PTE-A: Pearson Test of English Academic” and click “Schedule this Exam”.

2

Provide Answers to the PTE Academic registration questions.

3

Search for a nearby test center and choose available dates and times.

4

Confirm location, date and time, agree to the **PTE Academic Admission Policy** then make full payment to secure your booking.

5

Complete! You will receive an email confirming the test center location, directions, and points to remember on the day.



THINGS TO REMEMBER

- 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 to pay a rescheduling fee or receive a refund.
- For a full breakdown of fees visit pearsonpte.com/testcenters
- A late booking fee is incurred if a booking is made 48 hours before a test.
- After booking, if you do not receive a confirmation email within 2 business days, please check your junk or spam email folders.
- 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. If you need to make a change please, contact Customer Support pearsonpte.com/contact

Cancel or reschedule a test

You can reschedule or cancel your test:

- **Online:** Login to your account pearsonvue.com/pte
- **Phone:** pearsonpte.com/contact
- **Chat:** home.pearsonvue.com/pte/contact

Please note that there are timelines and fees applicable to these changes.

If you decide not to take the PTE Academic test after making your booking online, you have up to 14 full calendar days before your test date to claim a full refund. You can request a cancellation by contacting the customer service team in your region pearsonpte.com/contact.

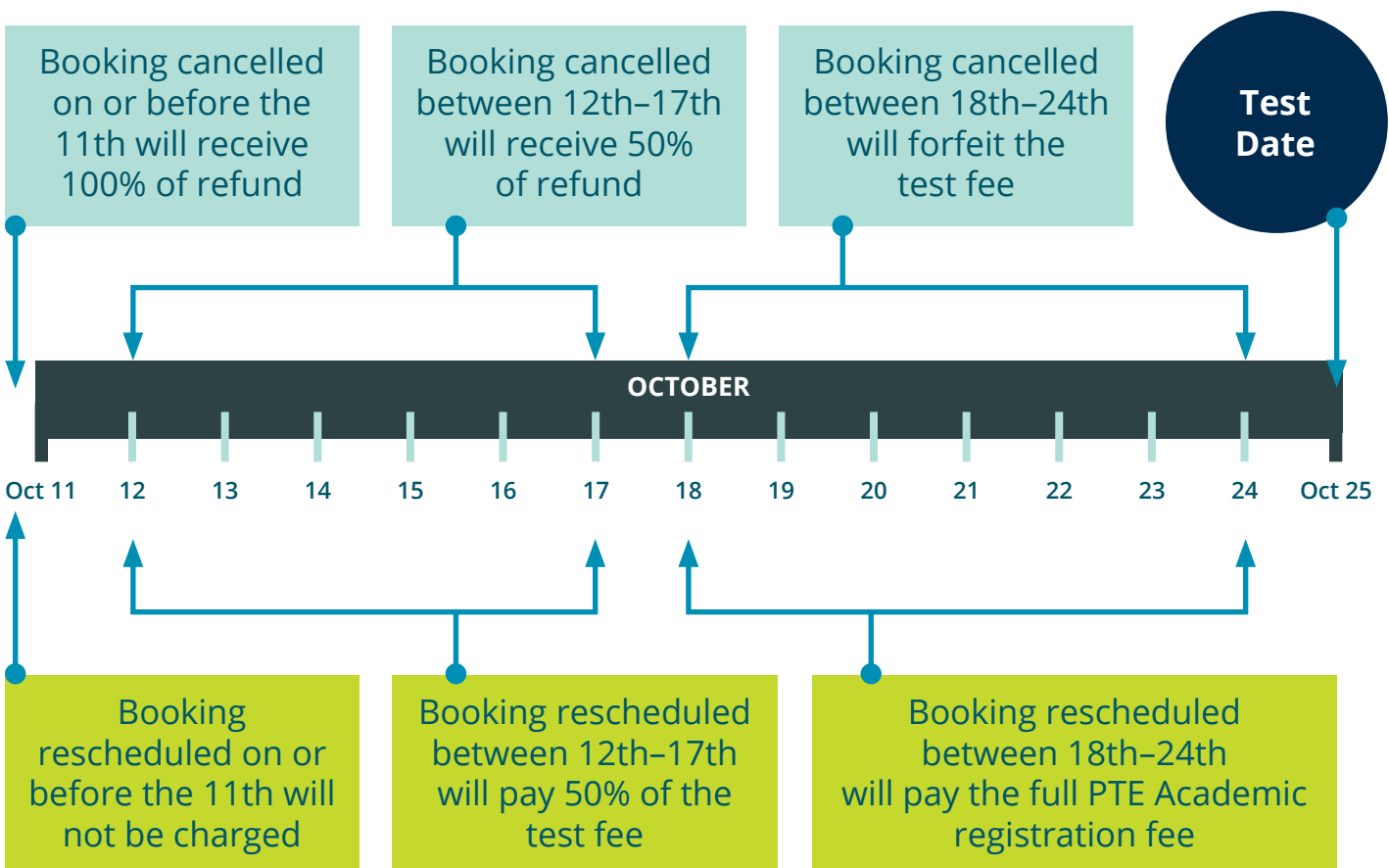
If you cancel the test, with less than 14 calendar days, but at least 7 full calendar days before your test date you will receive a partial refund (50% of the test fee paid).

