



CREST EXAMINATIONS

Terms and Conditions

1. BOOKING AND PAYMENT

- 1.1 By signing the Booking Form, the candidate consents to comply with the requirements of the examination and to supply any information needed for assessment.
Note: Candidates are reminded that they **MUST BRING PHOTO IDENTIFICATION** to the examination. If they do not, they will be prohibited from taking the examination on the day.
- 1.2 CREST reserves the right of admission.
- 1.3 Completion of this form reserves a place on the examination code nominated, subject to availability and confirmation by CREST.
- 1.4 Payments for examinations must be received in advance of a candidate sitting the examination. CREST reserves the right to withhold the results of the examination until payment in full is received. CREST standard payment terms are 30 days.
- 1.5 Cancellations must be made in writing to CREST at the address on this form at least 21 days before the date of the examination in order to obtain a full refund. Email notification is accepted. Another delegate may be substituted once at no extra cost. Cancellations related to Covid-19 elevated temperatures identified immediately prior to an examination will be re-arranged without penalty.
- 1.6 No refund will be made for cancellations received less than 21 days before the date of the examination. Cancellations related to Covid-19 elevated temperatures identified immediately prior to an examination will be re-arranged without penalty.
- 1.7 CREST reserves the right to amend or cancel any examination and will endeavour to give adequate notice. A full refund of the examination fee will be given in the event of examination cancellation in these circumstances.
- 1.8 CREST reserves the right to apply an administration charge if payment of the examination fee has not been received by the date of the exam.
- 1.9 Examinations in two parts: If an examination is delivered in two parts, Part One must be taken before Part Two, and Part Two must be taken within three months of Part One.

2. HARD DISK DRIVE WIPING POLICY

- 2.1 Candidates will be required to remove their own hard disk drives and **must bring with them the necessary tools to enable this.**
- 2.2 Hard disk drives ("disk" or "disks"), pen drives and removable media are required to be handed to the examination Assessor for wiping (erasure) or destruction at the end of the examination.
- 2.3 Erased disks will usually be returned to the candidate within 42 days of the examination to the address identified on the Exam Candidate HD Return Form that will be given to the candidate for completion prior to the examination commencing.
- 2.4 It is the responsibility of the candidate to ensure that their disk is left in an accessible manner for wiping, specifically without SATA BIOS passwords or similar security mechanisms enabled. (**Note:** software encryption products such as Bitlocker, Becrypt, Truecrypt, LUKS, etc. do NOT need to be disabled).
- 2.5 Where **all-in-one devices** are used, candidates must either:
- Surrender the internal disks **AND** also provide a caddy allowing them to be accessed using either standard SATA or USB under Debian Linux; or
 - Surrender the internal disks for destruction – CREST will not be liable for the cost of the lost devices; or



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- c. Provide a bootable CD/DVD drive with the laptop and ensure that it can be booted from a Ubuntu LTS Linux CD or provide a bootable USB device containing standard Ubuntu LTS image that can be used to access and erase the device. Access to the BIOS will also need to be provided so that the Assessor can confirm there are no other storage devices present. It can then be left with CREST (at the candidate's risk) and erased for collection at the convenience of the candidate and CREST.
- 2.6 Where a disk cannot be wiped because it is inaccessible or faulty, CREST reserves the right to mechanically destroy the disk and return the remains to the candidate for audit purposes. CREST will not be liable for the cost of replacement disks in these circumstances.
- 2.7 It is the responsibility of the candidate to ensure that the disk is adequately labelled with their full name prior to handing it over to CREST.
- 2.8 In all cases, the decision of the Assessor regarding the appropriate action to take for a candidate supplied disk is final.
- 2.9 If a candidate leaves behind a laptop after their examination, it is the responsibility of the candidate to collect the said laptop in person or arrange collection at a mutually convenient time to CREST which may be 42 days after the examination. In such circumstances, CREST will not be held liable for loss or theft during this period.

3. **RESULTS**

- 3.1 Examinations may take up to 30 working days for the results to be emailed to candidates. This is to ensure both probity and accuracy of results. CREST will make every effort to reduce this period where possible.
- 3.2 Digitally signed certificates, where appropriate, will be emailed to candidates.

