



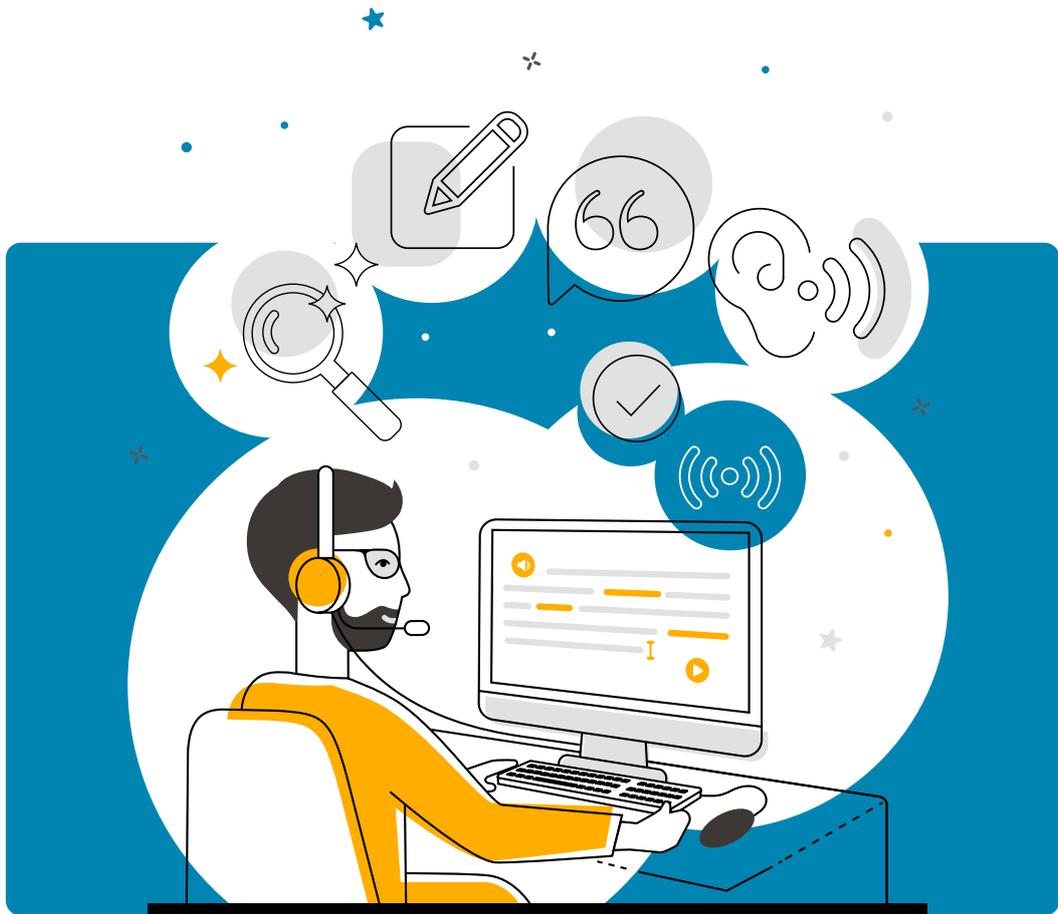
Pearson | PTE Academic Online

# Test Taker Handbook

JUNE 2023

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## Introduction

PTE Academic is a computer-based, secure English Language test that assesses the four key skills of listening, reading, speaking, and writing. It is usually taken in a test center.

PTE Academic Online has been introduced to provide an alternative for test takers who are unable to access a test center in person.

The test is:

- Taken at home, in an office, or in any other private location
- Browser-based, requiring only a simple software download
- Identical in content to the test center test
- Identical in duration to the test center test (two hours)
- Secure: your identity is verified and you are monitored throughout the test

The use of PTE Academic Online services is in accordance with the PTE Academic Online Test Taker Terms and Conditions set out in this document.

## Eligibility

Before you book PTE Academic Online you must ensure that your institution accepts a PTE Academic Online score, and that you have the required equipment to take the test. If you are between 16 and 18 years old, you can take the test, but you will need your parent/guardian's consent. They will **need to attend the check-in** with you **on test day** and **show an acceptable and valid ID** to the proctor during a short call.

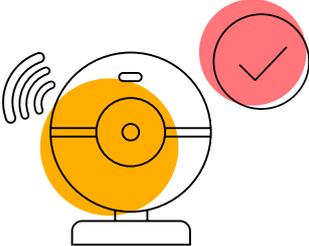
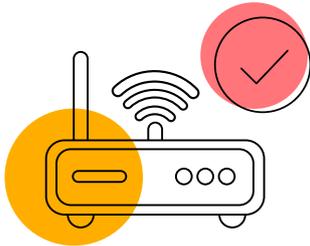
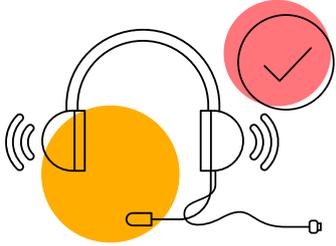
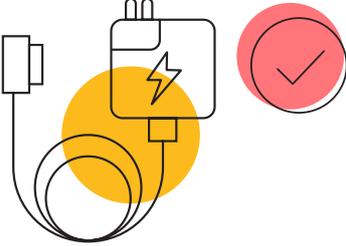
### Institution acceptance

PTE Academic Online can only be taken for study applications, and not all institutions recognize it yet. The list of recognizing institutions is updated regularly. Please **check the list** before you make a booking.

