Pearson Edexcel Remote Invigilation Service (RIS) Terms of Use

Version 5.1, August 2026

Introduction

THESE TERMS OF USE ("TERMS") APPLY TO ALL USERS OF THE PEARSON REMOTE INVIGILATION SERVICE, INCLUDING PARENTS, GUARDIANS AND CANDIDATES. PLEASE ENSURE YOU READ THESE TERMS CAREFULLY BEFORE ACCESSING THE SERVICE.

The Pearson Remote Invigilation Service (RIS) is an assessment delivery service for Pearson Edexcel examinations which enables these exams to be conducted under live remote invigilation. It is available with two modes of delivery (paper-based or onscreen) and for the following Pearson Edexcel International GCSE and International A level qualifications:

Pearson Edexcel International GCSE

Paper-based	Onscreen
Mathematics A 4MA1	English Language A* 4EA1
Further Mathematics 4FM1	English Literature 4ET1
Biology 4BI1	Economics 4EC1
Chemistry 4CH1	History 4HI1
Physics 4PH1	Business 4BS1
Science (Double Award) 4SD0	Pakistan Studies 4PA1
French 4FR1/German 4GN1/Spanish 4SP1*	Geography 4GE1
Religious Studies 4RS1	Global Citizenship 4GL1
Pilot: Information and Communication Technology 4IT1 (May-June series only)	Islamic Studies 4IS1
Pilot: Computer Science 4CP0	

Pearson Edexcel International AS and A Level

Subject	Units
Onscreen	
English Language	WEN01, WEN02, WEN03, WEN04
English Literature	WET01, WET02, WET03, WET04
History	WHI01, WHI02, WHI03, WHI04
Paper-based	
Biology	WMI11, WBI12, WBI13, WBI14, WBI15, WBI16
Chemistry	WCH11, WCH12, WCH13, WCH14, WCH15, WCH16
Physics	WPH11, WPH12, WPH13, WPH14, WPH15, WPH16
Business	WBS11, WBS12, WBS13, WBS14
Pilot: Information Technology	WIT11, WIT12, WIT13, WIT14
Pilot: Computer Science (May-June series only)	From 2027 - WCP01, WCP02, From 2028 - WCP03, WCP04
Economics	WEC11, WEC12, WEC13, WEC14
Mathematics	WFM01, WFM02, WFM03, WME01, WME02, WME03, WST01, WST02, WST03, WDM11, WMA11, WMA12, WMA13, WMA14
Psychology	WPS01, WPS02, WPS03, WPS04
Geography	WGE01, WGE02, WGE03, WGE04
Law (Linear)	YLA1
French/German/Spanish	Units 2 and 4 only*

** Only written examination components are available via the service. Coursework and spoken components are not available via remote invigilation. Please consult your Centre if you plan to make entries for speaking examinations or coursework.* ***It is the responsibility of the Parent/Guardian and Centre to ensure that Candidates are entered for the correct examinations.***

Right to use the Service

By using this service for the conduct of Pearson Edexcel examinations, Parents and Guardians accept these Terms in full, including the compulsory systems familiarisation requirements. Pearson reserves the right to make changes to the service and these Terms at any time.

Please note that Candidates' use of the service may be monitored for system performance, to ensure compliance with these Terms and, as otherwise reasonably required, to operate the services and for anonymous research.

Each system related to the service is password protected. The service may only be accessed via personal devices by using the allocated password.

All intellectual property and other rights for the products and services, including software and all content in it, belong to Pearson and its licensors. The website hosts all content/exams for which the Candidate has been entered by the Centre. Downloading or copying of content/exams or making it available elsewhere is prohibited.

Accommodation, Equipment and Technology Requirements

The Remote Invigilation Service relies on technology and internet connectivity. Whilst every effort is made to provide a reliable exam experience, technical issues can occasionally occur. By using the service you acknowledge that Pearson's established procedures will be followed should any such issues arise during an examination.

