



# ABPI Examination Regulations

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**The Exam Regulations are reviewed biennially.**

Approved/reviewed by	
ABPI Director of Examinations May 2025	
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## Introduction:

The examination (the “ABPI Exam”) is administered by the ABPI Director of Examinations. Contact details are given at the end of this document.

The ABPI Exam is conducted in line with the requirements of the Joint Council for Qualifications (JCQ). The accredited examination is awarded by, and quality assured by, SFJ Awards.

ABPI runs all exam sittings to the SFJ standard Quality Management System. The ABPI Exam is governed by the **ABPI Exam Governance Committee** which is an independent committee.

## Exam Regulations

### General:

1. All Learners, at all times, must comply with the examination regulations and guidelines below (and where referred to, specific separate policies). Any Learner found to be in breach of any of these regulations or failing to adhere to the guidelines below, may become liable to disciplinary action.
2. All Learners are required to comply in all respects with any instructions issued by the exam proctor before, during and at the conclusion of, an exam. Failure to comply with these instructions may result in the termination of the examination and forfeit of examination fees.
3. After registering on the ABPI Examinations website ([mylearning.abpi.org.uk](http://mylearning.abpi.org.uk)) by completing the details requested in the secure online application form, examinations seats in multiples of 1 – 7 can be purchased in the online store, and used against any chosen unit.
4. The ABPI qualifications are appropriate qualifications for meeting the requirements set out in Clause of the ABPI Code of Practice. The ABPI Code of Practice requires representatives to take an appropriate examination within the first year of employment as a representative and to pass such a qualification within 2 years of starting such employment. Applications for extensions to these periods of time should be made to the **PMCPA** on the following webpage: <https://www.pmcpa.org.uk/training/application-for-an-extension-of-time-to-take-the-representative-examinations/>.
5. For those learners for whom the qualification is not being undertaken as a mandatory requirement, passes in any given unit examination expire 3 years after the date of passing. The life span of a pass in *Unit M1 The ABPI Code of Practice and the NHS* (pre-May 2025 enrolment), *Unit M1 Operating in the Pharmaceutical Industry* and *Unit M5 Understanding working with the NHS and the provision of prescription medicines* (post-May 2025 enrolment), are exceptions, for which the expiry date of a pass is considered on a case by case basis, depending on the date and magnitude of the most recent update to the learning content. All learners on the 4 mandatory unit model (pre-May 2025 enrolment) have until 1 December 2025 to complete the qualification, before being transferred to the 5 mandatory unit model, in line with the information in the ‘Get Help’ section of the ABPI MyLearning website.
6. Learners **MUST** set the local time zone when scheduling an exam appointment. Learners are responsible for checking that they have booked the correct examination units at the time of booking.