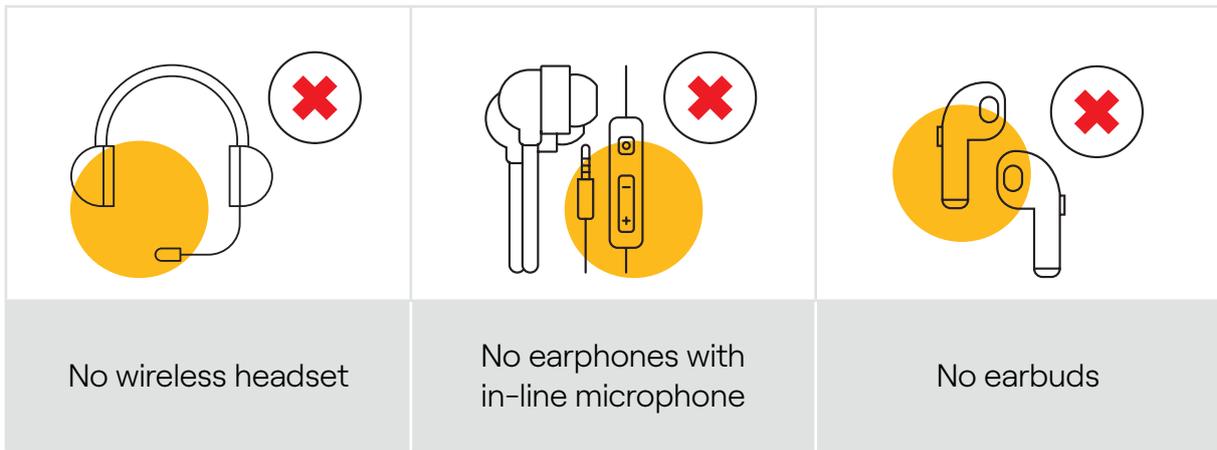
**Please note** that PTE Academic Online cannot be used for visa and immigration purposes. It is also not currently available in China.

### Equipment

PTE Academic Online must be taken in a private location where you will be undisturbed for two hours. In this location you must have the following equipment:

		
A Windows or Mac desktop or laptop computer	A webcam	A reliable and stable internet connection
		
A wired headset with an overhead band and microphone	A laptop charger	A mobile phone for checking in to the test





For more detailed technical requirements, please go to the [Appendix: Technical requirements](#).

## System check

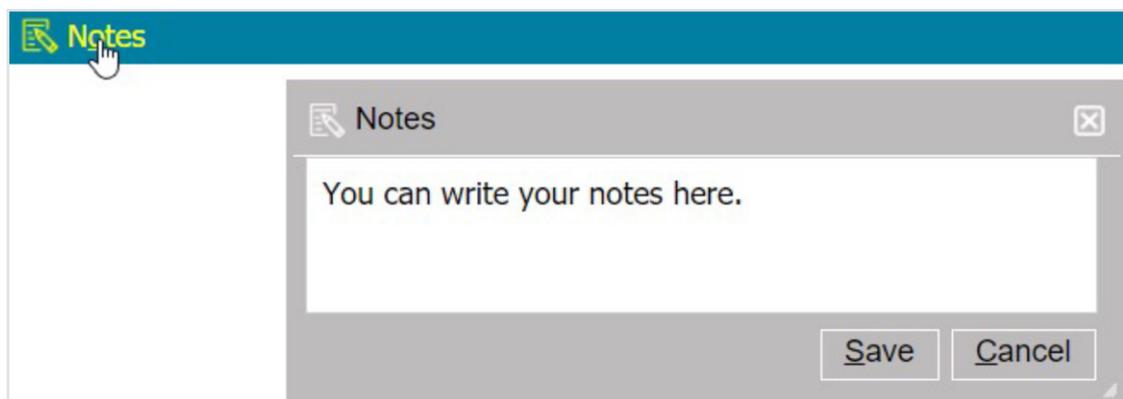
We strongly advise you to complete the **system check** before booking your test to make sure your equipment is suitable. This requires a simple download which can be deleted later.

## Preparation

As PTE Academic Online features the same structure and task types as the test center test, we encourage you to use the standard PTE Academic preparation materials. These can be found at [pearsonpte.com/preparation](https://pearsonpte.com/preparation)

There are a few small differences to be aware of:

- Taking handwritten notes is not permitted during the online test. Instead you may use the online **'Notes'** feature, which is present on every screen of the test. These notes will **not** be assessed as part of your score.