Parents/Guardians are responsible for ensuring that the candidate has access to the following:

- A private environment without interruption (a communal space is not acceptable)
- A clear workspace, free from unauthorised items

- A stable internet connection (minimum upload speed: 2 Mbps) - a wired (ethernet) connection is recommended.
- A laptop or PC with working webcam, speakers, and microphone. Laptop or PC must be connected to power to ensure the device battery will last for the duration of the exam
- Laptops and PCs must have an appropriate PDF reader installed and be able to download and print PDF files. Please also set the device to auto-reconnect to the internet in case the connection drops during an examination.
- Chrome is the only browser fully compatible with the service platform. You are required to have the latest version installed.
- Device clocks must be set to your accurate local time. Any difference between your local time and device clock can affect your examination timing.
- A second (fully charged) mobile device with the ProctorExam app installed. This will be used during the pre-exam set-up and will need to be positioned to show the Candidate's exam environment during the exam. This must be on silent mode.
- A working printer with sufficient ink and paper to print a complete exam answer booklet. The printer should be in the same room in which the exam is being sat. It is your responsibility to test the printer and ensure a sufficient supply of paper and ink before each exam. Not having a printer may prevent you from responding to questions in paper-based exams that need to be annotated by hand.
- A scanning app downloaded to your mobile device or physical scanning device to enable completed exams to be scanned and uploaded to the Assessment Player. Your chosen app must not have a page limit, and it is your responsibility to test it in advance of accessing the service.
- In addition to the laptop and mobile device, you will need a (fully charged) backup device to record the exam. This device must have enough storage space to store a recording locally.
- Active email account or cloud share function to send your scanned answer booklet file from your scanner or mobile to your laptop or PC. **Please note: Social media platforms must not be used for this purpose, and this may constitute malpractice. Please see** JCQ Social Media Infographic v4
- A secure PDF merger (not a web-based one) to ensure you can merge all answer pages into a single PDF file. This is the only acceptable file format.
- A large (A4) envelope to store a completed exam paper (one per exam).
- A mobile device for emergency contact purposes. This must not be the mobile device used as a second device by the candidate in the examination.

Authorised and unauthorised Items

The following items are authorised and allowed to be present during an exam.

- A glass or clear water bottle with all labels removed
- Pen and paper for rough work; the paper must be blank and both sides shown to the invigilator.
- Specified materials needed for each exam, which will be confirmed in advance of each exam, these materials will also be included on the front cover of the examination.

Except for the authorised items specified above, no other items are permitted during the exam. For avoidance of doubt, the following is a non-exhaustive list of unauthorised items which must not be present during the exams.

- Classwork, textbooks and notes
- Electronic devices
- Headphones/EarPods
- Food
- Watches / smart watches/ smart glasses
- Calculators – unless authorised for the exam being taken*
- Posters/visual imagery or reference materials on the walls of the exam room that could assist the Candidate
- Word processors (unless part of a Candidate's usual way of working) - if your child uses a word processor, please note that onscreen/online grammar or spelling assistance tools, such as Grammarly, must be disabled or switched off before and during the exam for all subjects and qualifications.
- More than one screen is not permitted. If you have a second screen in your exam room, you must turn it off and position it out of sight for the duration of your exam. If not removed from the room, the second screen must be visible in your backup device footage.
- Any responses provided using drawing tools or attempting to edit the PDF answer booklet onscreen will not be accepted. All answers must be provided by typing directly into the onscreen assessment text boxes, or as a single PDF file for paper-based exams.

***Graphical calculators** - For exams that allow the use of a calculator, Candidates using a graphical calculator (capable of plotting graphs, solving equations, and performing advanced mathematical calculations), rather than a scientific calculator, must hold the calculator up to the camera and activate exam mode in view of the invigilator. Exam mode locks down prohibited functions such as any storage facility. It is the Parent/Guardian's responsibility to ensure that the Candidate knows how to activate exam mode. If they are unable to do so, the invigilator will ask the Candidate to remove the calculator from the room, and a scientific or standard calculator will have to be used instead.

Backup Device

A backup device is needed in case of any connection outages that could result in the invigilator losing visibility of a Candidate via their webcam or mobile view. This device does not need to be connected to the internet.

Parents/Guardians are responsible for ensuring that:

- The backup device is fully charged (or plugged in)
- The device has enough storage space available to record the full examination (a backup recording will be required for each exam)
- The device is placed approximately 3 metres from the PC/laptop used for the exam, or in a position that provides a wide view of the Candidate, workspace and room.
- The device is on do not disturb mode for the duration of the exam.

If the invigilator loses sight of the Candidate during the exam, we will request the backup device footage via the Candidate email address to ensure exam conditions were maintained throughout the exam. If no response is received, we will contact the Parent/Guardian via the emergency contact email provided.

