



Registration Guidelines

Asia Pacific

This Document Covers Registration Procedure for the Following Countries:

Australia, Bangladesh, Brunei, China, Fiji, Guam, Hong Kong, India, Indonesia, Macau, Malaysia, Nepal, New Caledonia, New Zealand, Pakistan, Papua New Guinea, Philippines, Singapore, South Korea, Taiwan, Thailand and Vietnam

How do I register?

You can choose any of the three options below:

1. Online at www.prometric.com in all countries *except* **China, India** and **Pakistan**.
2. At your local Test Site. To find contact details for your nearest test site visit www.prometric.com. For **China** visit www.prometric.com.cn.
3. At the Prometric Contact Centre in all countries *except* **Bangladesh, China, India, Pakistan** and **South Korea**:

Contact Centre Postal Address:

Prometric Contact Centre
P.O. Box 533
Pyrmont NSW 2009
Australia

Contact Centre E-mail:

To register via email please complete the registration form.

Southeast Asia Registrations : se.asian.registrations@thomson.com
Hong Kong & Taiwan Registrations : asia.reg@thomson.com
Other registrations : australian.registra@thomson.com
India* : indian.registrations@thomson.com
Pakistan* : pakistan.registrations@thomson.com
China** : chinareg@thomson.com

*Pakistan candidates are taken cared by Sydney Contact Centre. Candidate has to contact their local testing center to register the exams, candidates are not allowed to contact us directly. That's why we do not list the contact number on our website. Candidate can email Prometric with any enquires relating to registration. The email address is pakistan.registrations@thomson.com.

**This email is for candidate inquiries and information requests only. Please contact your local Test Site for registration requests.

For candidate inquiries and concerns please e-mail Prometric at: procandidate.services@thomson.com

Contact Center Phone and Fax Numbers:

For your convenience, Mandarin, Cantonese, Indonesian, Malaysian, Thai, Korean and English speaking operators are available.

Direct Registration Number: 61-2-96405837
Direct Fax Number: 61-2-96405705

Toll free numbers are listed below. Please note that they can only be used in the country listed, if there is no toll free number listed for your country you will need to use the direct numbers above.

Country	Toll -Free Telephone	Toll Free Fax
Australia	1300-368-785	612-9640-5705
Guam	612-9640-5851	612-9640-5705
Hong Kong	800-96-6375	800-96-8288
India	91-124 4517160	
Indonesia	612-9640-5894	612-9640-5705
Japan	0120-347737	
South Korea*	00798-6121-112	00798-6121-111
Malaysia	1800-183377	603-76283366
New Zealand	0800-44-1603	0800-44-5377
Philippines	1-800-1-611-0126	1800-1-611-0127
Singapore	800-616-1120	800-616-1352
Taiwan	008-0161-1142	008-0161-1191
Thailand	612-9640-5875	612-9640-5705

If your country is not listed, a toll-free number is not available; please call +61-2-96405830.

* This number is for candidate inquiries and information requests only. Please contact your local Test Site for registration requests.

What information do I need to register?

You will need to provide the information listed below:

1. Your **name** as it appears on your photo identification.
2. Your **Prometric Testing ID**: A unique ID number assigned by Prometric to each candidate the first time they register. You **MUST** use it each time that you schedule a new test. Failure to use the same Prometric Testing ID each time you test can lead to delays in receiving your certification.
3. **E-mail address**: This is our preferred means of contacting you and is required by many of our clients.
4. **Contact phone numbers**. If there is a problem, Prometric will use these numbers to reach you.
5. **Mailing Address**: Please list the address at which you would like your certificate to be mailed.
6. **Exam Details**: Client, exam name and exam number of the exam(s) that you wish to register for.
7. **Method of payment**: Payment options will vary based on the method of registration. In most cases you will be required to provide a valid credit card or voucher number. In all cases **PAYMENT MUST BE MADE IN FULL** when you register.

What payment options do I have?

1. Online: Candidates have the option to pay by credit card, voucher or promotion code when registering via www.prometric.com.
2. Test Site: Payment methods for registrations made at your local Test Site vary by Test Site. These *may* include cash, bank transfer, voucher, promotion code, cheque, money order and credit card. Please contact the Test Site in advance to find out what payment options are available.
3. Contact Centre: Candidates have the option to pay by credit card, voucher or promotion code.

PAYMENT CONDITIONS:

1. Paid registrations are only valid for one year from the date of payment. No refunds will be processed after one year.
2. Credit Card payments for currencies MYR/THB/IDR/MOP will be debited at the current USD rate of exchange.
3. We accept American Express (except in Malaysia, Thailand and Indonesia), Mastercard and Visa.
4. There is no hard copy receipt will be sent to candidate. The payment information has been included in the email confirmation.

VOUCHER & PROMOTION CODE CONDITIONS:

All voucher numbers and promotion codes are verified at the time of registration. Exams paid for by Voucher must be sat before the voucher expiry date. Exams paid for, in full or part, by a promotion code must be sat before the promotion ends. Vouchers are not refundable.

What are the scheduling, test taking and cancellation policies?

It is your responsibility to understand and adhere to the following policies. Failure to adhere to any of the policies may lead to the loss of your test fee:

1. Tests may be **scheduled** up to twelve weeks in advance if scheduling via the contact centre and six weeks in advance if scheduling via www.prometric.com or at the Test Site.
2. You should **arrive at the Test Site at least 10 minutes before your test** is scheduled to begin.
3. You are required to **bring two forms of identification** to the Test Site. Both must have a signature. At least one must be a *government issued photo ID*, such as a valid passport or driver's license. If you do not bring valid identification you will not be allowed to test and you will forfeit your test fee.
4. The **cancellation and reschedule deadline** in the Asia Pacific region (except China) is by close of business (7pm, Sydney Time) the previous business day. In **China** you must contact the Test Site before their close of business the previous business day. If you fail to give adequate notice you will forfeit your test fee and, if you wish to take the test in the future, you will need to make a new registration and pay again.
5. Cancellations and reschedules can be done via www.prometric.com (except in China, India and Pakistan), at the Test Site (all countries) or at the Contact Centre (except in Bangladesh, China, India, Pakistan and South Korea). If canceling at the Test Site you will need to make sure you contact the site before their close of business, or before 7pm Sydney Time, the previous business day *whichever comes first*. In **China** you must contact the Test Site before their close of business the previous business day.