



INTERN WRITTEN EXAMINATION REGISTRATION AND ENROLMENT FAQs

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9. I have registered for the intern written examination, but need to reschedule. How do I do that?
10. I have cancelled my examination registration. Will my examination fee be refunded?
11. I registered to sit the examination, but was unable to attend on the day. What should I do now?
12. I attempted the examination, but at the time I was unwell or affected by significant personal circumstances. Will the APC offer me special consideration when marking my examination?

1. This is my first time attempting the intern written examination. How do I enrol?

You must first create an online account with Pearson VUE. This account contains your personal information which is then linked to your examination attempt/s.

- To create an account, select the *My Account* button on the right-hand side of the web page www.pearsonvue.com/apc:

The screenshot shows the Pearson VUE website interface. At the top, there is a navigation bar with 'PEARSON VUE' and 'ALWAYS LEARNING'. Below this, there are links for 'About Us', 'Contact Us', and 'FAQs'. The main content area is titled 'Australian Pharmacy Council — Pharmacy Written Examination'. It includes information about scheduling and enrolment, a 'Downloads' section with a 'Candidate Handbook' (163 KB pdf), and a 'Registration and Enrolment' section with a 'Schedule Online' button. On the right side, there is a sidebar with a list of options: 'Locate a Test Center', 'Schedule a Test', 'Reschedule a Test', 'Cancel a Test', 'My Account' (circled in red), 'View Available Tests', and 'Customer Service'. Below the sidebar, there is a 'RELATED LINKS' section with links to 'APC website', 'Step-by-Step Online Scheduling Guide', 'Pearson VUE Testing Tutorial and Practice Exam', and 'FAQs'.

- Then select the link *Create a New Web Account*
- Create an account by entering information when prompted

Once you have entered all the required information you will receive an email, generally within 24 hours, with your account details and a temporary password. The first time you log in to your account you will be required to choose a new password.

Once logged in to your Pearson VUE account, you will be able to select several options. One option is *Schedule Exams*:



Schedule Exam(s): Select Exam(s)

Exam > Test Center > Appointment > Review > Payment > Confirm > Receipt

1. Select the exams that you wish to schedule.
To change the way the list is sorted, click the column heading.

Exam Code	Exam Name
<input type="checkbox"/> APC A10 2012	Pharmacy Written Examination

2. Next you will need to select a language for all the exams listed below.

Language	Exam Code
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Select the *Schedule Exams* option and follow the prompts to register for the examination.

Once you have completed your examination registration you will receive a confirmation email from Pearson VUE, generally within 24 hours. Print a copy of this email, as you will need to bring it with you to the testing venue on the day of the examination. It will be used as one of the documents to verify your identity.

2. When creating an online account, I'm asked to provide my Provisional Registration Number. What is this, and why is it required?

Your Provisional Registration Number (PRN) is the number assigned to you by the Pharmacy Board of Australia when you provisionally registered with them. It begins with the letters 'PHA' and is followed by ten digits. You must enter the full number when creating an account; you will not be able to proceed without entering all 13 characters.

Your PRN is required when creating an account as this will be your username when you access your examination results via the APC's online results portal.

3. When registering for an examination session, I am asked to answer three registration questions. What are these?

After selecting your examination venue, date and time, you are asked to answer three questions before you're able to progress to the examination payment screen. These are:

- I. I confirm I know how to use a computer mouse. (If you are not comfortable using a mouse, please contact APC to make other examination arrangements.)
- II. I declare that by the date of the examination for which I will register, I will have satisfactorily completed at least 30% of my required supervised practice hours. I understand that a false declaration will impact on my ability to be fully registered to practise as a pharmacist in Australia.
- III. The Australian Pharmacy Council may use your email address on occasion to send you surveys regarding accreditation and examination statistics. These surveys allow us to monitor the effectiveness of pharmacy education in Australia. By selecting 'Yes' you consent to the APC using your email address for this purpose. If you do not wish the APC to send you these surveys, leave the 'Yes' button blank.

The first question relates to the format of the examination. As the examination is delivered by computer, the APC must verify that you are confident using a computer. Only a mouse will be required for the examination; you will not need to use the keyboard or type during the examination. If you are not confident using a mouse, then do not proceed with your online registration. Instead, please contact the APC directly to discuss other options that will allow you to sit the examination.

The second question relates to the requirement set by the Pharmacy Board of Australia (PBA) that all candidates must have satisfactorily completed at least 30% of their supervised practice hours by the day of the examination. Please be aware that the PBA may verify the number of hours you have completed at any time (including after you have sat the examination). If you have not completed at least 30% by the day of the examination, it may impact on your application for general registration. In this situation do not proceed with your online registration. Instead, please contact the APC to discuss your situation.