Note: if the recording from the backup device is requested and the Parent/Guardian/Candidate is unable to provide it, this may affect the Candidate's grade for the exam.

Supervision and Safeguarding requirements

A Parent/Guardian or Responsible Adult is required to support the Candidate as appropriate before and after the exam, and must be available for the duration of the exam to ensure that exam conditions are maintained in accordance with the Joint Council for Qualifications (JCQ) regulations.

Tutors and subject teachers may not perform the role of the Responsible Adult.

Where a Candidate has approved access arrangements, additional support needs, or circumstances that may affect their welfare during a remotely invigilated examination, the Centre must ensure that relevant information is provided through the appropriate Pearson process before the examination. Pearson will consider reasonable and appropriate safeguards to support exam integrity, candidate welfare and safe delivery of the service.

The role of the Responsible Adult is to ensure that from published start time of each exam:

- Exam conditions are maintained at all times
- Candidates are supervised during toilet breaks
- Candidates have no access to unauthorised materials
- Candidates do not have communication with anyone after the published start time of the exam besides their parent/guardian/responsible adult, invigilator and Pearson personnel.
- Candidate(s) are supervised during any internet loss and contact Pearson via the helpline if this occurs.
- Candidates with alternate start times are supervised under exam conditions (no access to the internet, social media or communication with anyone outside of the household) between the standard start time and their allocated alternate start time.
- Candidates are supervised under exam conditions in cases of exam clashes or any delay to commencing their exam.

Please note that whilst the Responsible Adult must be available to support at the beginning (during the pre-exam setup) and end of an exam (when scanning and uploading), **must not be in the room once the exam time has started.**

The responsible Parent/Guardian must be present and visible to the Invigilator when the candidate logs in, and may be asked to confirm to the invigilator, verbally or via the chat box, that the appropriate exam conditions have been maintained. This is particularly important if the candidate has an alternate start time.

All Pearson remote invigilators are carefully screened and specially trained. Invigilators will be able to see and hear Candidates during an exam, but Candidates will not be able to see and hear them.

Candidates can type into the chat box or speak out loud to the invigilator based on their preferred way of communicating. Invigilators are only able to respond via the chat box. All communication takes place within a secure and recorded environment. Invigilators will not be able to contact Candidates outside of exam sessions.

During the examination setup process, Candidates will be asked to show their ears as part of the exam security requirements. We can accommodate requests for a female invigilator, however, if an examination needs to be reviewed for quality, safeguarding or security purposes, we cannot guarantee who will conduct these reviews. By using the service, you acknowledge and accept this.

We are not able to accommodate individual requests relating to religious or cultural practices during live examinations. If you have a concern in this regard, please have your Centre contact Pearson in writing at least 4 weeks prior to the examinations.

All remotely invigilated exams are recorded and stored for safeguarding and quality purposes. If a Candidate, Parent/Guardian, Responsible Adult, Centre, invigilator or Pearson colleague identifies a safeguarding or online safety concern during use of the Remote Invigilation Service, the concern must be reported promptly through the relevant Centre route and/or Pearson safeguarding route. Where there is an immediate risk of harm, emergency services should be contacted first, followed by Pearson's safeguarding escalation process. Pearson will record, review and manage safeguarding concerns in line with its safeguarding and online harms procedures.

Pearson will ensure that safeguarding concerns arising from the Remote Invigilation Service are reviewed by an appropriate Pearson safeguarding lead or designated safeguarding contact. Concerns will be handled on a need-to-know basis and in accordance with Pearson safeguarding, online harms, privacy and information security requirements, Any safeguarding queries can also be directed to Pearson Global safeguarding team at globalsafeguarding@pearson.com.

Pre-exam Systems Familiarisation

Pearson will provide the following for Candidates with examination entries via the Remote Invigilation Service:

- The opportunity for practice and familiarisation ahead of the high-stakes exams.

- Access to the secure online exam environment for the Candidate to sit the exam.

For Candidates to perform at their best during their examinations, they must be able to confidently navigate the remote exam platform. Participation in pre-exam systems familiarisation is therefore a pre-requisite of being granted access to their high-stakes examinations via the Remote Invigilation Service.

Systems familiarisation activities require Candidates to practice the exam setup process, examination navigation, and exam submission process. It is the Parent/Guardian's responsibility to ensure Candidates complete at least one paper-based systems familiarisation activity.

