

HOW TO RESCHEDULE OR CANCEL AN EXAM



FOR ICAEW CFAB OR ACA CERTIFICATE LEVEL



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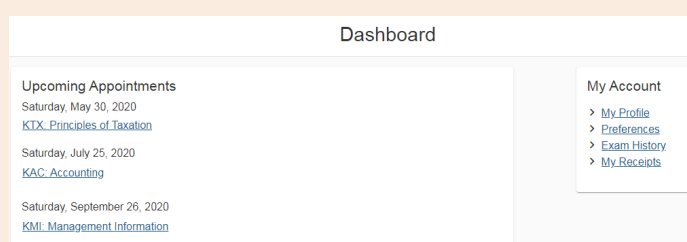
The following guide will take you through the process of how to reschedule or cancel your exam booking for any ICAEW CFAB or ACA Certificate Level exam.

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 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.

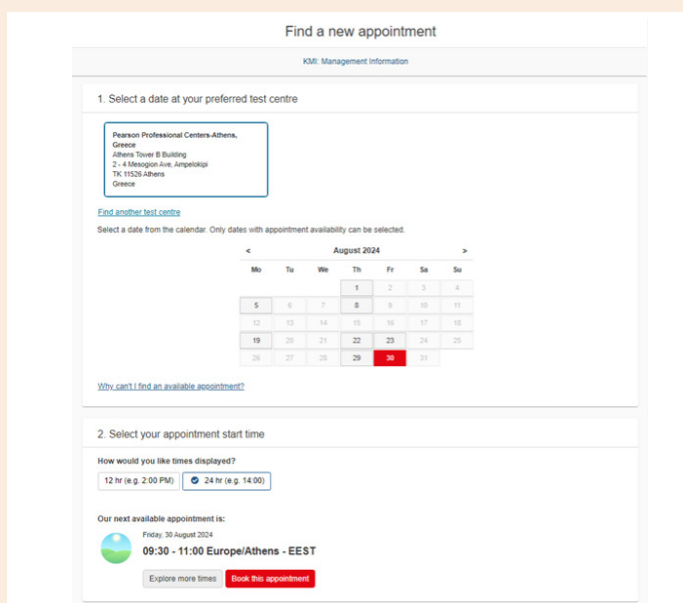
On the right-hand side of the booking summary, click 'Reschedule' to amend the location, time or date of your exam.



- 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.



- 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'.

Find a new test center

KTX: Principles of Taxation

2nd Floor, Havell House, 62-66 Queens Road, Reading, RG1 4AZ, United Kingdom Search

You can select up to three test centers to compare availability.

Helpful hints:

- The test center information link may provide directions, parking, wheelchair support or other physical access considerations.
- Distance (mi/km) is a straight line calculated from the center point of your search criteria and does not reflect driving distance.

Test Center	Distance
Pearson Professional Centres-UK Reading 2nd Floor Havell House 62-66 Queens Road Reading RG1 4AZ United Kingdom Test Center Information	0.0 mi
Pearson Professional Centres-UK Aldershot Ground Floor 1 London House Pickford Street Aldershot	16.3 mi

Map Satellite

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'.

Cart

Original Appointment: Saturday, May 30, 2020 Start Time: 10:30 AM BST at Pearson Professional Centres-UK Reading

[Review and confirm](#) contact information to avoid issues on test day.

Description	Details
Exam KTX: Principles of Taxation Language: English Exam Length: 90 minutes	New Appointment Tuesday, June 30, 2020 Start Time: 12:00 PM BST Change Appointment
	Location Pearson Professional Centres-UK Reading 2nd Floor Havell House 62-66 Queens Road Reading RG1 4AZ United Kingdom Change Test Center

Confirm contact information

⚠ Your name must exactly match the identification (ID) that is presented at time of testing or you will not be able to take your exam.
[Update my information](#)

Name:

Telephone:

Proceed to Checkout

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

Agree to policies

Please feel free to contact us with your comments or questions.

ICAEW Exam Terms & Conditions

By attending your scheduled exam appointment, it is implied that you accept and agree to follow the candidate rules that will be presented to you at the Pearson VUE test centre, and to follow instructions given to you by the test centre staff. You must also ensure that you have read and understood the ICAEW exam terms & conditions, which can be found at www.pearsonvue.com/icaww

CPL

If you have applied for credit for prior learning (CPL), please check your training file via the ICAEW website and review the status of your CPL application:

- If you have been awarded CPL, you should not sit the exam.
- If you proceed with the exam having been awarded CPL and subsequently fail the exam, the CPL credit will be removed, as you will no longer be eligible, and a refund cannot be provided.
- If you have been awarded CPL you may cancel your exam and, if you provide at least 24 hours' notice, you will receive a refund for the exam fee.

Results

You can normally access your results 24 hours after completing the assessment by logging into your student page on the ICAEW website <https://www.icaww.com> and going to your 'Exam Results History'. If you have any queries regarding your assessment result, please contact the ICAEW Student Support team at studentsupport@icaww.com or +44(0)1908 246250.

Important: Please note, if you are due to receive your Certificate Level ICAEW CPAB exam results on the same day the ACA Professional or Advanced Level exams results are released, you will receive your results at the slightly later time of approximately 12:00pm (UK-time). You will continue to access your exam results via the Examinations tab of your online training file at www.icaww.com/trainingfile. View all Professional and Advanced Level exam results dates within the [ACA calendar](#) or the exam section of the [ICAEW website](#).

Student Feedback: Once you have completed your test, in order to help ICAEW identify parts of the exam process that could be improved, please complete the short student survey at Student Feedback: Once you have completed your test, in order to help ICAEW identify parts of the exam process that could be improved, please complete the short student survey at <https://gov.bevsuryvy.co.uk/9144607235a5b>

Cancel 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.

Almost there...

Original Appointment: Saturday, May 30, 2020 Start Time: 10:30 AM BST at Pearson Professional Centres-UK Reading

Description	Details
Exam KTX: Principles of Taxation Language: English Exam Length: 90 minutes	New Appointment Tuesday, June 30, 2020 Start Time: 12:00 PM BST Location Pearson Professional Centres-UK Reading 2nd Floor Havell House 62-66 Queens Road Reading RG1 4AZ United Kingdom

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 and log in using your ICAEW log in details.

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

Dashboard

Upcoming Appointments Saturday, May 30, 2020 KTX: Principles of Taxation Saturday, July 25, 2020 KAC: Accounting Saturday, September 26, 2020 KMI: Management Information	My Account My Profile Preferences Exam History My Receipts
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- 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.

Exam Appointment Details

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

3

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/exams/online/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@icaew.com). 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

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