



Test Taker Handbook

AUGUST 2024

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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.

This handbook refers to the test center version of the test. If you are interested in taking the test remotely, please refer to the [PTE Academic Online Test Taker Handbook](#).

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

2

Find a seat

Visit 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 identification document (ID).

[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 when 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 your unique Score Report Code (SRC). 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

We 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

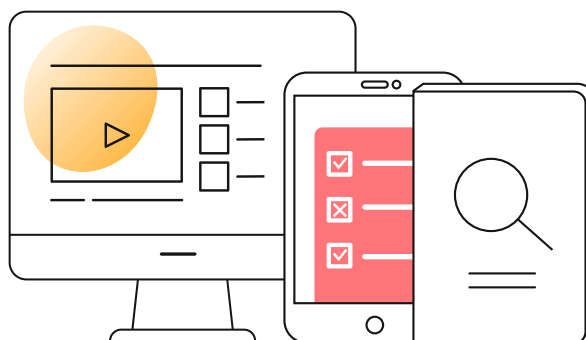
Scored Practice Tests

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 and timing and have quick score turnaround.



The Official Guide to PTE Academic

Available as an eBook or in 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 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 organize your preparation time until test day. This free app can be downloaded from your device's app store.



Free short course

Introduction to PTE Academic is a free online course that features video guidance on the test and example test questions to practice with. 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 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 details. 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 documents are accepted.
- ▶ Enter your names (including middle names) in the **'Given name(s)'** field. Enter your surname or family name in the **'Surname'** field.
- ▶ If your ID document does not include a surname or family name enter a full stop (.) in the **'Surname'** field.
- ▶ Use Roman characters throughout.
- ▶ If you are asked to provide your country of citizenship, this is the country that is printed on your passport. Your country of residence is where you live now. They may both be the same.

4

Make your appointment

You will see a summary of your appointment details on your myPTE dashboard. **Make sure all your account details and appointment details are correct.**

5

Complete your purchase

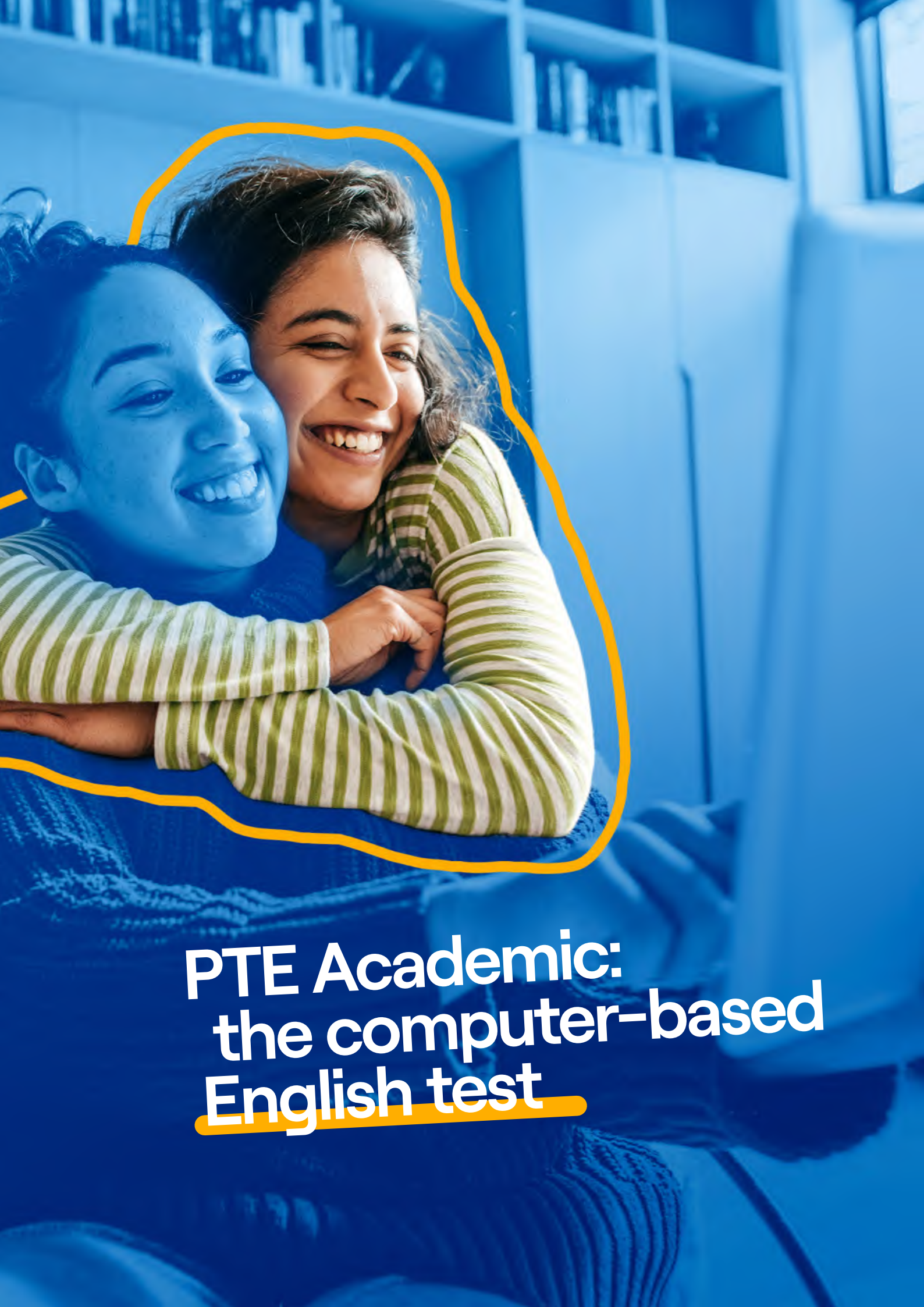
Once you have created your account and provided the necessary consents, you are ready to purchase your test. You will receive a confirmation email after purchase; remember to check all the details in this email.