Candidates who do not meet this requirement within the designated window period will not be granted access to their high stakes examinations via the service. Their exam entries will be removed and no refund will be issued. It will be the responsibility of the Parent/Guardian to find an examination centre to accommodate the Candidate's exams or enter for the subsequent examination series.

Use of the service in a previous exam series does not exempt a Candidate from systems familiarisation.

Script Submission

Unless communicated otherwise in writing by Pearson, the only format that answers will be accepted in is a single PDF file per exam. Candidates must scan and upload their answer booklet (including any word-processed responses which should be printed and scanned with the answer booklet) as a single PDF document. As part of these Terms, Parents/Guardians acknowledge and agree to the requirements stated in the Pearson Remote Invigilation Service script submission guide for students .

There may be instances where the scanned responses are not fit for use for a variety of reasons, and we require the Candidate to rescan and submit their answers to us. In such cases, we will send this request to the Candidate's emergency contact email address provided to us by the centre.

We will make up to three attempts to obtain the requested rescan. If no response is received after these three communications, we will contact the centre to advise them of the situation. If we do not receive the requested rescan within the specified timeframe, the Candidate will be at risk of receiving an X grade for that exam. For exam security reasons, late submissions will not be accepted.

Candidate Loss of Internet Connection

If a Candidates loses connectivity after pressing start to commence their exam, the assessment player will continue to be available offline, however the chat function will not be accessible. Candidates should continue their exam as normal and comply with the following.

- Ensure the backup device continues recording
- Remain in full view of the backup device camera
- Maintain exam conditions in line with the JCQ regulations
- Call the helpline when they have finished their exam to confirm the connection issue
- Send the examination answers as soon as the internet resumes to Pearson Remote Invigilation Service

Please note that the backup device footage, as well as evidence from the Candidate's internet provider, will be requested to confirm the outage.

Contact the Remote Invigilation Service Helpline +44 (0) 203 980 5656 for urgent support during examinations.

Examination Contingency

In the rare case of a technology disruption to the service during an examination, Pearson will communicate directly via student and emergency contact email addresses to notify families of the disruption and provide appropriate guidance.

If a candidate loses connection with their invigilator, they should call their Responsible Adult into the exam room and ask them to call the helpline.

If you suspect a system outage, please check the live service status which will be made available via a link before the exam series.

Monitor your email and emergency contact number for communication from school and/or Pearson. Please be patient and follow the guidance provided.

Pearson will work closely with your school or centre to assess the impact on each candidate's examination performance and ensure fair grades are awarded via the established Special Consideration process.

Key Considerations:

- Contact details – it is the Parent/Guardian's responsibility to provide accurate emergency contact details to the School/Centre.
- Security of Exam Papers - for exam security purposes, contingency papers are only released 30 minutes after the general start time.
- Access Arrangements – for Candidates who have approval for rest breaks, exam time will be managed by the invigilator, or responsible adult where necessary.

Duration of Access

Access to the service will be limited to the period between agreement to these Terms, and completion of the examination(s) in the exam series for which the service has been purchased. If the Candidate's exam entries are withdrawn, their access to the service will also be withdrawn. Any access to the service or it's systems beyond this point will be deemed as a breach of these Terms.

Use of content

We may suspend or terminate Candidate access to the website (and remove subsequent exam entries) with immediate effect if the Parent/Guardian or Candidate does not comply with the following rules.

You may:

- Only print or download certain parts of the product(s), where expressly permitted to do so. This includes downloading or printing answer booklets and supporting materials where applicable. However, once the exam is finished and your exam answers have been uploaded, any files containing downloaded exam material must be permanently deleted from all personal devices immediately.

You may not:

- Use, reproduce, deal with, modify, adapt, redistribute, sub-license, reverse engineer, decompile or disassemble the whole or any part of the product or service and any content, except as permitted by these Terms
- Download any content either in part or in its entirety, except as instructed
- Remove any copyright, trademark or other notices on any product
- Use the service or products to send any chain letters, spam or junk email, or in any way which contravenes the user conduct terms below.

- Interfere with or disrupt the website, any product or any servers or networks connected to it or introduce any viruses or other harmful properties into it or to any other users
- Disclose your password to anyone or permit anyone else to use your password. You are responsible for any use of your password.

User Conduct

Pearson reserves the right but does not have an obligation to monitor materials or any information which is posted or uploaded on any part of the service. By submitting comments, questions or examination answers to Pearson via the service, you agree to abide by the following rules.