4. **RE-TAKE POLICY**

- 4.1 Examinations being re-taken are charged at the standard, published rate.
- 4.2 Candidates can sit the written aspects of CREST examinations once in a seven day period. If a candidate fails the written examination, they must wait seven days before attempting to rebook the examination.
- 4.3 If a candidate fails the practical examination, they must wait two months between attempts.
- 4.4 The table below outlines the policy that applies to each examination.

Exam	Type	Re-Sit period	Exam	Type	Re-Sit period	Validity Period
CPSA *	Written	7 days	CR TIA *	Written	7 days	All CREST qualifications are valid for three (3) years
CRSA	Practical	8 weeks (2 months)	CCTIM	Written	8 weeks (2 months)	
CRT	Practical	8 weeks (2 months)	CRTSA	Written	8 weeks (2 months)	
CCT Inf *	Written	7 days	CC WS	Practical	8 weeks (2 months)	
CCT Inf	Practical	8 weeks (2 months)	CPIA *	Written	7 days	
CCT App *	Written	7 days	CRIA	Practical	8 weeks (2 months)	
CCT App	Practical	8 weeks (2 months)	CCNIA	Practical	8 weeks (2 months)	
CCSAS *	Written	7 days	CCHIA	Practical	8 weeks (2 months)	
CCSAS	Practical	8 weeks (2 months)	CCMRE	Practical	8 weeks (2 months)	
CCSAM	Written	8 weeks (2 months)	CCIM	Written	8 weeks (2 months)	
CPTIA *	Written	7 days				

- 4.5. If an examination that comprises two parts needs to be retaken, both parts must be retaken.
- 4.6. * For these examinations, if a candidate is unsuccessful on their fourth attempt, they must wait six months before they can re-attempt the examination at which point they will have a further four attempts available to them.
le: 4 attempts, all fail = six-month break. Further 4 attempts, all fail = six-month break. And so on.



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4.7. If there is an unenforced six-month break, candidates will have four attempts before this policy is applied.

5. GENERAL

5.1. CREST undertakes that information provided on this form will not be passed to third parties and no details provided on this form will be used by organisations other than CREST subject to the provisions of paragraph 5.2 below.

5.2. By signing this form, you agree to your contact details and overall pass/fail result (not component scores) being passed on to agreed third parties (see FAQs: <https://crest-approved.org/professional-qualifications/examination-faqs/index.html>).

5.3. Candidates' mobile numbers will only be used to contact them in the case of an emergency.

5.4. When taking a CREST examination, the Candidate agrees that:

5.4.1 They will not participate in any dishonest or deceptive activity, breach of security, misconduct or any other behaviour that could be considered to compromise the integrity or confidentiality of the examination; and

5.4.2 They will comply with their obligations under the CREST Non-Disclosure Agreement; and

5.4.3 They will not use aids, notes or other materials during the examination other than those expressly permitted by CREST; and

5.4.4 They will not remove or attempt to remove from the testing centre any examination items, questions or responses in any format, or notes, note boards or scratch paper; and

5.4.5 They will not distribute CREST examination content of any sort in any form to third parties after they have completed the CREST examination; and

5.4.6 They will not attempt to take the examination for someone else; and

5.4.7 They will report to the testing centre administrator or assessor any known instances of misconduct by other candidates taking the examination; and

5.4.8 They will not tamper with the operation of the testing centre computers nor attempt to use them for any function other than taking the examination during such examination; and

5.4.9 They will follow examination regulations and instructions of the testing centre administrator or assessor and will not otherwise violate any testing centre regulations or policies; and

5.4.10 No title or ownership in the examination content is licenced to the candidate and that CREST owns and retains all title and ownership in the examinations including without limitation all copyrights and intellectual property rights; and

5.4.11 They will not knowingly introduce any computer virus onto CREST systems.

5.5. Candidates consent to the lawful processing of their personal information by CREST and third party service providers in connection with the examination. CREST's Privacy Policy is available at www.crest-approved.org