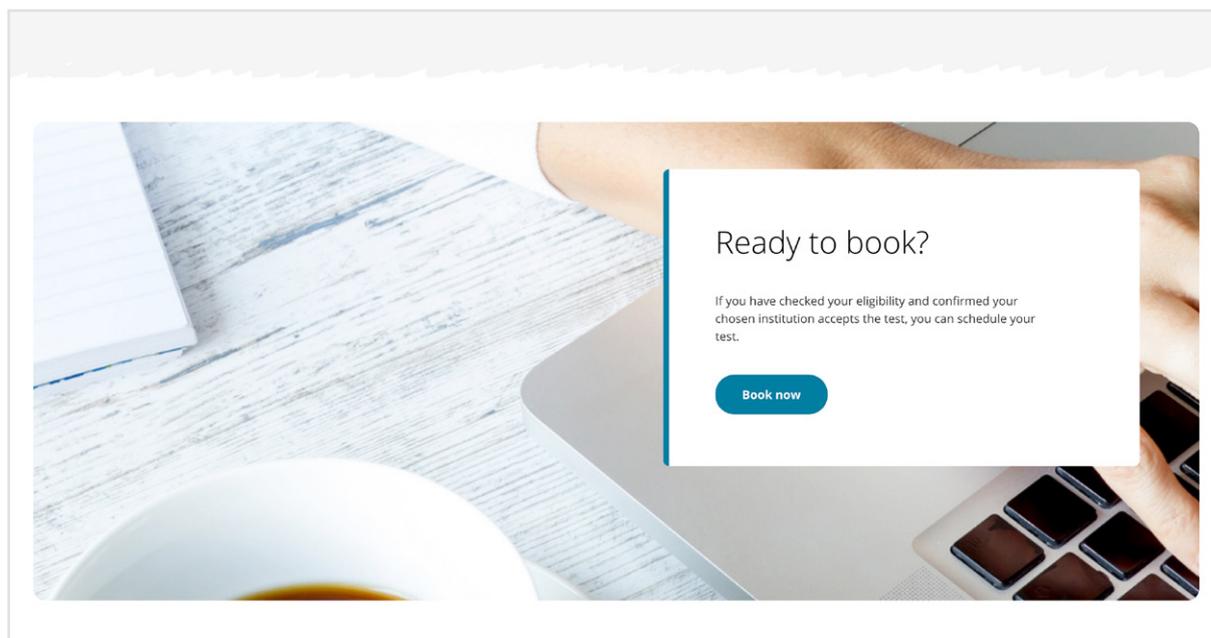
- If you have a visual impairment, PTE Academic Online supports magnification using your usual browser controls (usually by pressing **Ctrl and +/-** on Windows or **Command and +/-** on Mac).

## Booking the test:

### A step-by-step guide

Once you have confirmed you are eligible to take the PTE Academic Online test, and you have completed the **system check**, please follow these steps to book your test:

1. Visit [pearsonpte.com/pte-academic-online](https://pearsonpte.com/pte-academic-online) and click '**Book Now**'.



2. Follow the instructions to check seat availability and choose an appointment time. **Note that you will not be able to book a test with less than 24 hours' notice.**
3. Sign in to your myPTE account or create a new account.
4. Answer the registration questions.
5. Pay for the test. The test is the same price as the test center version.
6. You will receive a booking confirmation email with details about your test. You can also log in to your myPTE account to find this information.

## **Identification document**

You must provide a valid, non-expired passport to take PTE Academic Online. The name on your passport must match your test booking and you must present this ID during the test check-in process.

For more details on acceptable ID visit: [pearsonpte.com/acceptable-id](https://pearsonpte.com/acceptable-id)

## **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<sup>®</sup>, MasterCard<sup>®</sup>, American Express<sup>®</sup>, or JCB<sup>®</sup>) or debit card (Visa<sup>®</sup> or MasterCard<sup>®</sup> 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, your test appointment or test results will be canceled.
- For a full breakdown of fees visit [pearsonpte.com/testcenters](https://pearsonpte.com/testcenters)

## Booking the test:

## Cancelling and rescheduling

### 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 by visiting [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 before your test, you will be charged 50% of the test fee originally paid.

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

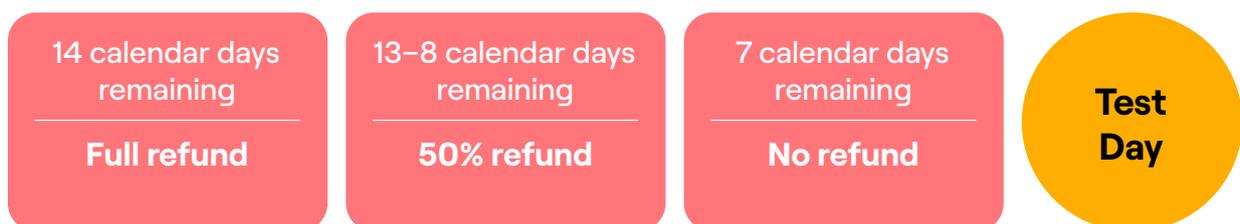


#### Cancellation

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 before your test.

No refunds will be provided if you cancel your test 7 full calendar days or less 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 technical 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](https://pearsonpte.com/help-center)

## Exceptions for medical or family emergency

If you are unable to take 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. We will contact you if we require any additional information.

## Changes to the test

Pearson reserves the right, at its sole discretion, to change test content, or cancel or reschedule tests.

In the event that Pearson cancels or reschedules a test, we will arrange a refund or reschedule to an alternative date.

## **Special requirements**

PTE Academic Online 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 who 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 date so that there is time to process your request.
- 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 have comfort aids with you during the test. Comfort aids include:

- Tissues
- Cough drops (must be unwrapped)
- Pillow for supporting neck, back or injured limbs
- 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:

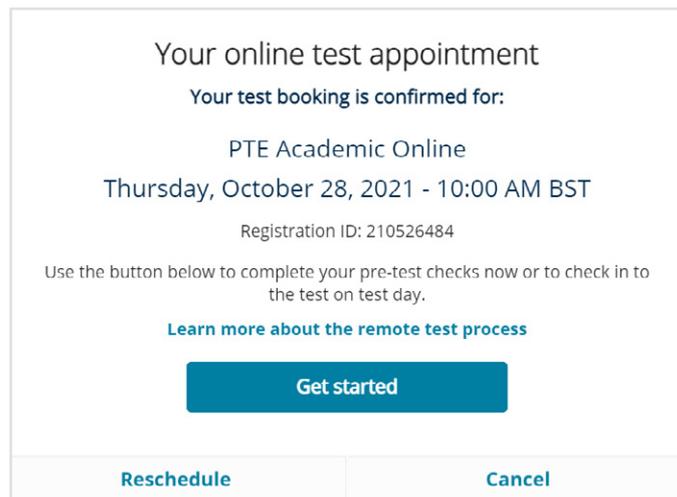
# Checking in and starting the test

On test day, make sure you:

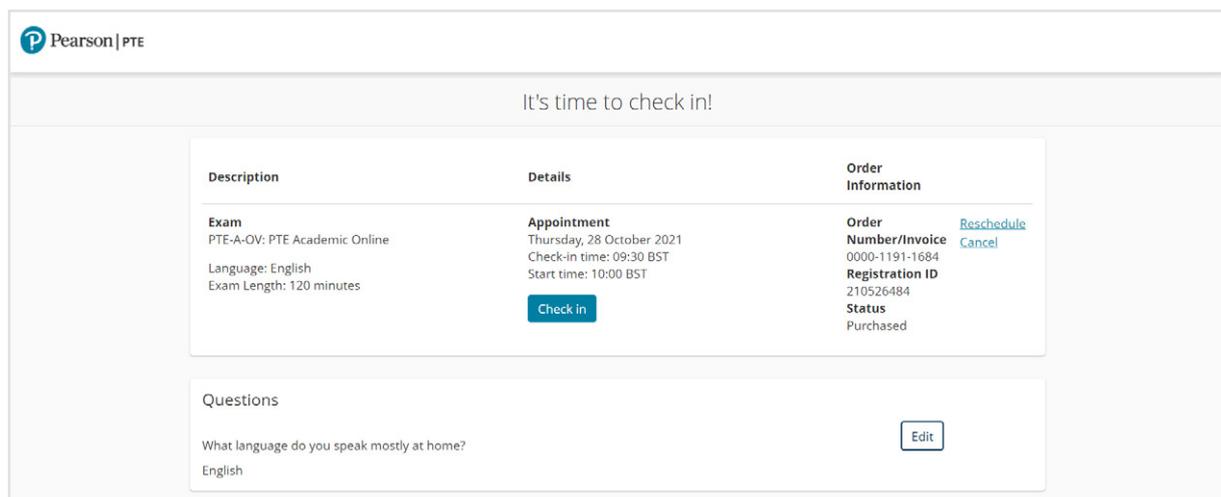
- Prepare your room, removing prohibited items (**see page 15**)
- Use the same equipment you checked previously
- Have your valid ID ready

## Check-in instructions

1. Log in to your myPTE account 30 minutes before your test starts and click '**Get started**'.



2. You will be asked to download the OnVUE software and close other applications.
3. You will then see a '**Check in**' button. This is only available 30 minutes before your test start time. If you try too early you will be unable to start.



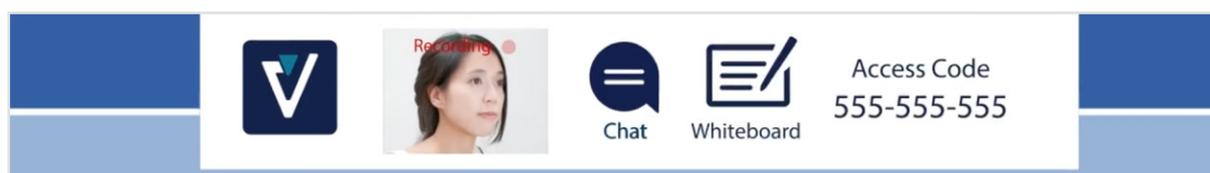
4. You will complete the system check again. Don't forget to connect your device to a power source to avoid battery drainage during the test.
5. You will be asked to verify your identity and your surroundings by taking photographs. Do this using your phone, and then put the phone out of reach. You won't be able to change the test environment.
6. Once you have completed your check-in, you will be transferred to a waiting room. You should be able to start the test within a few minutes, but at busy times this can take up to 15 minutes. If it takes longer than this, please check your internet connection and start again.
7. Sometimes further security checks are needed. If so you will be asked to show your testing environment and ID in a short call.
8. If you are between 16 and 18 years old, a parent/guardian will need to be with you at check-in and have an acceptable and valid ID ready for the proctor to check during a short call.

## Test day:

### Completing the test

When you have been connected with a live proctor, the test will open and you may start. Remember that you will be monitored throughout the test. You cannot see the proctor, but they can see you.

You will see a toolbar that is open on top of the test. You may move this to anywhere on the screen.

