

Dear Candidate,

Please take a few minutes to read through these important instructions and examination rules. All candidates are deemed to have **accepted and agreed to abide** by NTUC LearningHub's **Certificate of Employment Intermediaries (CEI) Examination** rules and administrative procedures once registration and payment for the examination is completed.

IMPORTANT INSTRUCTIONS:

- a) Candidates must **check the spelling of your name, exam title and exam date/time** on the email received after exam booking.
- b) Candidates **must bring along their identification card** used during exam registration which bears their full name and photograph on the day of the examination.
- c) Candidates must be **punctual** and arrive at the examination centre **at least 30 minutes before** the commencement of the examination.
- d) Candidates who arrive **15 minutes after the commencement** of the examination **will not** be admitted to the examination room. This is to eliminate disruptions to the other candidates.
- e) Candidates are **not allowed** to carry their mobile devices during the examination. All mobile devices must be **switched off** before entering the examination room. No vibration or airplane mode is allowed.
- f) Any candidate found to be in possession of their mobile devices or fails to switch off their mobile devices during the examination will be **immediately disqualified** from the examination and reported to Ministry of Manpower (MOM).
- g) Candidates **must empty their pockets** and place all their personal belongings (including bags, wallets & mobile devices) into the designated locker before entering the examination room.
- h) Recording of examination questions in any form is **strictly prohibited**. Any candidate who is found to have recorded any examination questions will be **disqualified** from the examination and reported to MOM. MOM reserves the right to bar the candidate from future examinations.

- i) Candidates are **not allowed to withdraw / cancel / reschedule** their examination **within 2 weeks** from the scheduled examination date. Withdrawal, cancellation and rescheduling requests received **more than 2 weeks** before the scheduled examination date will be subjected to approval and an administrative charge of **\$53.50** (incl. GST) will apply. Refund of examination fees paid is **not allowed**.
- j) Candidates who are unable to sit for their examination on the scheduled date due to medical reasons or compassionate reasons and wish to defer their examination must provide relevant supporting documents to NTUC LearningHub **within 7 days** from their scheduled examination date.
- k) Withdrawal / cancellation / rescheduling or replacing of examination or candidates will be granted based on the following **reasons** and upon **submission of relevant documents**:
- Medical / hospitalization leave (MC to be issued by a local General Practitioner, Poly-Clinic or hospital)
 - Compassionate reasons – due to the death of an immediate family member.
 - Rejection of Work Pass application for Foreign Workers only.
 - Resignation of staff for company sponsored candidates only.

Time Frame	Valid Reason	No Valid Reason
More than 2 weeks (14 days) from the exam date (inclusive)	Rescheduling: Proceed (No Admin Charge) Cancellation/Withdrawal: Proceed (Admin Charge Applies)	Proceed (Admin Charge Applies)
Less than 2 weeks (14 days) from the exam date (inclusive)	Proceed (Admin Charge Applies)	(Not Allowed)
On Exam date or within 7 days after the exam date (inclusive)	Proceed (Admin Charge Applies)	Candidate to register for the examination at full fees.

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