

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 join in further training and re-sit the exam **at no extra cost**. You must sit the course exam within 1 month of the end of the course to ensure validity.

As exam re-sits can cost between \$ 550 and \$ 800 ex GST each, and you know the value of training, these guarantees potentially offer a great saving, as well as peace of mind so you can concentrate on preparing for your course exam sitting. We appreciate these sittings can be stressful.

Re-sits under these guarantees are redeemed in the form of a voucher for a computer-based remotely invigilated individual sitting that you are welcome to schedule in a suitable location at a time when you are ready. This is similar to your original PeopleCert exam sitting but may be different for APMG course delegates.

When redeeming your exam guarantee, you are welcome to **COMPLIMENTARY** further training by joining virtually to the next same public course at no extra charge. This will assist your refreshing before the next sitting.

PRICING

PRODUCT	RRP NZD/AUD ex GST
CC Learning Foundation exam guarantee	\$ 100.00
Special offer – Save 10% if purchased when booking course	\$ 90.00
CC Learning Practitioner exam guarantee	\$ 200.00
Special offer – Save 10% if purchased when booking course	\$ 180.00

TO PURCHASE

If you are still to book your training with us, you are encouraged 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. You will then receive the discounted pricing.

If you have already had your course place confirmed/paid for, you are welcome to organise this by booking on our website. Please see this page here (<https://www.cclearning.cc/our-exam-guarantees/>) for purchase links subject to location of course. 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.

Note: Some of you may hear of the PeopleCert “Take2” insurance and query if they are separate to our exam guarantees. To confirm, they are different schemes, and the difference is that with our guarantee, you don’t just receive an exam voucher emailed to you, you receive the opportunity for extra training to ensure you the best chance of passing the next time around!

REDEEMING AN EXAM GUARANTEE

Please contact our Course administration upon receipt of your official result, and they will organise the exam voucher to be issued out to you. If you wish to take up the offer to attend virtually the next same course, please advise at this time, so we can register you for the relevant course.

The guarantee cannot be used for any other offering and is valid only for the type of exam/course originally purchased, for the nominated delegate.

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 48 hours prior to the booked time for PeopleCert or up to 24 hours prior to the booked time for APM Group without penalty.

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.

TERMS

- Upon paying for the exam guarantee CC Learning offers **one free virtual attendance on the same next course plus one free online exam voucher** to the nominated delegate upon receipt of an official Fail grade, where you can sit the exam at a time/day and location of your choice.
- Each exam guarantee offers one course attendance and one free exam resit only, a further exam guarantee cannot be purchased.
- To purchase, you must be attending **a trainer led course** facilitated by CC Learning
- You must have **attended/fully completed an accredited course** with CC Learning before sitting your course exam and **have completed all recommended preparation before attending and homework** during the course
- You must **complete your initial exam sitting within 1 month of your course** completion and your training attendance and exam resit within 6 months from the date of failing your exam.
- This exam guarantee is not transferable, is not refundable, and is only redeemable for the same course/exam sitting as you did not pass
- If you fail to attend your course scheduled exam or your re-sit, your voucher will be forfeited at worst; at best, you may need to pay a transfer fee to re-schedule.
- You are allowed to change the exam booking time/date/location up until 4 hours prior to your scheduled sitting, subject to availability; a change fee will apply within 48 hours of the start time for PeopleCert sittings or within 24 hours for APMG sittings.
- Only the exam and same course virtual attendance is included, new materials are an additional cost
- If the **exam guarantee has not been paid for** before the relevant 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.

CONTACT US

Please contact us with any questions or to order.