

## OUR EXAM GUARANTEES - PEACE OF MIND!

If you are sitting an exam with us while completing our classroom training you are welcome to purchase an exam guarantee from us. This works like insurance in that if for some reason you do not achieve the pass mark for the sitting, you are welcome to re-sit the exam at no extra cost. Exams can cost between \$ 400 and \$ 650 ex GST each so these guarantees potentially offer a great saving, as well as peace of mind so you can concentrate on preparing for the exam sitting.

Re-sits under these guarantees are redeemed in the form of a voucher for a computer based remotely invigilated sitting that you are welcome to schedule in a suitable location at a time when you are ready.

### PRICING

PRODUCT	RRP NZD/AUD ex GST
CC Learning Foundation exam guarantee, purchased either as part of the course booking or up until the week the course starts	\$ 35.00
CC Learning Practitioner exam guarantee, purchased either as part of the course booking or up until the week the course starts	\$ 120.00
Special offer - Purchase both Foundation & Practitioner exam guarantees when booking course	\$ 120.00
CC Learning Foundation exam guarantee, purchased once the course has started (usually Monday for combined courses)	\$ 50.00
CC Learning Practitioner exam guarantee, purchased once the course has started (usually Monday for combined courses)	\$ 195.00

### TO PURCHASE

If you are still to book your training with us, you are welcome to include this/these on your course booking form available online via this [link](#). Use the drop down menus and filter button to find your desired course.

If you have already had your course place confirmed/paid for, you are welcome to organise this by booking as Extras on our website. Please use the above link and filter for Extras for your course date, and click on the blue “Items to purchase” button. Ensure you select the right exam guarantee/s based on timing. This submission will automatically email you an invoice.

If you wish to pay by credit card, you are welcome to do this by choosing this payment option within the booking form and you will then be given the option to pay immediately online (through PayPal noting you do not need to have a login, but can proceed as a Guest). Otherwise we will email you separately a link (during business hours) to pay at a later time.

Any guarantee is valid once payment is confirmed as received.

## TERMS

- Upon paying for the exam guarantee CC Learning offers one free exam resit voucher where you can sit the exam at a time/day and location of your choice. This is a remotely invigilated, computer based sitting.
- Each exam guarantee offers one exam resit only, a further exam guarantee can be purchased to a maximum of 2 exam guarantees
- You must attend the course within Australia and New Zealand
- You must have attended an accredited course with CC Learning
- You must attend your resit within 6 months from the date of failing your exam
- This exam voucher is not transferable and is not refundable.
- If you fail to attend your scheduled exam sitting, your voucher will be forfeited
- You are allowed to change the exam booking time/date/location up until 4 hours prior to your scheduled sitting, subject to availability
- Only the exam is included, additional training or materials are an additional cost
- If the exam guarantee has not been paid for before the exam sitting begins, it is not valid, and if there is an outstanding order that has not been paid then the exam guarantee is not valid.

## REDEEMING AN EXAM GUARANTEE

Please contact our Course administration upon receipt of your result, and they will organise the voucher to be issued out to you.

For the re-sit, you require a quiet clean/clear space, with strong reliable internet, and a camera and microphone on your laptop/desktop to liaise with your remote supervisor. You will be remotely invigilated by a representative from the relevant exam institute, either PeopleCert or the APM group. To allow this supervision and access to the exam, an applet or temporary programme will need to be downloaded to your computer and certain functions disabled, so please ensure you have admin rights for the device you wish to use (Note, compatible with Windows & Mac).

Once the voucher is ordered, you will receive an email direct from PeopleCert or the APM Group with details. You will be asked to access your portal profile and then schedule your exam session. The session time may be altered up to 4 hours prior to the booked time.

There is no printing out of paperwork during the exam; all working is on your screen. For APMG sittings, you are allowed to use a blank whiteboard which must be cleared at the exam end.

Under either institute, preliminary results are issued immediately to you following the sitting, with official results issued within a few working days if all is in order.

## CONTACT US

Please contact us with any questions or to order.