Your test is now booked.



Payment policy

- ▶ To process your booking, we must receive full payment in the specified currency. We accept a range of credit and debit cards and digital payment methods such as Google and Apple Pay. Different payment methods are accepted based on your country.
- ▶ Voucher payments can be applied to a test fee only, not a rescheduling fee. Please note that we cannot refund voucher payments.
- ▶ If your payment is declined, your test appointment or test results will be canceled.
- ▶ If your payment is canceled or subject to a chargeback by the bank or card provider, your test appointment or test results will be canceled.
- ▶ For a full breakdown of fees, visit pearsonpte.com/testcenters



PTE Academic: the computer-based English test

Cancel or reschedule a test

You can usually reschedule or cancel your appointment for free if there are at least 14 full calendar days left before your test. After this time, there will be a fee.

To make a change to your appointment, sign in to your myPTE account at pearsonpte.com

Alternatively, please contact us by visiting pearsonpte.com/help-center

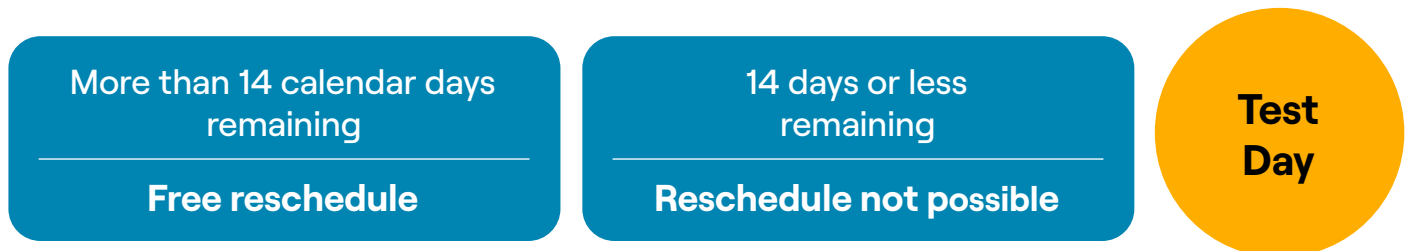
Fee Policy

Rescheduling

You can reschedule your test for free if there are more than 14 full calendar days left before your test.

