

# HOW TO RESCHEDULE OR CANCEL AN EXAM



FOR ICAEW CFAB OR ACA CERTIFICATE LEVEL



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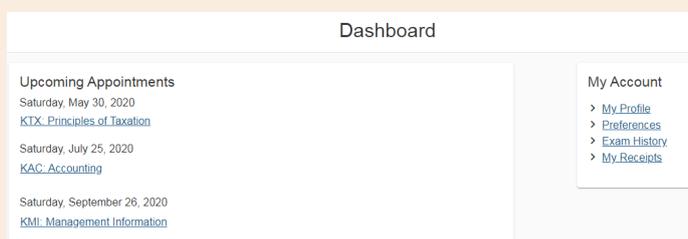
The following guide will take you through the process of how to reschedule or cancel your exam booking for any ICAEW CFAB or ACA Certificate Level exam.

You can reschedule or cancel your exam online up to 24 hours before you are due to sit. This includes adding, removing or changing the exam you applied for, as well as changing the time or centre you originally selected or the exam delivery, for example, moving your exam at a test centre to a remotely invigilated exam. If your exam was booked for you by your tuition provider or your employer you will need to contact them so that they can reschedule or cancel the exam on your behalf. If you want to switch your exam delivery method, you will need to cancel your original exam booking and book the exam again as a new booking.

## RESCHEDULING YOUR EXAM BOOKING

- 1** To reschedule your exam booking, go to [access.icaew.com/pearsonvue](https://access.icaew.com/pearsonvue) and log in using your ICAEW log in details.

Click on the exam you wish to reschedule in your dashboard.



- 2** You will now see a summary of your booked exam.

On the right-hand side of the booking summary, click 'Reschedule' to amend the location, time or date of your exam.

Description	Details	Order Information
<b>Exam</b> KTX: Principles of Taxation Language: English Exam Length: 90 minutes	<b>Appointment</b> Saturday, May 30, 2020 Start Time: 10:30 AM BST  <b>Location</b> Pearson Professional Centres-UK Reading 2nd Floor Havell House 62-66 Queens Road Reading RG1 4AZ United Kingdom <a href="#">Test Center Information</a>	<b>Order Number/Invoice</b> 0052-3257-6445 <b>Registration ID</b> 365115506 <b>Status</b> Scheduled

Buttons: [Reschedule](#), [Cancel](#)

- 3** You have an option here to amend the date and time of your exam booking by clicking 'Select Date'. To amend the date, navigate to your required date and select it. Then select the time you wish to sit your exam.

You also have the option to change your exam centre by selecting 'Find another test centre'.

Please skip step 5 if you are sitting an exam remotely or if you do not wish to change your test centre.

The screenshot shows the 'Find a new appointment' form for 'KMI: Management Information'. It includes the following steps:

- Select a date at your preferred test centre:** A calendar for August 2024 is shown. The date 29th is highlighted in red. A button below says 'Why can't I find an available appointment?'.
 

Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	
- Select your appointment start time:** A question 'How would you like times displayed?' has two radio buttons: '12 hr (e.g. 2:00 PM)' and '24 hr (e.g. 14:00)'. The '24 hr' option is selected.

At the bottom, it states: 'Our next available appointment is: Friday, 30 August 2024 09:30 - 11:00 Europe/Athens - EEST'. There are buttons for 'Explore more times' and 'Book this appointment'.

**4** If you have selected to 'Find another test centre', you will be presented with the option to enter the new location where you would like to sit your exam.

Tick the box next to the centre you want by clicking on it and then click 'Next'.

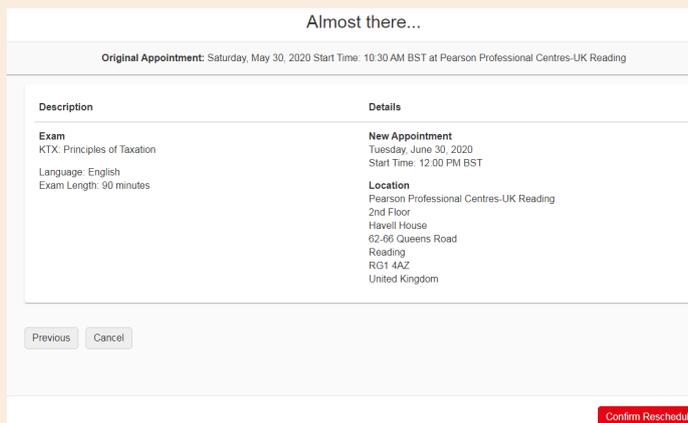
**5** You will now be shown a summary of your new exam details.

Carefully review the details to ensure all the changes are correct before clicking 'Proceed to Checkout'.

**6** You will now be presented with our policies. Please review carefully and confirm that you agree by clicking 'Accept'.

**7** A summary screen will be displayed to show your new exam details. Carefully review all details to ensure they are correct before clicking 'Confirm Reschedule'.

You will receive confirmation of your amended exam booking via email.