7. If a Learner cannot make a scheduled exam sitting, it is the responsibility of the Learner to cancel and, subsequently, reschedule the exam appointment – this can be done by clicking 'Manage booking' and cancelling the appointment. Following cancellation of the appointment, it is possible to reschedule. A cancelled exam appointment does not count as an attempt. There is no penalty for rescheduling, provided this action is taken duly in advance of the examination as outlined below. A rescheduled appointment only counts as an attempt once the exam has been sat. The ABPI Examinations Team does not reschedule exams on behalf of Learners. Examination fees may be forfeited if a Learner fails to cancel and/or reschedule **more than 30 minutes** in advance of the exam sitting, irrespective of the reason for cancelling and/or rescheduling.
8. It is the responsibility of the Learner to ensure in advance of the sitting that the Guardian Secure Browser has been installed on the computer intended for use in the exam, and that the computer intended for use in the exam will run the Guardian secure software. To sit an exam with the ABPI, you must have either a Windows or MAC OS based computer. Examinations can neither be scheduled nor taken on tablets, e.g., iPads and Google Chromebooks, and other operating systems, e.g., Linux. For more information, please visit the 'Get Help' section on the ABPI MyLearning website.
9. Learners can take an exam wherever it is convenient, providing the regulations in this document are met in full. The exam will be proctored and the recording kept securely. It is the responsibility of the Learner to ensure the testing environment is suitable and away from any distractions. Learners should give careful consideration to choosing a suitable location to undertake examinations and **MUST** ensure the following:
  - A well-lit, quiet, private room.
  - All doors to the room in which the examination is being sat, **MUST** be closed prior to starting the exam, and must remain closed for the duration of the exam.
  - No other person is in the room, nor pets, unless this forms part of a specific Exam Access Arrangement agreed by the Director of the Examination on application, and in advance of the exam appointment – **see ABPI Exam Access Arrangements Policy**.
  - No communication with any other persons during an examination, neither inside nor outside the room in which the examination is taking place, with the exception of the on-screen proctor.
  - The Learner **MUST** be sat or stood, at a table or desk which is clear of any material, with the exception of one piece of plain A4 paper (blank on both sides) and a pencil.
  - Water only, as a liquid refreshment is permitted, and must be in a clear see-through glass or clear bottle – no other receptacle, for example mugs or metal bottles are allowed
  - Mobile phones are turned off and stored away out of sight and out of arms' reach. Possession of any other electronic device that allows information to be stored or internet access at an examination desk is also strictly prohibited – this includes Smart watches and any other technical devices or applications.
  - Additional monitors are turned off and turned away from sight of the Learner.
  - Any desk phone is disconnected or blocked from incoming calls.
  - There is no access to any unauthorised materials, for example, but not limited to, books or revision notes.
  - No posters, or information leaflets on the walls of the exam room, nor within reach or sight, particularly, but not limited to, where a Learner chooses to sit the exam in their place of employment.

10. Examination fees could be forfeited if the Learner does not choose a suitable location to undertake examinations, adhering to all of the above requirements.
11. To ensure all requirements listed in regulation 9 above are met, proctors will take the following actions before unlocking the exam:
  - Conduct a 360-degree room scan using the Learner's webcam, including viewing under the desk at which the examination is being conducted
  - Remind Learners permitted resources and behaviours and prohibited behaviours.

Proctors may also request to see inside cupboards and/or drawers that are within arms' reach, as well as the surrounding floor space. The proctor will also require the Learner to hold up a reflective surface such as a mirror, to show the edges of the monitor, so Learners must have one available before the exam.

When launching the Questionmark Secure Browser, it is possible to use text chat to communicate with the proctor before the exam is 'opened' by the proctor. Once the exam begins and the Questionmark Secure Browser is running, text chat remains available, or the Learner may verbally communicate with the proctor, if necessary. Exam proctors only speak English.

12. Once a Learner has logged into their account on the ABPI Exam's website, it is possible to open up the exam sitting **up to 15 minutes prior to the scheduled start time**. Opening an exam sitting up to 15 minutes prior to the scheduled exam time does not alter the recorded scheduled time for starting an exam. Punctuality is the responsibility of the Learner as lateness cannot guarantee admittance to the exam sitting, and time will not be added to the exam sitting window.
13. Punctuality is also what the Learner should expect of the proctors however, in exceptional circumstances, there may be an instance where a proctor is unable to open the exam session immediately. In such situations, the Learner should continue to wait. ABPI request metrics on 'Learner Wait Time for Proctor' to ensure ABPI and Learner expectations are met as fully as possible.
14. All Learners must have the required photo identification ready when logging onto the exam session to go through the authentication process with the one-to-one online proctor. The name on the exam appointment **MUST** match the name on the photo identification. Acceptable photo ID for authentication is: a valid Government-issued Passport, Driver's Licence or National ID card. Any examination Learner found to have either provided false ID or arranged for someone else to sit the exam on their behalf will be subject to disciplinary procedures in line with the **ABPI Malpractice Policy**. Any person who attempts to sit an exam on behalf of another person will be subject to disciplinary procedures. Such behaviour constitutes the crime of attempting to obtain a pecuniary advantage by deception and may be reported to an employer or to appropriate national authorities.
15. Any Learner who is unable to meet the requirements of the photo ID authentication will **NOT** be permitted to take the examination. ABPI will **NOT** refund the examination fees for Learners who do not meet the ABPI Exam identity authentication requirement.
16. The webcam and screen of the Learner's computer for all proctored exams are recorded, with the recording kept for 3 months. The authentication process including the ID checks are stored as part of the proctoring videos. Only a limited number of ABPI Examinations Team staff will have access to recorded exams, unless there are suspicions of malpractice in which case, additional personnel

