

Exam Terms & Conditions

BHRS Specific

1. Pearson Vue

It is incredibly important that you have read all the Pearson Vue rules and regulations and are fully aware of them. Pearson Vue check-in staff and invigilators have incredibly strict rules to follow. If you do not meet the requirements (or if you break any rules) Pearson Vue or you will not be allowed to the exam. If you are responsible for not meeting the requirements or breaking any rules specified by Pearson Vue we cannot be held responsible and no refund will be offered by BHRS.

2. General Exam Details

The exam will consist of 120 questions. You will have 4 hours to complete the examination (unless you have been approved for additional time). A 10 minute comfort break is scheduled during the examination. We recommend you take this after 2 hours. We urge you all to log into your Pearson Vue account to double check all your details in regards to your personal details, test centre and time of exam. Please ensure you have familiarised yourself with the below information:

[What to Expect During your Exam](#)

[Exam Tutorial](#)

OnVue Candidates: If you have been approved to take the examination virtually please familiarise yourself with the process. Please ensure you have run the system check prior to the day. This page explains everything about taking the examination virtually: [Virtual Guide](#)

3. General Admission Policy

Candidates should arrive at the test centre at 7.45am if the exam is at 8am or half an hour before if it is at a later time. This will give you adequate time to complete the necessary sign-in procedures. If you arrive more than 15 minutes late for your appointment, you may be refused admission and the exam fees will be forfeited. No personal items may be taken into the testing room. This includes all bags, notes, phones, pagers, watches and wallets. Lockers are provided. See Pearson Vue full details below.

4. Required Identification

- You will be required to present one form of original (no photocopies), valid (unexpired) government issued ID, which includes your name, photograph, and signature.
- The first and last name that you used to register must match exactly the first and last name on the ID that is presented on test day.

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- All IDs required must be issued by the country in which you are testing. If you do not have the qualifying ID issued from the country you are testing in, an International Travel Passport from your country of citizenship is required.

If you have any questions or concerns about the ID you are required to bring with you to the testing centre for admittance for your exam please contact Pearson VUE customer Service at www.pearsonvue.com/contact. To view the full ID policy, including any additional allowances to this policy: [Pearson Vue ID Policy](#)

5. Food, Drink & Comfort

Food and drink aren't permitted for either delivery (OnVUE virtual exams and test centres) unless it is an item covered on the published comfort aid list. A clear bottle of water can be left with the invigilator and can be accessed during scheduled break. A clear glass of water is permitted for OnVUE delivery; it must be shown to the Greeter during the admittance process.

Candidates must provide their own comfort aids except for the following items, which must be provided by the test centre:

- Earplugs
- Noise-cancelling headphones
- Tissues/Kleenex

6. Cancellation Policy

You must contact both BHRS and Pearson VUE if you wish to cancel your exam. You will need to access your online Pearson VUE account to cancel your exam at least a minimum of 7 days prior to your appointment. Exams cannot be cancelled when the exam is 7 days or less away. Failure to cancel in time or failure to appear for your appointment will result in the forfeiture of your full exam fee. Any cancellations up to and prior to the 7 days will be refunded minus a £50 admin fee. There is an option to defer your examination free of charge up to 7 days prior to your exam. You must keep the BHRS admin team informed.

7. Emergencies

BHRS understand that emergencies can happen. All candidates are provided with an emergency mobile number for use on the day in these instances. Emails are also monitored continuously throughout the day. If issues can be sorted within the test centre itself we recommend you do this. Due to the sheer volume of test centres it can take some time for any information to reach back to the BHRS team.

8. Retaking of the Examination

Under very extreme circumstances we will allow the examination to be rescheduled for candidates not able to take the exam on the day. This is usually where BHRS or Pearson Vue are found to be at fault. Candidate punctuality, invalid ID etc are not acceptable reasons. The exam has to be taken within 3 days and the circumstances approved by the Chair of Accreditation. If there is no availability you will be offered a virtual examination. If Pearson Vue cannot offer virtual space then

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your examination will have to be rescheduled free of charge to the next examination date which is usually in 6 months.

9. Exam Results

We aim to send out results within 4 weeks of the examination. Post exam; BHRS create a highly complex analysis of the results to ensure the examination was as fair as possible.

10. Breaks

Test centre candidates can go to the toilet at any time by holding their hand in the air. Your clock will not be paused during an unscheduled break so we recommend you try and use your scheduled 10 minute break. OnVue candidates are only allowed to leave the room during the scheduled break. BHRS cannot be held responsible if Pearson Vue technology fails to accommodate your authorised break.

11. Exam Aids

Calipers are now allowed to be used. You must provide and bring your own. There will be an onscreen calculator and notepad. Test centre candidates will also be provided with a whiteboard and marker pen. To make exam images bigger please use the 'Exhibit' button.

