

Test Center Policy for In-Person Exam

1. General Guidelines:

- All candidates must arrive at the test center at least 15 minutes prior to the scheduled start time. Late arrivals may not be allowed to sit the exam.
- The exam will begin promptly at the scheduled time. Candidates arriving after the exam begins may not be permitted to enter.
- Candidates must bring a valid, government-issued photo ID (e.g., passport, driver's license) to the test center. The name on the ID must match the name on the exam registration.
- Only authorized materials are allowed in the exam room. All other personal items, including bags, phones, and electronic devices, must be left in designated areas outside the exam room.
- Invigilators will ask candidates to turn out pockets of clothing

2. Exam Conduct:

- Candidates are expected to maintain a high standard of integrity and professionalism. Any form of cheating, including attempting to bring unauthorized materials into the exam room, will result in disqualification.
- Electronic devices such as phones, smartwatches, and tablets must be turned off and placed in the designated area outside the exam room. The use of such devices during the exam is strictly prohibited.
- Any disruptive behavior, including talking or attempting to communicate with other candidates, will not be tolerated. Violators will be removed from the exam, resulting in disqualification and may face disciplinary action.

4. During the Exam:

- Candidates may not leave the exam room during the exam unless accompanied by a test center staff member for an emergency or scheduled break.
- Candidates can use the built in chat box to connect with the invigilator if you need any assistance while completing the exam.

5. Breaks:

- Depending on the exam duration, candidates may be allowed to take scheduled breaks. Please ensure you are aware of any break policies beforehand.
- All breaks must be taken within the designated break times. If a candidate leaves the exam room during a break, the exam timer will continue to run.

6. Completion of Exam:

- Once the exam is completed, candidates must submit their materials (answer sheets, written materials, etc.) before leaving the exam room.

7. Rescheduling and Cancellations:

- If a candidate needs to reschedule or cancel their exam, they should do so at least 48 hours in advance, subject to availability and any applicable fees.
- Failure to attend the scheduled exam without prior notice will result in forfeiting the exam fee or registration.

8. Security and Privacy:

- All exam materials are confidential. Candidates are prohibited from discussing the exam content with anyone after the exam.
- The test center is equipped with surveillance cameras to monitor the exam room for security purposes.

9. Learning Accommodations:

- All exams have built in universal supports (screen colour overlay, screen text highlighter/line reader, zoom feature) for electronic exams. Paper-based exams do not have universal supports
- Candidates who require special arrangements beyond the universal supports, need to request these prior to taking a test. You must follow the registration process for special arrangements on the CAEC digital platform.

10. Liability:

- The test center is not responsible for lost or stolen personal items. Candidates should refrain from bringing unnecessary valuables to the exam.
- The test center reserves the right to cancel or reschedule exams due to unforeseen circumstances (e.g., weather conditions, technical difficulties). In such cases, candidates will be notified promptly and rescheduled as necessary.

11. Exam No-show/Cancellation

- An administrative processing fee of \$10 is included in the payment for the exams. If a candidate cancels an exam within 24 hours of the exam start time, the candidate will be refunded their exam fee minus the administrative fee.
- Cancelling an exam more than 24 hours from the scheduled start time allows for the exam to be rebooked later or a refund can be initiated, minus the administrative fee.
- If a candidate now shows for an exam, the candidate will not receive a refund for the missed exam.

By attending the exam, you acknowledge that you have read and agree to abide by the policies set forth above.