

How to reschedule or cancel an exam online



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 cancel or reschedule an exam online up to 24 hours before you are due to sit to be eligible for a refund. Please note that if you have booked to sit an exam at a test centre and decide you want to sit your exam remotely, you will need to cancel your original exam booking and book the exam again as a new booking. 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.

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.

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](#)

- 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.

Exam Appointment Details

Description	Details	User 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 Reschedule 0052-3257-6445 Cancel Registration ID 365115506 Status Scheduled

- 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 'Change Test Centers'.

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

Find a new appointment

KTX: Principles of Taxation

Pearson Professional Centres-UK Reading
2nd Floor
Havell House
62-66 Queens Road
Reading
RG1 4AZ
United Kingdom
[Change Test Centers](#)

Select Date
[Why can't I find an available appointment?](#)

< June 2020 >

Su	Mo	Tu	We	Th	Fr	Sa
	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				

Select a date from the calendar. Only available dates can be selected.

Available start times: Tuesday, June 30, 2020 at Pearson Professional Centres-UK Reading
Times shown in: Europe/London - BST [Show 24-hour](#)

Morning	Afternoon
None available	12:00 PM
	01:00 PM
	01:45 PM
	02:00 PM
	03:00 PM
	03:45 PM

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If you have selected to 'Change Test Centers', 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

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
<input checked="" type="checkbox"/> Pearson Professional Centres-UK Reading 2nd Floor Havell House 62-66 Queens Road Reading RG1 4AZ United Kingdom Test Center Information	0.0 mi
<input type="checkbox"/> Pearson Professional Centres-UK Aldershot Ground Floor 1 London House Pickford Street Aldershot	16.3 mi

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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:

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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.icaew.com/training

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.icaew.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 studentssupport@icaew.com or +44(0)1909 244200.

Important: Please note, if you are due to receive your Certificate Level/ ICAEW CFAB 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.icaew.com/training. 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://sdc.bvssurvey.co.uk/f/1449223583/>

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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

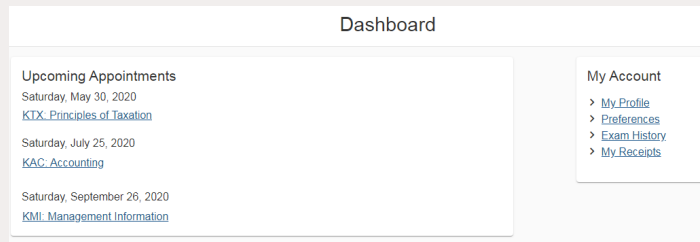
Description	Details
Exam KTX: Principles of Taxation Language: English Exam Length: 90 minutes	New Appointment Tuesday, June 30, 2020 Start Time: 12:00 PM BST Location Pearson Professional Centres-UK Reading 2nd Floor Havell House 62-66 Queens Road Reading RG1 4AZ United Kingdom

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.



The screenshot shows the 'Dashboard' page with a list of 'Upcoming Appointments'. The first appointment is for 'Saturday, May 30, 2020' for the exam 'KTX: Principles of Taxation'. Below it, another appointment is listed for 'Saturday, July 25, 2020' for 'KAC: Accounting', and a third for 'Saturday, September 26, 2020' for 'KMI: Management Information'. On the right side, there is a 'My Account' menu with links to 'My Profile', 'Preferences', 'Exam History', and 'My Receipts'.

- 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.

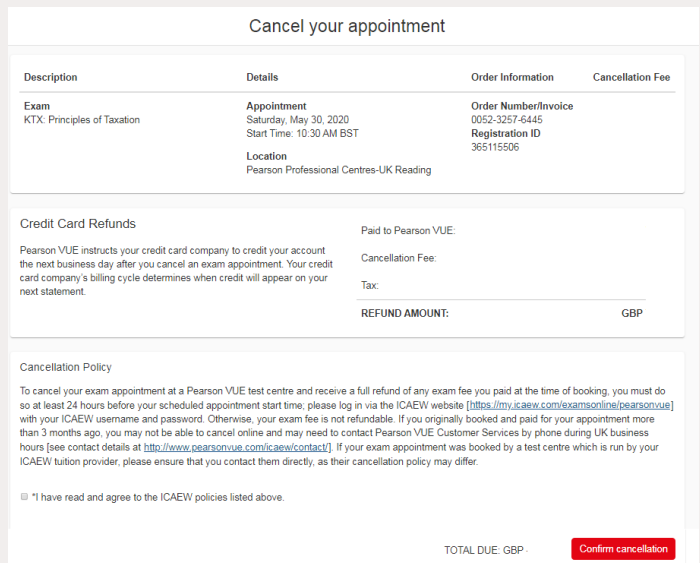


The screenshot shows the 'Exam Appointment Details' page. It contains a table with three columns: 'Description', 'Details', and 'Order Information'. The 'Description' column lists 'Exam KTX: Principles of Taxation', 'Language: English', and 'Exam Length: 90 minutes'. The 'Details' column lists 'Appointment: Saturday, May 30, 2020, Start Time: 10:30 AM BST', 'Location: Pearson Professional Centres-UK Reading, 2nd Floor, Haveli House, 62-68 Queens Road, Reading, RG1 4AZ, United Kingdom', and a link for 'Test Center Information'. The 'Order Information' column lists 'Order Number/Invoice: 0052-3257-6445', 'Registration ID: 365115506', and 'Status: Scheduled'. There are links for 'Reschedule' and 'Cancel' next to the Order Number/Invoice.

- 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.



The screenshot shows the 'Cancel your appointment' page. It features a table with columns for 'Description', 'Details', 'Order Information', and 'Cancellation Fee'. The 'Description' column lists 'Exam KTX: Principles of Taxation'. The 'Details' column lists 'Appointment: Saturday, May 30, 2020, Start Time: 10:30 AM BST' and 'Location: Pearson Professional Centres-UK Reading'. The 'Order Information' column lists 'Order Number/Invoice: 0052-3257-6445' and 'Registration ID: 365115506'. Below the table, there is a section for 'Credit Card Refunds' with a 'Paid to Pearson VUE' field and a 'Cancellation Fee' field. A 'REFUND AMOUNT:' field is shown with 'GBP' as the currency. At the bottom, there is a 'Cancellation Policy' section with a checkbox for 'I have read and agree to the ICAEW policies listed above.' and a 'TOTAL DUE: GBP' field with a red 'Confirm cancellation' button.

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 call, email us or ask a question at icaew.com/webchat. There are also live help boxes throughout our website to answer your queries.

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E studentsupport@icaew.com