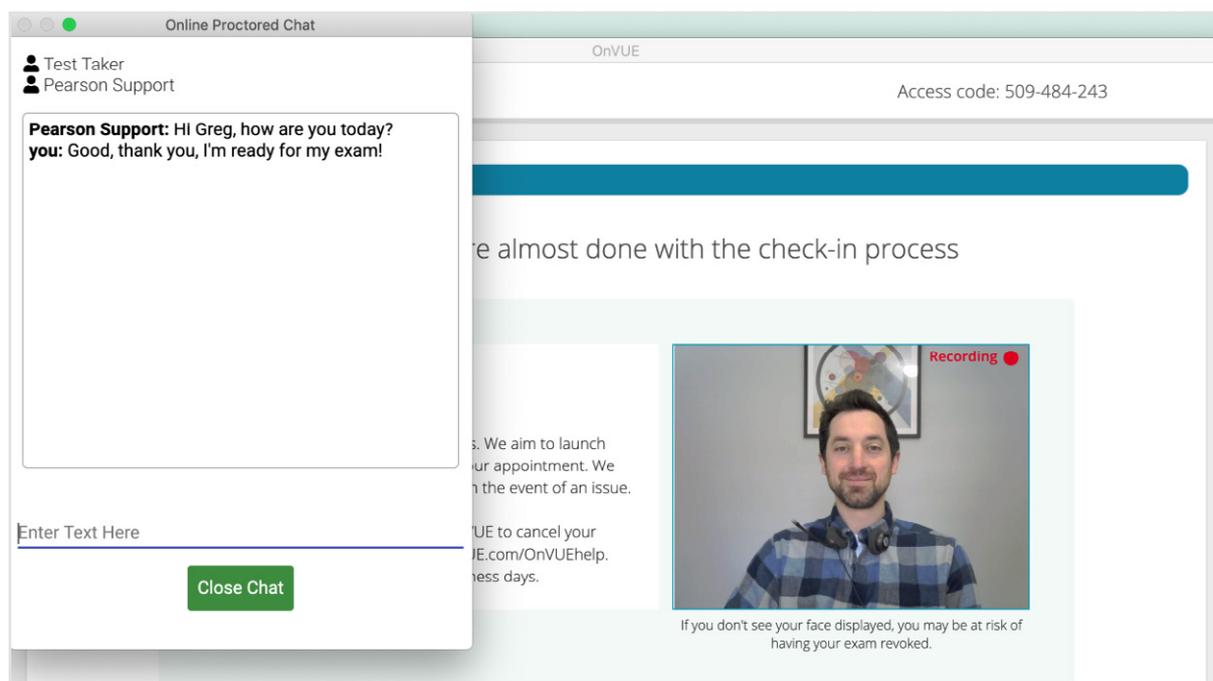


Complete the test exactly as if you were in a test center; speak clearly and do not rush. You will respond by speaking, clicking, or writing your responses, depending on the demands of the task.

Some tips on navigation:

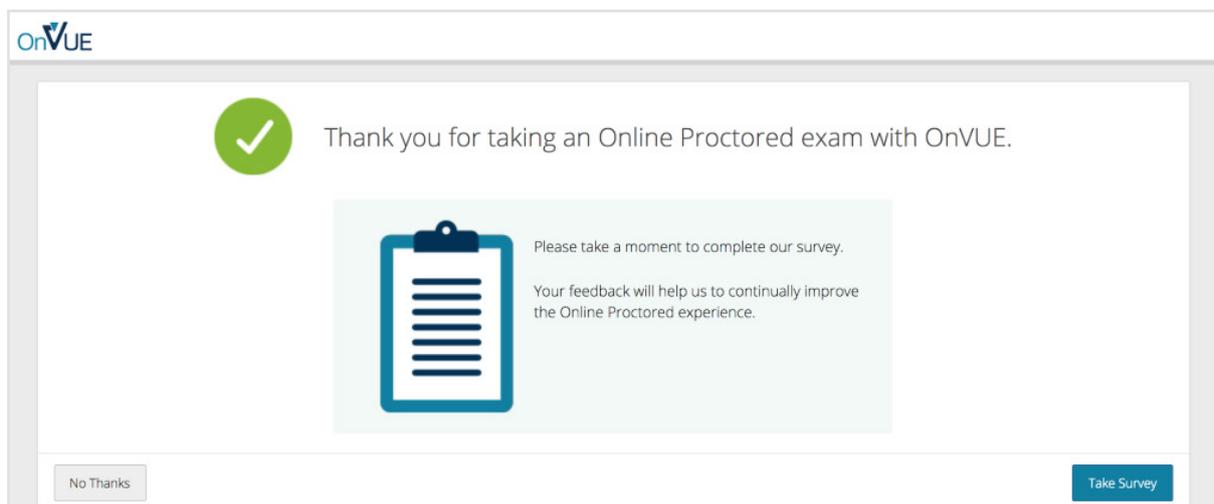
- For speaking tasks, you should move to the next screen as soon as you have finished speaking, even if the recording bar is only partially full.
- You must read and scroll the full screen before you can move to the next screen.

If you have technical issues at any point, click the chat icon to let the proctor know. Remember that he or she cannot help you with the questions.



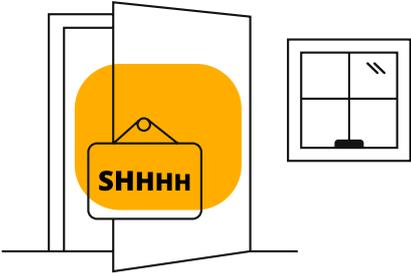
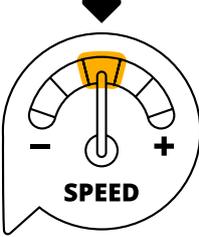
If you experience a technical issue (e.g., a loss of internet connection) and you cannot use the chat, the proctor may try to call you. You are permitted to pick up the phone in this situation.

Once you have completed the test, click on **'End test'**. A thank you message will appear and the window will automatically close.