The maximum number of times you can reschedule a single test appointment is 6.

If your test is in 14 days or less, you cannot reschedule your test and the 'Reschedule' button will not be displayed on your myPTE dashboard. You must cancel your test and book a new appointment. See Cancellation policy below for applicable fees.

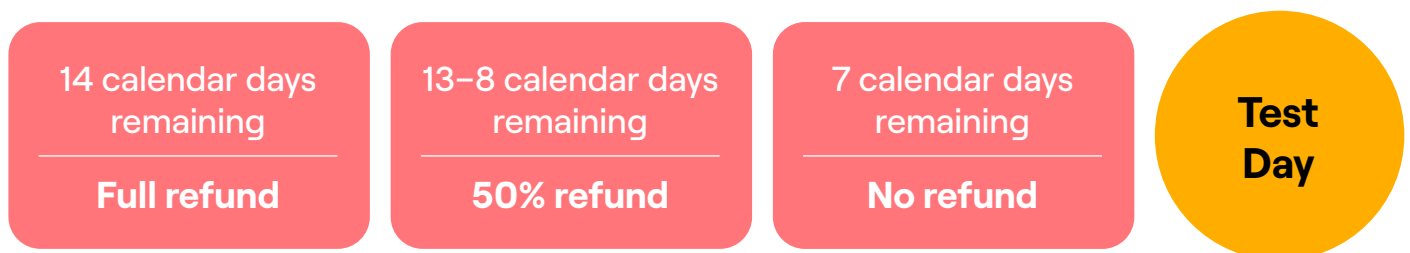


Cancellation

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

If you cancel between 13 and 8 full calendar days before your test, you will receive a 50% refund.

No refunds will be provided if there are fewer than 7 calendar days left before your test.



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.

We cannot provide any direct refunds for voucher registrations, so if you have registered using a voucher, please contact the outlet you obtained or purchased it from.

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

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 should fill in the **'Request Emergency Reschedule'** form as soon as you become aware of the emergency, attaching your evidence. This can be done up to 14 full calendar before your scheduled test date.

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 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.

We are constantly reviewing and expanding the accommodations offered as part of our 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 when creating your account. 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.
- ▶ No adjustment can be made to a test score in response to unexpected illness or other events at the time of a test.

Comfort aids

You may 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

Identification document (ID) and biometric data

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

- ▶ The name, date of birth, citizenship and gender on your ID must exactly match the details in your test booking.
- ▶ 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

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

On the day of the test, we will take:

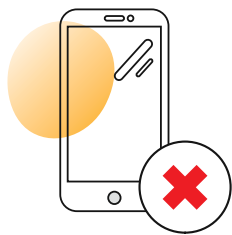
- Your photograph
- Your signature
- A scan of your palm vein pattern
- A spoken personal introduction from you

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

Test center rules

The test room

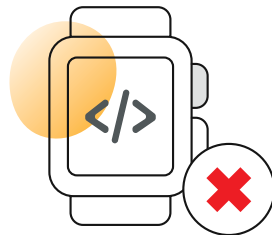
The following are **not** allowed in the test room:



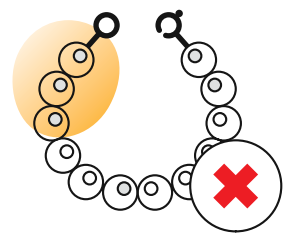
Phones



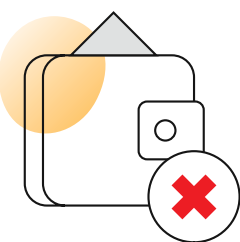
Electronic devices



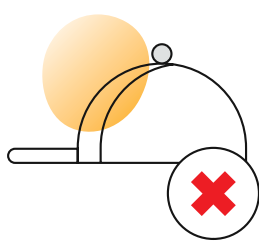
Watches



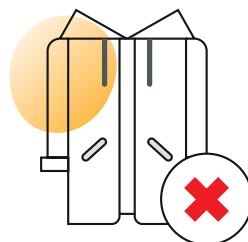
Jewellery thicker than
1/4 inch (1/2 cm)