12. Complaints & Concerns

Please raise your hand if you have any personal or test centre concerns during the exam. Pearson Vue staff are not able to help in regards to questions regarding the content of the exam. If you have any issues you can write these on the whiteboard and they will raise these with us after the examination. Please email BHRS with any concerns that need immediate attention after the examination. For general comments you will receive a link to survey regarding the examination when you receive your results.

Pearson Vue Specific

1. No personal items, including but not limited to mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats (and other non-religious head coverings), bags, coats, jackets, eyeglass cases, pens, or pencils, are allowed in the testing room. No barrettes or hair clips that are larger than 1/4 inch (1/2 centimeter) wide and headbands or hairbands that are larger than 1/2 inch (1 centimeter) wide are allowed in the testing room. No jewellery that is removable and larger than 1/4 inch (1/2 centimeter) wide is allowed in the testing room. No books and/or notes are allowed in the testing room unless authorized by the test program sponsor for your use during the test. You must store all personal items in a secure area as indicated by the TA or return them to your vehicle. If you refuse to store your personal items, you will be unable to test, and you will lose your test fee. All electronic devices must be turned off before storing them in the designated secure area.

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2. You will be asked to empty your pockets for the purpose of allowing the TA to verify that nothing is in them. If you have hair that covers your ears, you may be asked to show them for the purpose of allowing the TA to verify that no Bluetooth devices are present. The TA may also ask you to roll up your sleeves to verify that you have no writing on your arms.
3. Before you enter the testing room, you will be asked to pat yourself down (for example: arms, legs, and waistline) to show there is nothing hidden on your body. The test center is not responsible for lost, stolen, or misplaced personal items. Studying IS NOT allowed in the test center.
4. Upon entering and being seated in the testing room, the TA will provide you with any materials authorized by the test program sponsor for your use during the test to make notes or calculations on, and you will be provided any other material as specified by the test program sponsor. You may not remove any of these materials from the testing room or begin writing on your notepad until your test has been started. If you need new or additional materials during the test, you must raise your hand. You must return all items and materials to the TA immediately following the test.
5. The TA will log you into your assigned workstation. You will verify that you are taking the intended test that you registered to take. Unless otherwise instructed, you must remain in your assigned seat until escorted out of the testing room by a TA.
6. Once you have entered the testing room, you may not communicate with other candidates. Any disruptive, threatening, or fraudulent behaviour in the testing room may be grounds for terminating your test, invalidating your test results, or disqualifying you from taking the test at a future date.
7. You understand that eating, drinking, chewing gum, smoking, and/or making noise that creates a disturbance for other candidates is prohibited during the test.
8. To ensure a high level of security throughout the testing experience, you will be monitored at all times. Both audio and video may be recorded.
9. A Non-Disclosure Agreement or other security statement may be presented to you before the test begins. If so presented, you must read, acknowledge, and agree to the terms and conditions of such document within the specified time limit, if applicable, in order to begin your test. Should you not agree, you will not be permitted to proceed with taking the test and you may forfeit your test fee. If you select "DECLINE," your test session will immediately end.
10. If a scheduled break is allowed (see above BHRS specific policy) instructions will appear on the computer screen. It is important to note that whether or not the test time stops depends on the test program sponsor's policy. If you take an unscheduled break at any other time or if you take a break during a test in which the test program sponsor has not scheduled a break, the test time will not stop. The TA will set your workstation to the break mode, and you must take your ID

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with you when you leave the room. The TA will check your ID before escorting you back to your seat and will then resume your test.

11. Personal items cannot be accessed during any break e.g. mobile phones, test notes, and study guides.
12. You must leave the testing room for all breaks. If you want to leave the test center building during any breaks, verify with the TA whether it is possible.
13. If you experience any problems or distractions or if you have other questions or concerns, you must raise your hand, and the TA will assist you. The TA cannot answer questions related to test content. If you have concerns about a test question or image, make a note of the item (question) number, if available, in order for the item to be reviewed.
14. Unless otherwise instructed, after you have completed the test you must raise your hand, and the TA will come to your workstation and verify that your test session has ended properly. Depending on the type of test taken, the test program sponsor may display your test score on the computer screen after you have completed the test; or you may be provided with a printed score report; or you may be provided with a confirmation notice indicating that you have completed the test program sponsor's test. If printed information is to be provided to you, you must present your ID again to the TA and return any and all materials supplied to you prior to the beginning of your test. You must not leave any materials at your testing workstation after you have completed your test.
15. You may not remove copies of test questions or test answers from the testing center, and you may not share or discuss with anyone all or any of the test questions or test answers you saw or viewed during the taking of the test. If you do not abide by these rules, if you tamper with the computer, or if you are suspected of cheating, appropriate action will be taken, including the possibility of the test program sponsor taking action against you.

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