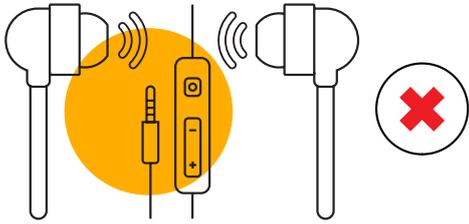
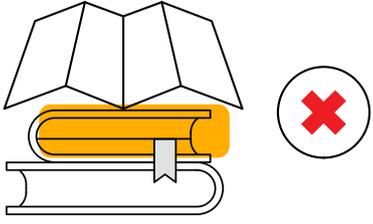
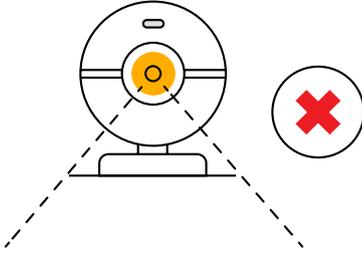
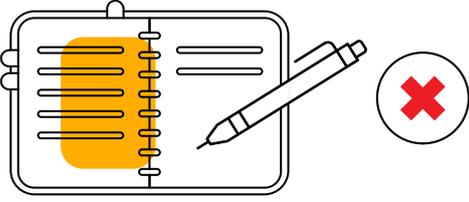
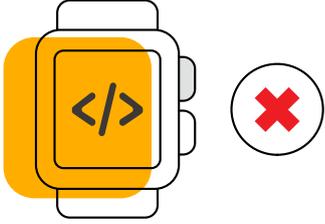


## Speaking tips

To maximise your speaking score, make sure you follow these tips:

	
<p>1. Make sure your room is <b>quiet</b> and there is no background noise. Close any doors or windows</p>	<p>2. Adjust your microphone so it is <b>3–5cm from your mouth</b> and do not touch/adjust it while speaking.</p>
	
<p>3. Make sure you choose a room with soft furnishings and things on the walls/floors to <b>avoid an echo</b> effect.</p>	<p>4. Click 'Next' to move on to the next question as soon as you finish speaking. Your answer will be saved.</p>
	
<p>5. Speak at a <b>normal volume</b> – not loud or quiet.</p>	<p>6. Speak at a <b>normal speed</b> – not slow or fast.</p>

## Rules and prohibited items

	
No other people in the room	No earphones with in-line microphone
	
No books or papers within arm's reach	Do not leave the webcam view
	
No handwritten notes	No eating
	
No photographs or recording	No smartwatches

## After the test

Your Score Report is typically available within 48 hours but occasionally it can take up to five days. You can check the status of your test on your myPTE dashboard:

### We are scoring your test



We are working on scoring your test and will update you as soon as it's available.

[Learn more](#)

Once your score is ready, you will receive an email notification. Your dashboard will also be updated:

Pearson | PTE myPTE My Activity Help

Welcome

Covid 19: [Click here for latest information](#)

Your results are now available!



[View your Score Report](#)

Re-book test

Click below to re-book your test

#### About the test

All test takers should prepare for PTE Academic, even if English is your first language.

PTE Academic assesses listening, reading, speaking, and writing skills and it is essential to familiarize yourself with the different test items for each skill.



[Learn about the PTE Academic test format](#)

All test takers should prepare for PTE Home tests.

# The Score Report

The PTE Academic Online Score Report looks similar to the standard PTE Academic Score Report apart from a few elements that show the test was taken online. The online version of the Score Report is directly accessible through myPTE:

The screenshot shows the PTE Academic Online Score Report interface. At the top, there is a navigation bar with the Pearson PTE logo, 'myPTE', 'My Activity', 'Prepare', and 'Help' links, and a user profile icon labeled 'MT'. Below the navigation bar, the report title 'PTE Academic · ID210780539' and the date 'Sunday, May 21, 2023 - 7:00 AM CDT' are displayed. A 'Share results' button is present, with a note: 'Click the button above to search for an institution to share your score.'

The main content area is titled 'PTE Academic Online | Score Report' with a sub-header 'Score Report Code: 5f6G7h8l9'. It is divided into several sections:

- Scores Overview:** Displays the candidate's name 'Mary Testtaker', Test Taker ID: PLT000044285, and Registration ID: 210780539. The overall score is 83.
- Communicative Skills:** Shows scores for Listening (82), Reading (87), Speaking (90), and Writing (82).
- Further Information:** States 'This PTE Academic test was taken at home or in an office rather than a test center.'
- Skills Breakdown:** A horizontal bar chart showing the distribution of scores: Listening (82), Reading (87), Speaking (90), and Writing (82), with an overall score of 83.
- Candidate Information:** Lists Date of Birth: 18 May 2005, Country of Citizenship: Germany, Country of Residence: Germany, and Gender: Female.

At the bottom of the main content area, there is a 'View as pdf' button. Below this, a 'Your Skills Profile' section provides more information about performance, with a 'View Skills Profile' button.

You can also download a PDF, which contains the same information but can be saved to your computer:

**Pearson | PTE Academic Online | Score Report**  
Score Report Code: 5f6G7h8l9j

**Mary Testtaker**  
Test Name: PTE Academic Online  
Test Taker ID: PLT000044299  
Registration ID: 210780576

**Overall Score**  
83

Testtaker - Mary, 210780576

**Communicative Skills**

Skill	Score
Listening	82
Reading	87
Speaking	90
Writing	82

**Skills Breakdown**

83 Overall

Skill	Score
Listening	82
Reading	87
Speaking	90
Writing	82

**Further Information**

This PTE Academic test was taken at home or in an office rather than a test center.

**Candidate Information**

Date of Birth: 18 May 2005  
Country of Citizenship: Germany  
Country of Residence: Germany  
Gender: Female

**Test Information**

Test Date: 18 May 2023  
Valid Until: 18 May 2025

**1 Score Report Code**

**2 Overall Score**

Reflects your overall English language ability and is based on your performance throughout the test.

**3 Communicative Skills**

Scores for listening, reading, speaking, and writing are based on all test questions that assess these skills, either alone or together with other skills.

**Please note** that a printout of your score report will not be accepted by institutions. Institutions use the Score Report Code to retrieve your results via an electronic score verification system.