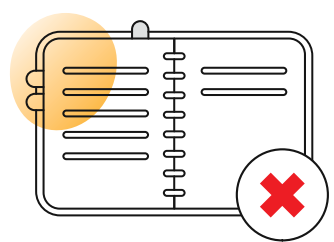
Wallets / Purses



Hats



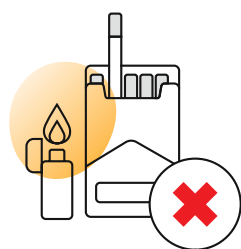
Coats



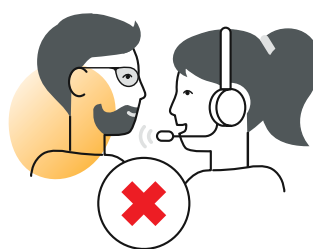
Books / Notes



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** on the erasable whiteboard until the test begins.
 - Keep them inside the test room and return them after the test.
 - If you finish your erasable whiteboard, 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.

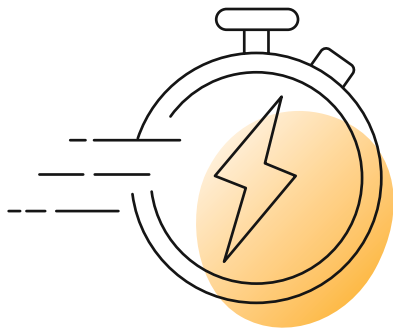
During your test

Starting your test

- ▶ When 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 whiteboard and two pens. You must not take any notes until your test has started.
- ▶ You may not write on the erasable whiteboard until after the test has started.
- ▶ You must start the test when advised to do 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.
 - If your spoken responses contain features such as unnatural pausing/hesitation or poor enunciation of words/sentences, or if you do not follow the directions, this may be reflected in your 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 erasable whiteboard 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 whiteboard 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 from the Test Administrator but we strongly advise against this as the test clock will not stop during your break.

During your unscheduled break you cannot access your locker or personal items, speak to any other test taker, or leave the building.

If you need to take a break for medical reasons, you must request this before booking your test. **See page 9 'Special Requirements'**. If you need to access medication from your locker, you must inform the Test Administrator before the test starts as you will need to be supervised.

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 email confirmation that you completed the test.
- ▶ Once this is complete, you can take your personal belongings from the storage facilities and leave the test center.



After your test

Receiving your Score Report

We aim 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 it is verified through our electronic platform.
- ▶ We do not verify or authorize any printed Score Reports.
- ▶ Institutions will verify your Score Report on our electronic verification platform by using the Score Report Code (SRC) you provide them. The SRC is found on your Score Report.
- ▶ 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.

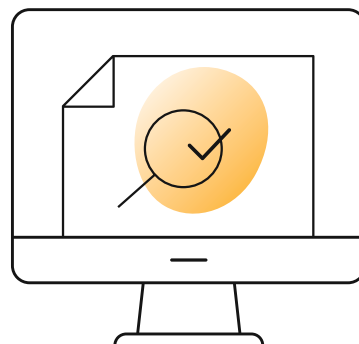
If you haven't received your Score Report:

- ▶ 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 us, please fill out the form [here](https://pearsonpte.com/help-center) and our Customer Service team will investigate further: pearsonpte.com/help-center

Viewing your Score Report

1. Sign in to your account at mypte.pearsonpte.com
2. Go to the 'My Activity' page.
3. Select 'View Score'.
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 myPTE 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**
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 Score Report Code (SRC)

1. Sign in to your account at **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 on 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

Retaking and rescoring

Retake policy

- ▶ You can only book your new test once you have received the scores from your last test
- ▶ You can only book one test at a time
- ▶ Tests can be booked up to 6 months in advance
- ▶ You can take the test more than once a month. However, you can only take the test up to 12 times within a 12-month window. In some cases, you may be granted permission to take the test more times. To request this, please submit the exception form.
- ▶ You must not create a new account to bypass these rules as this will delay the release of future test scores, and may also put you in breach of our malpractice policy.