If you reschedule the test, with less than 14 calendar days, but at least 7 full calendar days before your test date you will pay 50% of the test fee.

No refunds will be provided on cancelling or rescheduling the exam less than 7 calendar days before the exam.

PLEASE NOTE: The cancellation and reschedule policy does not include your test date.

Example: if your test is on Thursday, October 25th



Refunds

Pearson may, in its sole discretion, offer you a refund for any testing fees where you have registered and paid any testing fee directly to Pearson. Full refunds are only offered where:

- A. you change your mind no less than 14 full calendar days prior to your scheduled test date; or
- B. if you are unable to take the test due to illness (and can provide a medical certificate) in accordance with this test taker's handbook.

Reschedule exceptions for medical reasons are at our discretion

If you are physically unable to attend the test center on the day of your test because of illness Pearson may agree to a one off medical based reschedule. We may agree to reschedule the test free-of-charge or at a reduced fee. You will need to contact customer service within 14 full calendar days of the scheduled date of the test and we will ask to see medical evidence. Acceptance of evidence is at our discretion. No test may be rescheduled more than once for medical reasons.

There is no automatic right to rebook or obtain a refund if you cannot sit a test for medical reasons.

Any request less than 14 days prior to the test date shall be subject to a cancellation fee as set out above.

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 [pearsonpte.com/contact](https://www.pearsonpte.com/contact).

Changes to the test

Pearson reserves the right, in its sole discretion, to cancel, reschedule, change test content or number of candidates 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.

Test takers with disabilities

PTE Academic is a computer-scored test. This means there are technical limitations to the ways we can accommodate the needs of candidates 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 candidates.

- 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 at [pearsonpte.com/accommodations](https://www.pearsonpte.com/accommodations).
 - You must submit this form via email to pltsupport@pearson.com at least four weeks before sitting your test.
 - You should submit the form prior to booking your test.
- Testing accommodations which require approval include:
 - Additional or extended rest breaks
 - Allowance of a medical device in the testing rooms
 - Enlarged font on the PC monitor
 - **Note:** accommodations are only available in selected test centers.

Pearson reserves the right to deny any request for accommodations that would affect test validity or security.

On Test Day

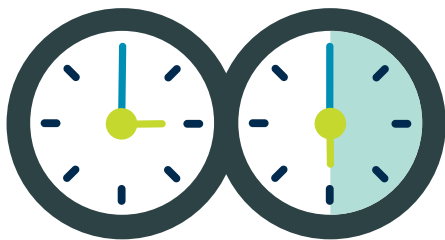
On arrival

- You must arrive at least 30 minutes before your test and sign in at the test center reception.
- 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



THINGS TO REMEMBER

- Arrive 30 minutes before your test. If you arrive more than 15 minutes after the start time of your test, you will not be allowed to take the test.
- If you encounter any issues during the test, you must raise them with a Test Administrator on the day of the test. You will be given an Incident Number which should be used in all communications with us.

Identification documents and biometric data

You must provide your 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.

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://www.pearsonpte.com/acceptable-id)

Security and biometric data

- Test centers use CCTV recording to monitor possible infringements, address claims regarding the test and for managing the security of the building.

Data may be shared with government authorities or higher education institutions who are processing an application you have submitted to them which includes PTE Academic results, or have nominated them 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://www.pearsonpte.com/privacy-policy)

On the day of the test, Pearson will take:

- Your photograph
- A scan of your palm vein pattern
- We may take a copy of the ID document you present at the test center
- A spoken personal introduction from you



THINGS TO REMEMBER

- **You must bring your identification on test day.** If the name on your ID does not match your booking or you fail to provide your passport or acceptable identification as stated in the ID policy, you will not be permitted to test and will lose your test fee.
- You must present an original document – photocopies will not be accepted (even if they are certified copies).

