



CLT

Terms and Conditions for Remotely Proctored Exams

CLT's remote proctoring option exists so that more students can access a rigorous, trusted assessment. The conditions below protect that rigor for you and for every student whose score appears alongside yours.

Please read these Terms and Conditions carefully.

By purchasing a remotely proctored exam, you agree to be legally bound by, and to comply with, these Terms and Conditions. If you do not agree to these Terms and Conditions, please do not use this service.

1. The Service

When you purchase a remotely proctored exam, you are purchasing the ability to take a remotely proctored exam and have it reviewed. Your purchase does not entitle you to a score from the exam.

2. Technology Requirements & Candidate Responsibility

Candidates are fully responsible for ensuring their computer, webcam, microphone, hardware, software, and internet connection meet all technical requirements prior to the exam start time. We are not responsible for your technology failures, including but not limited to internet disconnections, hardware malfunctions, software crashes, or power outages. Technical failures will not entitle you to a refund or a free retest.

3. Strict Rules & Visibility Requirements

To receive a valid score, you must strictly follow all behavioral and environmental testing rules throughout the entire examination. You must remain fully visible on camera, audible on microphone, and maintain screen sharing at all times. Failure to maintain proper visibility or violating any established testing rules will result in an immediate forfeiture of your score, and you will not receive an exam result.

4. Same-Day Testing Restrictions

Candidates are strictly subject to scheduling limitations to protect the validity of the assessment. You are not permitted to test twice in one single day with CLT, regardless of the testing location or format. Attempting to take a second exam on the same calendar day will result in the automatic cancellation of the duplicate session and forfeiture of any fees paid.

5. Voiding Policy & Multi-Layered Review

We maintain zero tolerance for testing irregularities. We reserve the right to void any exam based on the company's sole discretion. We do not send video proof, logs, or documentation to candidates if we void an exam. To protect candidate fairness, all voids automatically undergo a rigorous, multi-layered human review process before a final decision is issued.

6. Financial Forfeiture (No Refunds)

Violations of these terms and conditions, testing rules, or security protocols that result in a voided exam will lead to the forfeiture of all fees paid. No refunds or registration transfers will be issued for voided exams.

7. Video Retention, Appeals, & Deadlines

All remote testing sessions are recorded for security and integrity validation. We delete all exam videos within 45 days of the score release. Candidates have a single opportunity to formally appeal a voided exam, but all appeals and requests for information must be received no more than 21 days after score release to allow for re-review. An appeal does not guarantee a reversal, but means we will re-review the session using the additional context you provide. The secondary review decision is absolute and final. Because video evidence is permanently destroyed, you have no recourse and cannot request an appeal, or respond to historical requests for information, after the 21-day window has expired.

8. Testing Bans for Security Risks

We take the integrity of our examinations seriously. Candidates determined to pose a high risk to test security may be permanently banned from further testing with us. This includes, but is not limited to, individuals caught cheating, harvesting exam content, or committing identity fraud.