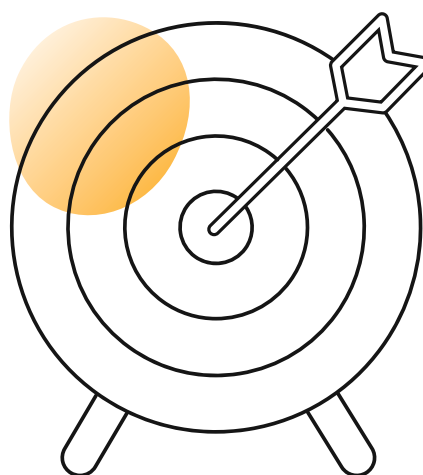
Requesting a rescore

If you wish to challenge your score, you may request a machine rescore. This is a paid service. Please note:

- ▶ All PTE tests are computer-scored so it is therefore unlikely that your overall score will change.
- ▶ Only spoken responses and open-ended written responses will be rescored.
- ▶ In the unlikely event that your score changes, it may go up or down.

Requesting a technical review

If you believe that your speaking score was affected by a technical issue, you may request a technical review. This service will check for any technical issues in your audio recordings that may have caused an inaccurate score. Please note that a technical review will not change your score. Only a machine rescore, which is a different service, could do so.



Malpractice

If we identify evidence of malpractice during a machine rescore or technical review, the suspected malpractice will be processed according to the PTE Malpractice Policy. Any suspected malpractice could result in the suspension or revocation of your test score and a ban on future testing.

Appeals

You can make an appeal if:

- ▶ We have shared the outcome of a rescore or technical review, and you believe that we have not complied with our own internal procedures
- ▶ We have made a decision related to malpractice – including a decision to revoke your score – and you believe that we have not complied with our own internal procedures

The appeals procedure will review whether:

- ▶ We have adhered to the internal procedures
- ▶ Our internal procedures were applied properly and fairly in arriving at judgements
- ▶ Our activities were consistent with regulatory requirements

Please visit pearsonpte.com/help-center/scoring for more information on requesting a rescore, technical review or appeal, and to ensure you are aware of any changes to the above since this Handbook was last updated.