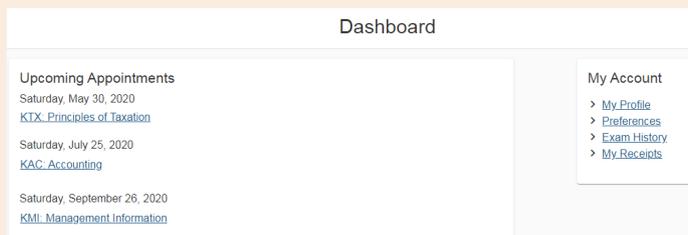


## CANCELLING YOUR EXAM BOOKING

You can cancel an exam booking online 24 hours before you are due to sit.

**1** To cancel your exam booking, go to [access.icaew.com/pearsonvue](https://access.icaew.com/pearsonvue) and log in using your ICAEW log in details.

Click on the exam you wish to cancel in your dashboard.



**2** You will now see a summary of your booked exam.

On the right-hand side of the booking summary, click 'Cancel' to cancel your exam booking.



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### You will see a summary of the exam booking you wish to withdraw from.

Please carefully review and confirm that you agree with the cancellation policy before clicking 'Confirm cancellation'.

You will receive confirmation of your cancellation by email.

#### Cancel your appointment

Description	Details	Order Information	Cancellation Fee
Exam KTX: Principles of Taxation	Appointment Saturday, May 30, 2020 Start Time: 10:30 AM BST  Location Pearson Professional Centres-UK Reading	Order Number/Invoice 0052-3257-6445 Registration ID 365115506	

**Credit Card Refunds**

Pearson VUE instructs your credit card company to credit your account the next business day after you cancel an exam appointment. Your credit card company's billing cycle determines when credit will appear on your next statement.

Paid to Pearson VUE:  
Cancellation Fee:  
Tax:  
**REFUND AMOUNT:** GBP

**Cancellation Policy**

To cancel your exam appointment at a Pearson VUE test centre and receive a full refund of any exam fee you paid at the time of booking, you must do so at least 24 hours before your scheduled appointment start time; please log in via the ICAEW website [<https://my.icaew.com/examsonline/pearsonvue>] with your ICAEW username and password. Otherwise, your exam fee is not refundable. If you originally booked and paid for your appointment more than 3 months ago, you may not be able to cancel online and may need to contact Pearson VUE Customer Services by phone during UK business hours [see contact details at <http://www.pearsonvue.com/icaew/contact/>]. If your exam appointment was booked by a test centre which is run by your ICAEW tuition provider, please ensure that you contact them directly, as their cancellation policy may differ.

"I have read and agree to the ICAEW policies listed above."

TOTAL DUE: GBP Confirm cancellation

#### FURTHER INFORMATION

If the booking you cancelled is at least 24 hours before the exam date and time, the exam fee will be refunded to the payment method provided.

Please note that if a voucher code was used, this can be used again for another booking if it hasn't expired. If the initial booking was made using a credit or debit card more than three months ago, you will need to contact [Pearson VUE](#) to provide your card details again to receive your refund. For data protection, all card details are deleted after three months.



#### HAVE A QUESTION?

You can email us or ask a question at [icaew.com/webchat](mailto:icaew.com/webchat). There are also live help boxes throughout our website to answer your queries. Or you can fill out our [contact us](#) form.

Chartered accountants are talented, ethical and committed professionals. ICAEW represents more than 208,000 members and students around the world. 99 of the top 100 global brands employ ICAEW Chartered Accountants.\*

Founded in 1880, ICAEW has a long history of serving the public interest and we continue to work with governments, regulators and business leaders globally. And, as a world-leading improvement regulator, we supervise and monitor around 11,500 firms, holding them, and all ICAEW members and students, to the highest standards of professional competency and conduct.

We promote inclusivity, diversity and fairness and we give talented professionals the skills and values they need to build resilient businesses, economies and societies, while ensuring our planet's resources are managed sustainably.

ICAEW is working towards becoming net zero, demonstrating our commitment to tackle climate change and supporting the UN Sustainable Development Goal 13.

ICAEW is a founding member of Chartered Accountants Worldwide (CAW), a global family that connects over 1.8m chartered accountants and students in more than 190 countries. Together, we support, develop and promote the role of chartered accountants as trusted business leaders, difference makers and advisers.

We believe that chartered accountancy can be a force for positive change. By sharing our insight, expertise and understanding we can help to create sustainable economies and a better future for all.

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[globalaccountingalliance.com](https://www.globalaccountingalliance.com)

## ICAEW

Chartered Accountants' Hall  
Moorgate Place  
London  
EC2R 6EA UK

T +44 (0)20 7920 8100  
E [generalenquiries@icaew.com](mailto:generalenquiries@icaew.com)  
[icaew.com](https://www.icaew.com)



\* includes parent companies. Source: ICAEW member data February 2024, Interbrand, Best Global Brands 2023

ICAEW is working towards becoming net zero