## Frequently asked questions



For a full list of common questions about PTE Academic Online, please visit [pearsonpte.com/help-center/general-faqs/pte-academic-online](https://pearsonpte.com/help-center/general-faqs/pte-academic-online)

## **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](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 Score Report Code (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.

## Understanding your Score Report

PTE Academic Online is scored on the Global Scale of English, a granular scale from 10 to 90. The **PTE Academic Online Score Report** includes your overall score and communicative skills. **See page 18** for a description of each element of the report.

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

## Retaking and rescoring

### Retake policy

- ▶ You can book your next test as soon as you receive the Score Report from your last test. Please do not create a new account in order to bypass the wait as this can cause further delays.
- ▶ You can only book one test at a time.
- ▶ You can take the test as many times as you wish.

### Requesting a rescore

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

- ▶ All PTE tests are computer scored tests; 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 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:

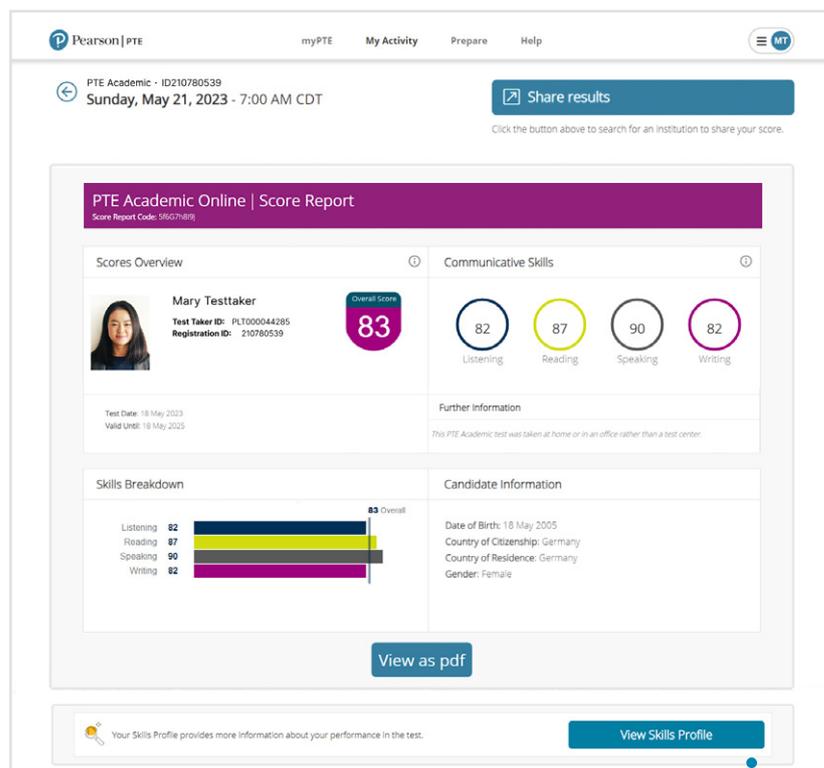
- ▶ We have adhered to the internal procedures
- ▶ Our internal procedures were applied properly and fairly in arriving at judgements
- ▶ Our activities were consistent with regulatory requirements

**Please visit [pearsonpte.com/help-center/scoring](https://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.**

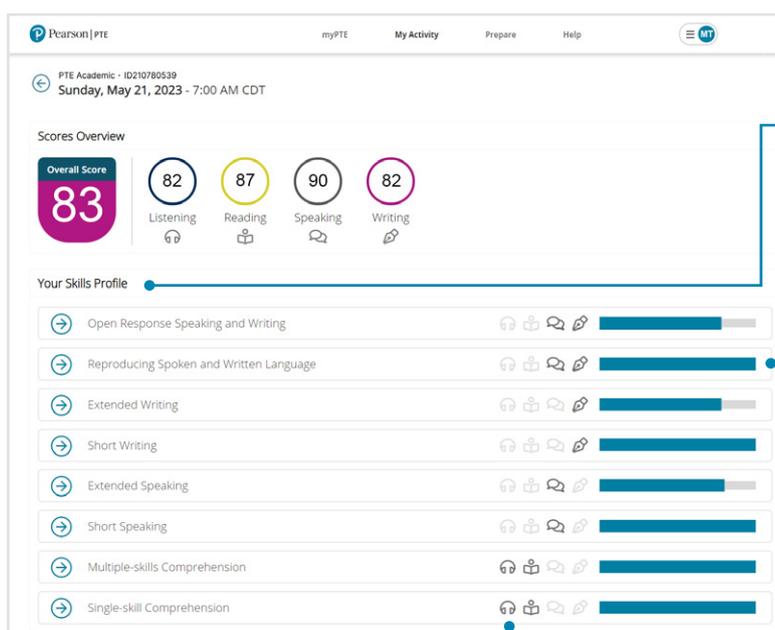
## Skills Profile

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.



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



**2 Skills areas of performance**  
Each give you its definition and relevant, personalized 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 listening, reading, speaking, and writing.

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.