1 Score Report Code

2 SELT URN number

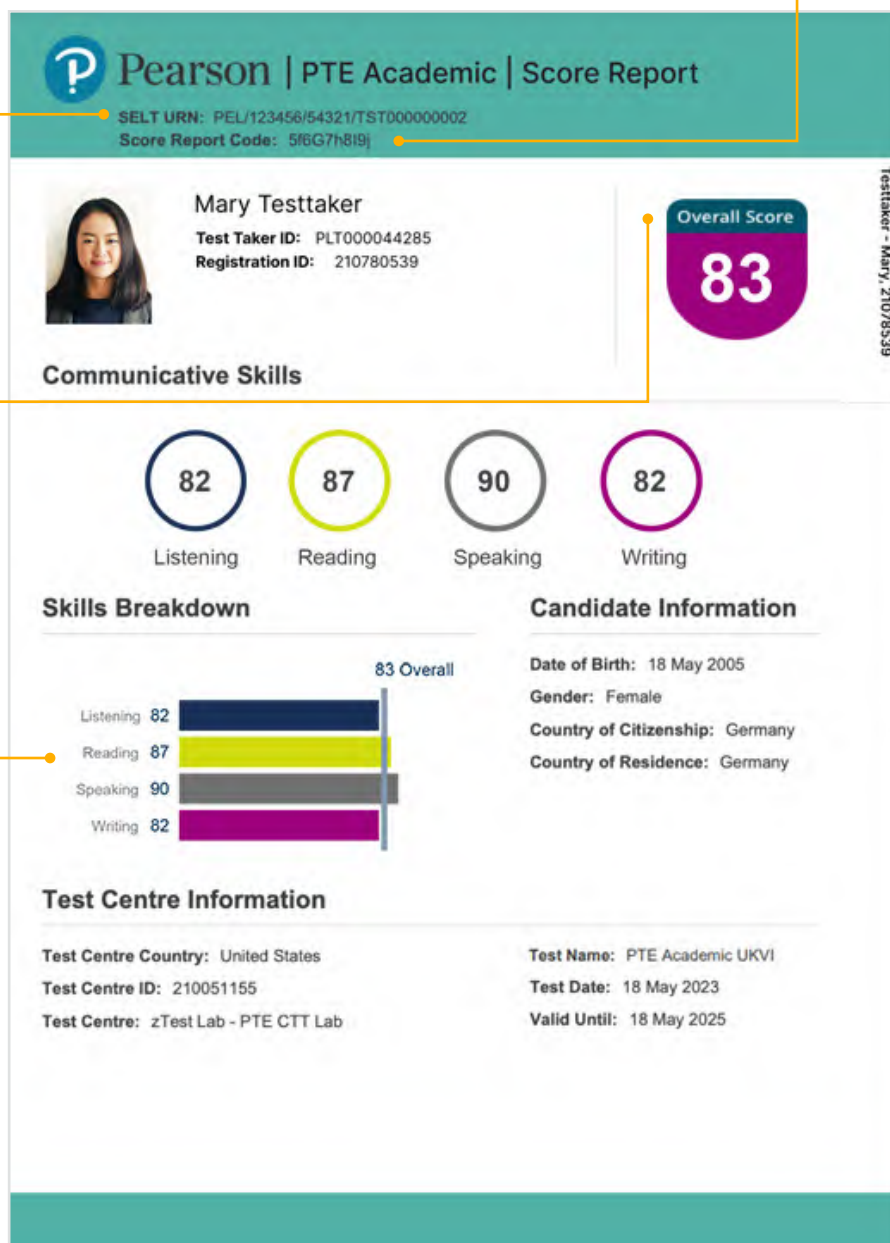
If you are applying for a UK visa, use this number on your visa application form so that the UK Government can access your result.

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.



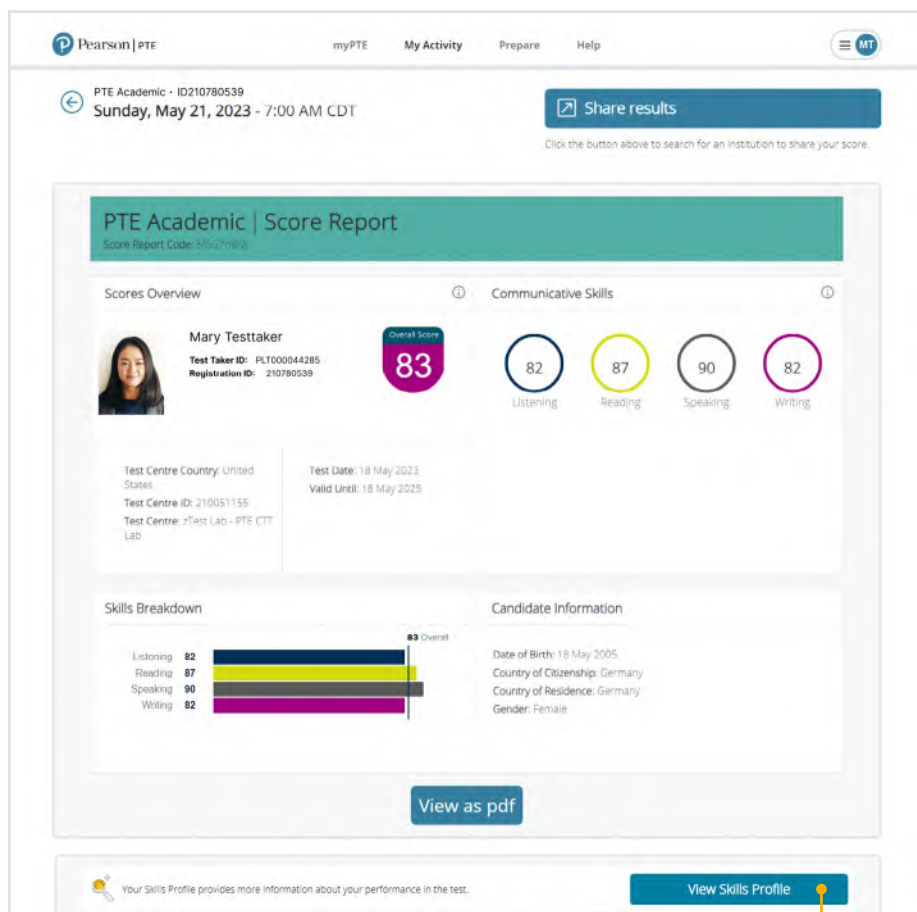
PLEASE NOTE:

- 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/scoring

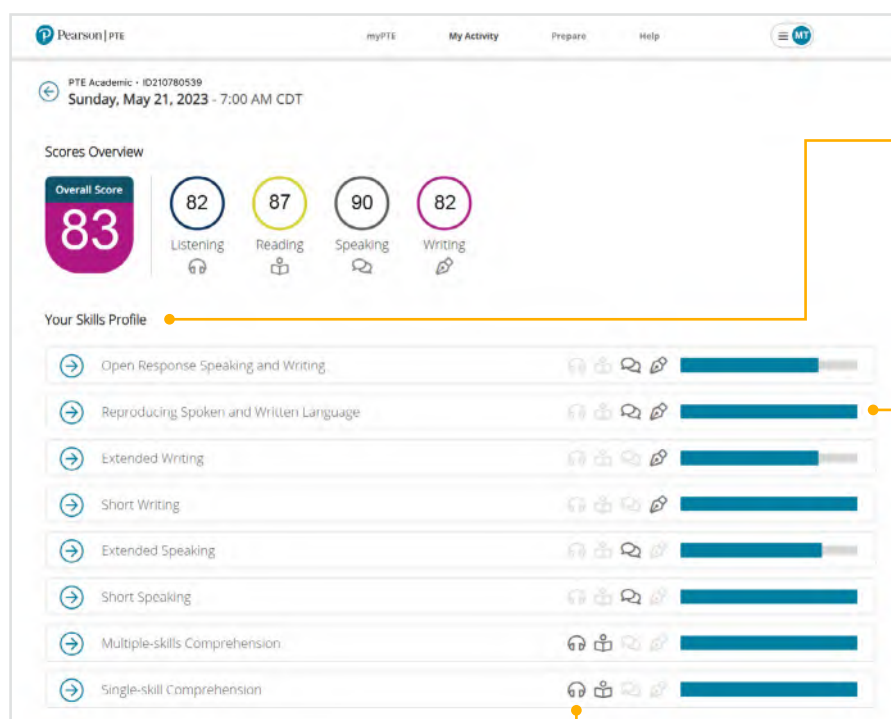
Skills Profile

From your myPTE portal you can 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.