You may use the Interactive Areas only to interact in a manner that is proper and appropriate to such areas, and you must not do any of the following:

- Reveal any confidential or sensitive information;
- Reveal any personal information on other persons (for example, email address, telephone number or postal address, credit card numbers, social security numbers);
- Comment, post or link to any content that we deem unlawful, defamatory, obscene, threatening, offensive, fraudulent, harmful or otherwise objectionable (this includes but is not limited to text, graphics, video, programs or audio);
- Post content which you do not have permission to use, in particular, material that contains the intellectual property rights of third parties;
- Upload, post share or otherwise make available any material that contains software viruses, computer codes, worms, trojans or any other components with harmful or contaminating effects to any user or equipment;
- Imply that any statements you make are endorsed by Pearson;
- Plagiarise or falsify the origin or source of content or examination material that is uploaded;
- Contribute content with the intention of committing or promoting an illegal act;
- Impersonate any living person or purport to represent any organisation;
- Use or attempt to use another's account, service or system without authorisation, register for more than one account or register on behalf of another individual, group or entity;
- Reformat or frame any portion of the web pages that are part of service, deep link into it without permission.
- Advertise, promote or offer to sell any goods or services
- Post, transmit unsolicited promotional material "junk" mail or "spam", pyramid schemes;

- Harvest or collect email addresses or other contact information or use automated scripts to collect information from or otherwise interact with service

We do not tolerate offensive language or actions directed at our Invigilators or Support Team.

By using the interactive areas of the service, you waive any moral rights you may have to the content you submit.

Agreement to these Terms of Use (the Terms)

For the purposes of these Terms references to "you", "your", "I" shall mean, as the context requires, (i) Parent(s), or Guardian(s) acting on behalf of a minor Candidate; or (ii) the Candidate themselves, as the case may be and Pearson may be referenced as "Pearson Edexcel", "Pearson" or "we", as the case maybe.

By registering the Candidate to use the Remote Invigilation Service, as Parent/Guardian you confirm you have read carefully, understood and agree to the requirements, responsibilities and policies contained in these Terms, and agree to the following statements and requirements:

- I understand my responsibilities and have the technology and equipment needed for the Candidate to complete their exams remotely.
- I understand that remote invigilation relies on technology and internet connectivity. Whilst every effort is made to provide a reliable exam experience, technical issues can occasionally occur. I acknowledge that Pearson's established procedures will be followed should any such issues arise during an examination.
- I understand the importance of pre-exam familiarisation, and I agree to ensure the Candidate engages with this activity before the exam series deadline.
- I understand that if the Candidate does not engage in system familiarisation, within the designated window for the series, Pearson reserves the right to remove their exam entries, without a refund, and I will be responsible for sourcing an alternative exam centre.
- I understand that systems familiarisation login details are not valid for high-stakes exams and it is my responsibility to ensure the student uses the correct login details to access their exams.
- I acknowledge it is my responsibility to check that the Centre has entered the Candidate for the correct examinations prior to the entry deadline.

- I understand that it is the responsibility of the Candidate to check that all examinations appear on their assessment player when issued the login details for their high-stakes exams, and to notify Pearson of any missing exams at least 48hrs prior to the examination.
- I understand that the Candidate needs to have access to a quiet, private space, which will be uninterrupted by other people when an exam is in progress.
- I understand that someone (over the age of 18) must always remain in the house in case of an emergency and to help the Candidate before and after the exam, and to ensure exam conditions are maintained if they need a toilet break..
- I understand that if a designated responsible adult is not present throughout the exam to maintain examination conditions, this may impact the Candidate's result.
- I understand that someone must be on hand to supervise any internet loss.
- I understand that I need to be contactable if Pearson/the invigilator loses sight of the Candidate during an exam and are unable to support them. I will provide an emergency telephone number and email address for these purposes and monitor these during all examinations.
- I understand it is my responsibility to ensure valid emergency contact details are provided to the school or centre, including a mobile number in the format **+ international dialling code (0) mobile number**. I will not hold Pearson liable for any lack of communication resulting from emergency contact details not being accurately provided.
- I understand that a valid photo identification document is required to access the service. Acceptable candidate identification is a passport, national ID, driver's license or UK citizenship card only. Candidates who do not have a valid identification document will not be granted access to the service.
- I understand the service is not available in all countries and regions. It is my responsibility to share accurate information with the school or centre about the Candidate identification, country of permanent residence, and current location prior to making entries for examinations.
- I understand which items are authorised for use during an exam, and I am aware of unauthorised items. I acknowledge responsibility for ensuring that the Candidate does not have access to unauthorised items, devices or the internet after the published start time of an examination, or during toilet or rest breaks.
- I understand that if the Candidate has a graphical calculator, they must know how to put it into exam mode in front of the invigilator. If they are unable to do so, the invigilator will

instruct them to remove the calculator from the room and use a scientific or standard calculator instead.