Test center rules

- Before entering the testing room, you will be asked to read and sign the **PTE Academic Test Taker Rules Agreement** which includes the requirement to keep information confidential.
- Personal belongings are not allowed in the testing room. This includes, but is not limited to the following:
 - Cell/mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices (must be switched off before storing in a locker)
 - Jewelry that is wider than 1 cm
 - Watches, wallets and purses
 - Hats, bags and coats
 - Books and notes
- The test center will provide you with a locker for your personal items but is not responsible for lost, stolen or misplaced personal items. You will not be allowed access to your locker again until you have finished your test and signed out unless it is necessary. For example, to take medication at a specific time.
- You must not eat, drink, or use tobacco anywhere in the test center.
- You must remain in your assigned seat and not cause a disturbance for other candidates.
- You must not request, offer, or accept assistance of any kind from other test takers or test center 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 center, and you may not, for any reason, share the test questions or answers with others.
- You will be offered an optional 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 are also not permitted to leave the building during breaks; however, you are permitted to use the restrooms located within the building.

Comfort aids

Test Takers are allowed to bring comfort aids into the testing 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

A candidate must provide his or her own comfort aids.

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 pen. 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 nondisclosure reminder.
- The screen 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.

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.
 - Candidates whose spoken responses contain features such as unnatural pausing/hesitation or poor enunciation of words/sentences or where candidates 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).
 - 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 candidates are not disturbed. For example, if you:
 - Experience hardware or software problems or distractions that affect your ability to take the test,
 - Fill your noteboard during the test. The Test Administrator will bring you a new one. Note you may not remove the erasable noteboard booklet or pen 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.



THINGS TO REMEMBER

- 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.
- Candidates are advised to speak at a conversational level when completing the speaking section. Do not shout or raise your voice.
- After answering a question, you will not be able to go back to previous questions and change your answer.

Breaks

Optional break

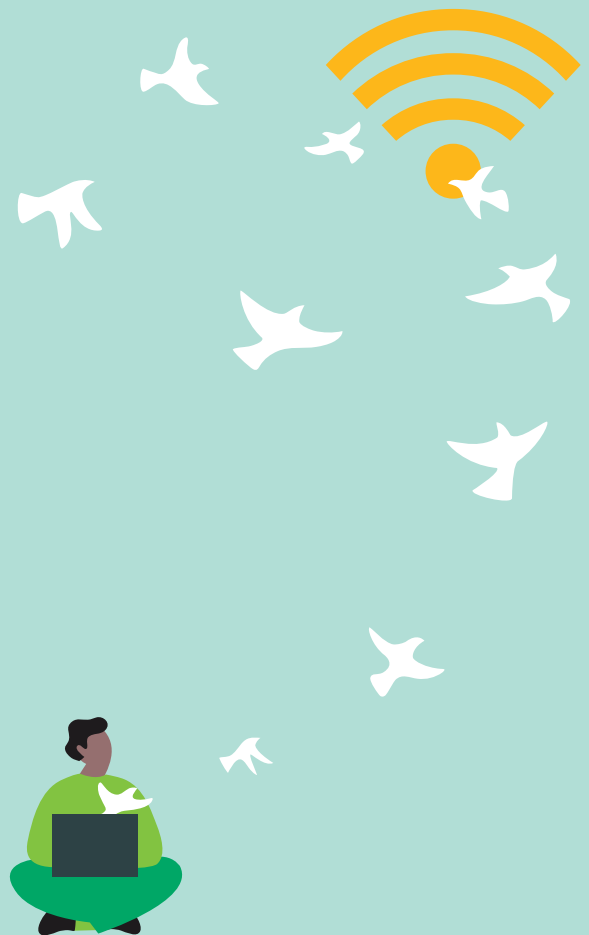
- You will have the option to take one ten-minute break after you have completed Part 2, Reading. Instructions will appear on the computer screen at the appropriate time. To take the break, follow the directions on the screen.
- You will be required to complete a palm vein scan if you wish to take this break on your exit out of the testing room and entrance back in.
- If you exceed the allotted break time, the extra time will be deducted from the remaining part of the test. Time will not be added to your test time if you do not take the break.
- You are not permitted to leave the building during breaks, however, you are permitted to use the restrooms located within the building.