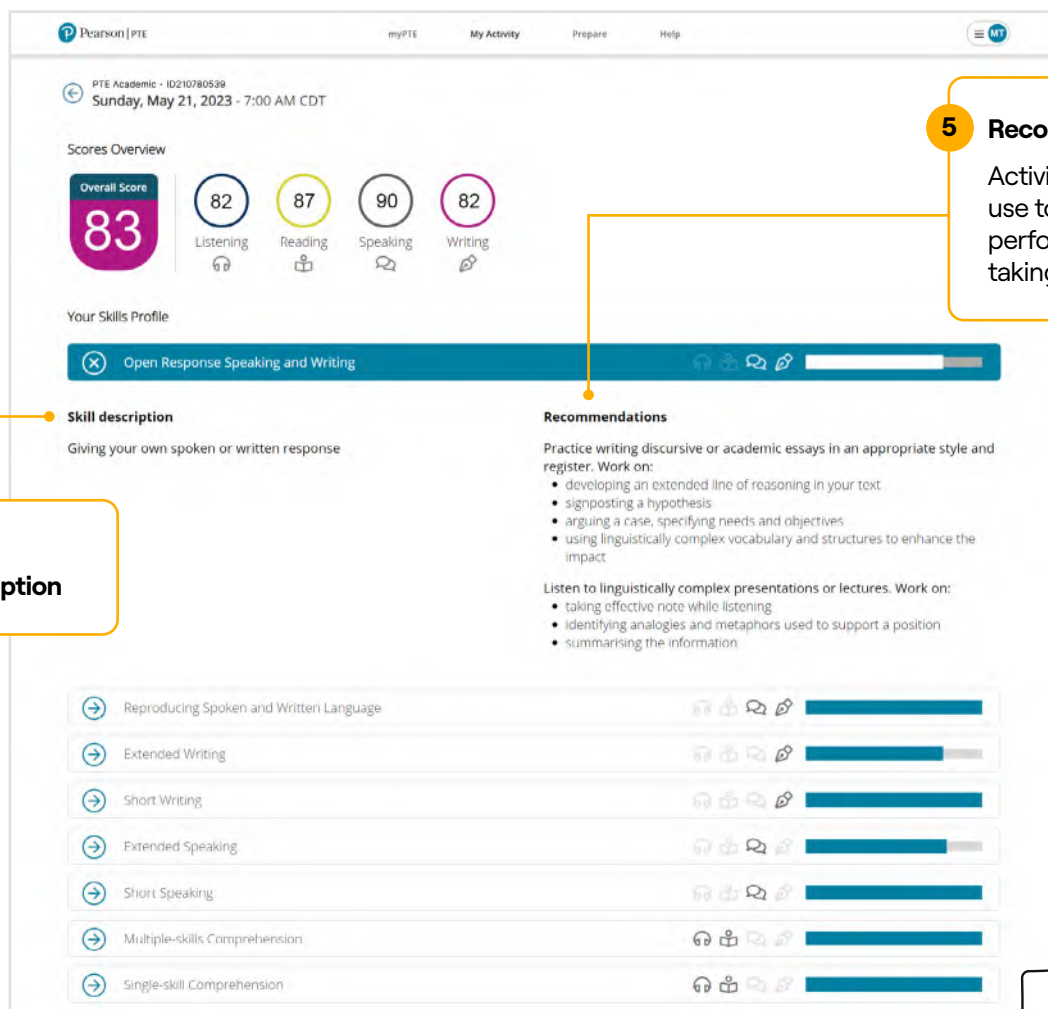


- View Skills Profile**
 Directs you to additional information about your test performance and to personalized recommendations.



- Skills areas of performance**
 Each gives you its definition and relevant, personalized recommendations.
- Performance bars**
 Give you an indication of how well you did in each test area.
- Skills icons**
 The four icons next to the performance bars represent the related communicative skill(s) that you are scored on in the test.

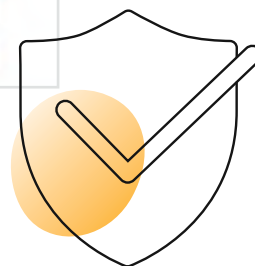
Each test area in the Skills Profile takes scoring information from item types that address those skills. This gives you a detailed overview of your strengths and weaknesses across the four skills of reading, writing, speaking and listening. The recommendations come from the Global Scale of English (GSE) 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



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/



Contact details

- ▶ For frequently asked questions, or if you have another question about your test, please visit the Contact Us page here: pearsonpte.com/help-center

PTE Academic Test Taker Terms and 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 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
459-471 Church Street,
Level 1, Building B, Richmond VIC 3121
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 pearsonpte.com/privacy-policy 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 pearsonpte.com/privacy-policy and confirm that you have read, understood and consented to it.

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