The screenshot displays the Pearson PTE Skills Profile interface. At the top, it shows the Pearson logo and navigation links for myPTE, My Activity, Prepare, and Help. The user's profile information includes 'PTE Academic - ID210780539' and the test date 'Sunday, May 21, 2023 - 7:00 AM CDT'. The 'Scores Overview' section features a large purple circle for the 'Overall Score' of 83, and four smaller circles for individual skills: Listening (82), Reading (87), Speaking (90), and Writing (82). Below this is the 'Your Skills Profile' section, which highlights 'Open Response Speaking and Writing' with a blue bar and icons for listening, reading, speaking, and writing. A horizontal line separates the 'Skill description' and 'Recommendations' sections. The 'Skill description' for 'Open Response Speaking and Writing' is 'Giving your own spoken or written response'. The 'Recommendations' section provides two sets of advice: one for writing discursive or academic essays (including tips on reasoning, signposting, and vocabulary) and another for listening to complex presentations or lectures (including tips on note-taking and identifying analogies). At the bottom, a list of skill categories is shown with progress bars: Reproducing Spoken and Written Language, Extended Writing, Short Writing, Extended Speaking, Short Speaking, Multiple-skills Comprehension, and Single-skill Comprehension.

## 6 Skill description

### Skill description

Giving your own spoken or written response

### Recommendations

Practice writing discursive or academic essays in an appropriate style and register. Work on:

- developing an extended line of reasoning in your text
- signposting a hypothesis
- arguing a case, specifying needs and objectives
- using linguistically complex vocabulary and structures to enhance the impact

Listen to linguistically complex presentations or lectures. Work on:

- taking effective note while listening
- identifying analogies and metaphors used to support a position
- summarising the information

## Appendix:

# Technical requirements

Windows or Mac computer	
	Requirements
<b>Device</b>	A desktop computer or a laptop
	 Tablets are not allowed
<b>Keyboard</b>	QWERTY keyboard. If you have a different keyboard, please ensure it is set up in this format before the test begins
<b>Operating system</b>	<ul style="list-style-type: none"><li>• Windows 10 (64-bit) OR</li><li>• macOS High Sierra (10.13) and above</li></ul>
	 Windows 8/8.1, Windows 7, Windows Vista, and Windows XP, and Linux/Unix-based operating systems are not supported
<b>Firewall</b>	Please take your exam in a setting without a corporate firewall
<b>RAM</b>	4 GB RAM or more
<b>Display</b>	If using an external monitor, you must close your laptop and use an external keyboard, mouse, and webcam
	 Multiple monitors and touch screens are not allowed
<b>Resolution</b>	<b>Recommended:</b> 1920 x 1080 or higher in 32-bit color <b>Minimum:</b> 1024 x 768 in 16-bit color
<b>Internet browser</b>	<ul style="list-style-type: none"><li>• The newest versions of Microsoft Edge, Safari, Chrome, or Firefox</li><li>• Cookies must be enabled</li></ul>
<b>Power</b>	If you are using a laptop, ensure it is connected to a power source before starting to avoid draining your battery during the test

Internet connection	
	Requirements
<b>Internet connection</b>	<ul style="list-style-type: none"><li>• For optimal performance, a reliable and stable connection speed of 3 Mbps down/up is required</li><li>• We recommend testing on a wired network as opposed to a wireless network. If testing from home, ask others within the household to avoid internet use during your exam session</li></ul>

## Webcam

	Requirements
<b>Webcam</b>	<ul style="list-style-type: none"><li>• Webcam must have a minimum resolution of 640 x 480 at 10 fps</li><li>• Webcam may be internal, or an external webcam connected to the computer</li></ul> <p><b>Note:</b> MacOS users may need to allow OnVUE within their System Preferences: Security &amp; Privacy: Privacy settings for camera</p>
	 A mobile phone cannot be used instead of a webcam

## Headset

	Requirements
<b>Headset</b>	<ul style="list-style-type: none"><li>• Must be wired and connected to your computer by USB or a 3.5mm jack</li><li>• Use a headset with an overhead band and a separate adjustable boom microphone</li></ul> <p><b>Note:</b> MacOS users may need to allow OnVUE within their System Preferences: Security &amp; Privacy: Privacy settings for microphone</p>
	 Bluetooth headsets and in-ear headphones/earphones/earbuds with an in-line microphone are not allowed

## Mobile phone

	Requirements
<b>Mobile phone</b>	<ul style="list-style-type: none"><li>• You need to use a mobile phone to complete the check-in process</li><li>• The mobile must meet the following requirements:<ul style="list-style-type: none"><li>› Android (7+, Chrome) or iOS (12+, Safari) operating system</li><li>› Has a functioning camera and a stable internet connection</li></ul></li></ul>
	 The phone must be placed out of arm's reach after check-in has been completed

# PTE Academic Online Test Taker

## Terms and Conditions

### 1) General

- A. These Terms and Conditions ('PTE Academic Online Online 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 Online') with us or one of our affiliate companies worldwide. We may change or modify the PTE Academic Online Test Taker Terms and Conditions from time to time. Candidates must agree to the PTE Academic Online Test Taker Terms and Conditions when you complete the PTE Academic Online registration process either on the phone or online.
- B. These PTE Academic Online Test Taker Terms and Conditions and The PTE Academic Online 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 Online Test Taker Terms and Conditions.

### 2) PTE Academic Online Test Taker Handbook

- A. The Handbook contains details of the rules and regulations that apply to PTE Academic Online. When you schedule an appointment to take PTE Academic Online, 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 rules set out the Handbook, we may take action including but not limited to refusing you entry to sit the PTE Academic Online 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 take copies of test questions and answers from the test 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 Online Test Taker Handbook.
- B. Pearson may cancel your test and registration with PTE Academic Online 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 Online 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 Online that is caused by circumstances outside our reasonable control, we shall be entitled to a reasonable extension of time for performing those obligations.
- C. If we fail to insist upon strict performance of any of your obligations under any of these PTE Academic Online 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.

## 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 Online. We may revise these PTE Academic Online 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 Online 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

## 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 Online, 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](https://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.

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