Unplanned breaks

- Unplanned breaks are permitted but discouraged.
- To request an unplanned break, raise your hand to get the Test Administrator's attention. The Test Administrator will set your testing workstation to the break mode. The test clock will not stop while you are away. The time is deducted from your overall test time.
- You must leave the testing room for all breaks. The Test Administrator will resume the test for you when you return.

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 testing room.
- You will be provided with printed confirmation that you completed the test. You will receive it after returning the erasable noteboard booklet and other materials to the test center staff. Do not leave these items at your testing workstation.
- Once this is complete, you can take all your personal belongings from the storage facilities and are able to leave.



After Your Test

Receive 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 and assign your Score Report to your chosen institution(s).

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

View your Score Report

Log in at pearsonvue.com/pte

Click **'Sign In'** and enter your username and password.

After logging in, click the **'View Score Reports'** link.

Click **'View'** for the score you want to display.

The Score Report is displayed in PDF format.



Watch:

Find your test score

pearsonpte.com/Accessingscores

Assign your Score Report to an institution

Institutions will not see your scores unless you allow them to by sending your scores to them via the website. It can take up to 48 hours before the institution can verify your scores. This means that you have the option to choose which Score Report you would like an institution to see. You can send your scores to an unlimited number of institutions, but you may only select seven recipients at any one time.

Please log into your account at pearsonvue.com/pte and follow the instructions:

Click **'Sign In'** and enter your username and password.

After logging in, click the **'View Score Reports'** link.

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

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

Exception

- If you take PTE Academic for immigration purposes, you can agree to have your Score Report automatically assigned on your behalf to the relevant Government department when you first set up your account, schedule a test or anytime afterwards.
- 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.
- If your test was over 2 years ago, the Australian Department of Home Affairs and Immigration New Zealand can approach Pearson for your score.

Understand your Score Report

PTE Academic is scored against the Global Scale of English, a granular scale from 10-90. The **PTE Academic Score Report** includes your overall score, communicative skills scores and enabling skills scores.

- 1 Overall Score**
Reflects your overall English language ability and is based on performance throughout the test.
- 2 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.
- 3 Enabling skills**
Grammar, oral fluency, pronunciation, spelling, vocabulary and written discourse are based on all test questions assessing one or more of these skills.

PTE Academic Test Taker 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
Email Address: pltsupport@pearson.com

Registration ID: 123456789

Test Date: 13 September 2016
Test Centre Country: United States
Test Centre ID: 00001
First-Time Test Taker: Yes

Report Issue Date: 18 September 2016
Scores Valid Until: 13 September 2018



Test Taker, Example
23200678

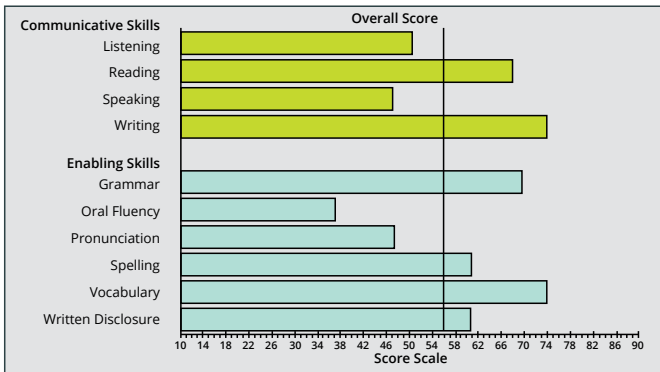
Overall Score: 56

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 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/pteacademic/scores.


Skills Profile

| Communicative Skills | |
|----------------------|----|
| Listening | 51 |
| Reading | 69 |
| Speaking | 47 |
| Writing | 74 |
| Enabling Skills | |
| Grammar | 70 |
| Oral Fluency | 37 |
| Pronunciation | 47 |
| Spelling | 61 |
| Vocabulary | 74 |
| Written Disclosure | 61 |



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.



PLEASE NOTE:

- Scores should only be submitted via the Score Report Website.
- 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.

Watch:
Find your test score
pearsonpte.com/Accessingscores

Retaking and rescoring

Retake policy

If you are disappointed with the score you have achieved, you can take the test again. You can:

- Book your next test as soon as the results from your last test are available.
- Book a test date at least 5 days after your previous attempt.
- Only book one test at a time.
- Take the test as many times as you wish.

Requesting a rescore

If you are unhappy with your PTE Academic score, you may request a rescore. Before doing this, you should consider:

- 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, it will replace your previous score.
- You may only request a rescore of your most recent PTE Academic test.

PLEASE NOTE: You cannot request a rescore if you have already scheduled another 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.



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.

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.

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