The third question relates to the APC's use of your personal details. We understand that you have voluntarily given personal information to Pearson VUE so that they can schedule your examination and forward the test data to the APC. The APC complies with the requirements of the *Privacy Amendment Act (Private Sector) 2000* which imposes specific obligations such as the National Privacy Principles in regard to handling information. However, with your permission, we may occasionally email you short surveys for information-gathering purposes. This question is optional; if you do not wish to receive these surveys, then leave the 'Yes' button blank. You will still be able to proceed with your online registration.

4. I'm not sure if I will have completed at least 30% of my supervised practice hours by the day of the examination. What should I do?

If you're unsure about how many supervised practice hours you have completed, or will have completed, please discuss the matter with your preceptor before registering for the examination. It is your responsibility to ensure you will reach at least 30% by the day of the examination. If you will not reach at least 30%, then you should not register or sit the examination.

If you have already registered for the examination and are still unsure if you will reach at least 30%, verify your hours with your preceptor. If you determine that you will not reach the

minimum amount of hours after speaking with your preceptor, please contact the APC as soon as possible.

- Email: admin@pharmacycouncil.org.au
- Phone: 02 6262 9628

The APC will consider your circumstances and any supporting evidence, and you **may** be eligible to receive a partial or full refund.

Regardless of your circumstances, if you have not completed at least 30% of your supervised practice hours by the day of the examination, **do not** sit the examination.

5. I haven't received the email with my new account details or confirming my examination registration. What should I do?

Firstly, check your spam or junk folders. Your email program may have automatically redirected it to one of these folders.

If it has been more than 24 hours since you created an account or registered for an examination and you haven't received your email, call the Pearson VUE helpline on 1800 023 095 to ask for another email to be sent.

6. I have sat the intern written examination previously, but was unsuccessful. How do I register for the next examination session?

To register for the next examination session, you must first log in to your existing Pearson VUE account. You can do this by selecting one of three buttons on the web page www.pearsonvue.com/apc

- *Schedule a Test*,
- *My Account*, or
- *Schedule Online*

All three buttons will take you to the account login page.

Once you have logged in, you can register for the next available examination session.

7. I have sat the intern written examination previously, but was unsuccessful. Do I have to pay the examination fee again?

Yes – the examination fee is charged per attempt.

8. I'm in the process of enrolling for an examination, but the only session available is the morning session. Can I choose to sit the examination in the afternoon?

No – only one session will be available for candidates to register for at any one time. The initial session offered is the Sunday morning session, followed by the Sunday afternoon session once the morning session is fully booked. Saturday sessions will only be offered if both Sunday sessions are full.

9. I have registered for the intern written examination, but need to reschedule. How do I do that?

If you have registered for one session (e.g. the Sunday morning session), but are now unable to make that time, you may be able to reschedule. If another session (either the Sunday afternoon session or the Saturday afternoon session) has opened up due to a large number of candidates registering for the examination, you can move your registration to an available session.

To do so, select *Reschedule a Test* on the web page www.pearsonvue.com/apc. You will then be prompted to login to your Pearson VUE account. Once logged in, you will be taken directly to the page where you can reschedule into another session.

If you have registered for the examination but are now unable to attend any of the available sessions, you cannot transfer your registration to the next examination period in two months' time. You will need to cancel your registration and re-register when the next examination opens.

To cancel your registration, select *Cancel a Test* on the web page www.pearsonvue.com/apc. You will then be prompted to login to your Pearson VUE account. Once logged in, you will be taken directly to the page where you can cancel your registration.

10. I have cancelled my examination registration. Will my examination fee be refunded?

If you cancel your registration with Pearson VUE more than two weeks prior to the examination date (i.e. while registrations are still open), you will receive a full refund minus any transaction fee charged by Pearson VUE.

If you cancel your registration with Pearson VUE less than two weeks prior to the examination date (i.e. after registrations close), you will received a refund of the examination fee minus 40%.

11. I registered to sit the examination, but was unable to attend on the day. What should I do now?

If you're aware in the lead-up to the examination day that you may not be able to attend (e.g. due to illness), please contact the APC directly as soon as possible.

- Email: admin@pharmacycouncil.org.au
- Phone: 02 6262 9628

If circumstances prevent you from attempting the examination on the day, please contact the APC directly as soon as possible after the examination. The APC will consider your circumstances and your supporting evidence, and you **may** be eligible to receive a partial or full refund.

12. I attempted the examination, but at the time I was unwell or affected by significant personal circumstances. Will the APC offer me special consideration when marking my examination?

No – if you made the determination on the day of the examination that you were able to attempt the examination, then your results will stand and you will not be offered a refund.

If you are unwell or affected by personal circumstances on the day of the examination, you must determine for yourself if you are able to attempt the examination. If you are not able to, please contact the APC directly as soon as possible after the examination. The APC will consider your circumstances and your supporting evidence, and you **may** be eligible to receive a partial or full refund.