- I understand the need for a second mobile device and a backup device, and I agree to send the backup recording to Pearson if requested. If the footage is not provided, this may prevent a result being issued.
- I understand that unless otherwise communicated in writing, all examinations via the Remote Invigilation Service start at the UK published start times and this is when the Candidate should login to begin their exam setup.
- I understand that if the assessment player indicates a different start time or "window" to what has been communicated for any reason, I should verify the correct start time with the Centre prior to the examination.
- I understand that Pearson cannot adjust start times due to Candidate relocation.
- I understand that if the Candidate does not login at the correct start time for their exam, they may be refused entry in accordance with the JCQ Regulations.
- I understand that it is my responsibility to ensure that the candidate device is set to the correct and accurate local time prior to each exam.
- I understand that use of social media or any public platform to send the scanned answer booklet to the laptop or PC may be considered malpractice and may affect the final grade.
- I understand that where a Candidate has an approved adjusted start time, if they attempt to access the exam at the standard start time, they may not be granted access to their examination.
- I understand that if the Candidate has a back-to-back clash arrangement between two exams, and they do not log in to connect to the second exam within 15 minutes of ending the first exam, they will be denied access to the second exam.
- I understand that any request for adjusted start times due to an exam clash submitted after the late entry deadline may not be accommodated.
- I understand that if the Candidate receives a request to rescan and submit their answers, and they do not action this request within the specified timeframe, their grade may be affected.
- I understand that if these Terms of Use are breached and/or malpractice is suspected, Pearson may not be able to accept the exam script or issue a result.
- I understand and agree that in the event of the Candidate repeating acts of malpractice and/or inappropriate or offensive actions in one or more exams, despite instructions to the contrary, Pearson reserves the right to immediately terminate access to the service

for all remaining exams without a refund. This may also result in the Candidate being denied access to the service for future exam series.

The Centre will request your written agreement to these terms, which must be confirmed in writing prior to being given access to the Remote Invigilation Service, along with the following information:

- Candidate name (as per their identity document)
- Candidate date of birth (DD/MM/YYYY)
- Candidate preferred gender (M/F)
- Candidate country of residence (and location during the exam series if different)
- Proof of valid candidate photo identification document (passport, national ID, driver's license or UK citizenship card only).
- Unique Candidate Identifier (if known from previous Edexcel exams)
- Candidate email
- Parent/Guardian email (for emergency use)
- Parent/Guardian telephone number (for emergency use)
- Access arrangement information (where applicable)

If your emergency contact or location information changes before the start of the examination series, please inform your Centre to ensure we have the correct details for the Candidate on record.

By providing this information to your school for the purpose of registration for the Remote Invigilation Service, you agree to the centre sharing this data with Pearson specifically for this purpose.

Data Protection

In order to deliver our Remote Invigilation Service, we need to process information (Personal Data) about you (the Candidate and your Parent/Guardian). This is so we can register you for the service, administer your exam, faciliate remote invigilation, provide customer support, uphold the security of the exam and prevent malpractice, and keep you safe during your exam.

Pearson will receive registration information (outlined above) from your school/centre, in addition to details of any access arrangements you may need in order to complete the examination.

We will also collect Personal Data during the course of the examination including technical details about your device, information about your activity within our application, copies of your exam materials, and the video recordings we take during the exam session.

We work with trusted organisations and people who support the delivery of our services. Your Personal Data will be shared with these third parties such as our platform provider (ProctorExam), and our team of invigilators.

We only keep your Personal Data for as long as we need it, or for as long as the law tells us to before deleting it. All personal data is kept in accordance with Pearson's retention policies.

We will ensure your Personal Data is kept safe and secure, and will process it in accordance with applicable data protection law. For more information on how Pearson processes your Personal Data, including in our capacity as an Awarding Organisation, please see our Privacy Notice.

Plug-ins and Linking

A product on this website may make some software (owned by other parties) available for download to allow you to view or use the content (Plug-ins). Your use of Plug-ins is governed by the terms of any licence agreement that may accompany or be included with those Plug-ins.

Cookies

Pearson uses cookies and similar technical means to optimize the functionality of each product or services for you by recording your preferences, and to supervise use of the products or services. For further information please visit our Cookie Policy.

Trademark notice

The logos and brand names used on this website and in any products are trademarks of Pearson and our licensors and you may not use them or any other third-party trademarks on the website or contained in any product without our prior written permission.

Limitation of liability

The views, statements and opinions expressed in any Interactive Areas of the services, in any form, are those of the individual invigilators and not the statements or opinions of Pearson or its affiliated entities.

Pearson will not be liable for any loss of data, loss of profit and wasted management time whether they are direct or indirect damages, and Pearson will not be liable for any special, indirect, consequential or incidental damages (including damages for loss of use) arising in contract, from your (or your users') use of or inability to use the website or any product on it, or from any action taken (or refrained from being taken) as a result of using the website or any product on it.

You acknowledge that we have no liability for any loss, claim or damage suffered by or made against you as a result of any unauthorised access to any product or service on the website or breach by you, or other parties of these Terms.

In any event, our total liability to you in respect of any claim for breach of contract, negligence or otherwise in relation to the website and all products on it shall be limited to the greater of the total fees paid or payable to Pearson for your use for the 12 months preceding the cause of action and £500.

You agree that you are responsible for all claims, costs and expenses (including reasonable legal expenses) that we incur if you breach these Terms or any applicable law. Nothing will limit either party's liability for death or personal injury caused by its negligence, or for fraud, fraudulent misrepresentation, or for any other liability that cannot be excluded or limited under applicable law.

You will promptly inform Pearson in the event of any claim by a third party received by you in relation to the website or any product.

Limited Warranty

We make no warranty that the website or any product is accurate, available or free from viruses or anything else that has contaminating or destructive properties. We fully exclude all express or implied warranties or representations permitted by applicable law, including without limitation, any warranties or representations as to satisfactory quality, title, quiet possession, non-infringement of third-party rights, error-free functioning, or fitness for purpose.

Changes

We may, at our discretion and at any time, make changes to the website. We will ensure that these changes do not materially decrease the functionality or content of products for which you/your educational institution has purchased access for you. But if we make a change which in our view materially decreases its content or functionality, we will notify you (if you purchased access yourself) or your educational institution of this. In that case, the educational institution (if they bought access for you) might terminate their subscription agreement with Pearson and you may no longer be able to access the products.

We may replace any product with another product and migrate you to the new product according to the terms we have agreed with you if you purchase directly from Pearson or with your educational institution if they purchased access.

Pearson reserves the right to vary these Terms at any time and then the varied terms shall apply. If we do this, we will post the changes to these Terms on this page and will indicate at

the top of this page the date these terms were last revised. We may also email you to let you know that we have updated the Terms.

General

These Terms are governed by English law without regard to its conflict of laws. In the event of any dispute regarding these Terms or any matter related to the website, any product or your relationship with Pearson you agree to submit to the exclusive jurisdiction of the English Courts. We may however also bring an action against you in the courts of your place of residence. Our failure or delay to exercise any right or remedy under these Terms does not constitute a waiver of that right or remedy.

These Terms, together with the subscription agreement, contain the entire agreement between Pearson regarding the website and all products. Your non-compliance with these Terms may result in our suspension or termination of your access or where an educational institution purchased the access for you, it may result in the suspension or termination of access by your educational institution to the website and any product.

If any part of any provision of these Terms is held invalid, the remaining parts of the provision and all other provisions shall continue in effect to the fullest extent permitted by applicable law.

A person who is not party to these Terms shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any provision of these Terms. This shall not affect any right or remedy of a third party which exists or is available apart from that Act.

We will not be responsible for any breach of these Terms caused by circumstances beyond our reasonable control. We may immediately suspend or terminate your access to the website and any product without notice if any breach of these Terms by you is brought to our attention or in the event of breach or termination of our subscription agreement with your educational institution.

Pearson company details

Throughout these Terms all references to “Pearson” or “we” means Pearson Education Limited, a company registered in England and Wales with company number 872828, registered address 80 Strand, London WC2R 0RL, and VAT number GB278 5371 21.