could be asked to review the recording in line with the **ABPI Malpractice Policy**, or in the case of a Learner appeal.

17. All Learners are presented with Learner agreements by the live online proctor which must be accepted, prior to the proctor releasing the exam.
18. Failure to comply with Exam Regulations or guidance may be considered malpractice. Incidents of suspected malpractice will be investigated in line with the **ABPI Malpractice Policy**.
19. No materials are required to complete the exam as an on-screen calculator is provided - **no other calculator is allowed for use**. The only items permissible on the examination desk are:
  - One sheet of A4 plain paper (blank on both sides)
  - A pencil (or a pen, providing there is no information printed on the pen that could compromise the exam)
20. At the end of the assessment, the Learner **MUST** wait for the proctor to communicate with post examination instructions. Learners must remain patient for this to take place and, when instructed to do so by the proctor, Learners must destroy any working paper used during the remote-proctored exam, by tearing the paper into several pieces, all of which should be binned immediately following the exam session.
21. Learners must not copy, photograph or reproduce in any manner, exam questions. Learners are also strictly prohibited from distributing or seeking to exploit for any reason, unauthorised copies of exam questions.
22. The online proctor is responsible for starting the online exam once authentication has been completed. The ABPI cannot take responsibility for technical issues which originate with the learner. Technical issues could occur at any time during the examination session (both during the verification process, or once the actual exam has been started by the proctor) – such technical issues could result in loss of connection, or a failure to save answers submitted to exam questions. In the unlikely event a disconnection occurs at some point during an examination session, it is possible the proctor may not be able to pause the examination whilst the learner attempts to reconnect to their examination session. If your exam is paused by the proctor, it is still a live exam and all actions must comply in full with the ABPI Exam Regulations at all times. If, on investigation, such technical issues are found to be the result of the Learner's equipment, connection or for some other reason that is local to the Learner, the ABPI will neither refund the exam fees, nor provide a further exam attempt without incurring exam fees.
23. The Rules of Conduct during the online proctored Examination are as follows:
  - The Learner **MUST** be alone in the room (unless an additional person forms part of a specific Exam Access Arrangement agreed by the Director of the Examination on application in advance of the exam appointment – **see ABPI Exam Access Arrangements Policy**). Being alone in the room, includes there being no pets in the room.
  - The Learner **MUST NOT** leave their seat.
  - The Learner **MUST NOT** repeatedly look off screen.
  - No talking is permitted, except to communicate with the proctor if necessary.
  - Webcam, speakers, and microphone must remain on throughout the examination.

- The proctor must be able to see the Learner for the duration of the examination – this means the whole head and shoulders (including full face) at least should be in view of the camera for the entirety of the examination.

Proctors will immediately react to unacceptable exam behaviours which could lead to termination of the exam, loss of exam fees and the terminated session being counted as an exam attempt.

24. Any Learner who has need to defer the taking of the exam for medical reasons or other extenuating circumstances should reschedule the exam appointment as outlined above.
25. It is forbidden to make any attempt to capture examination questions and answers to share with others directly or by posting online following the exam.
26. Unless by prior arrangement with the Director of Examinations as per the **Exam Access Arrangements Policy**, Learners are not allowed to leave the examination room or go 'off screen' during the examination as per the Rules of Conduct outlined above.
27. In the event of a Learner needing to leave the online exam due to a genuine emergency evacuation, the Learner **MUST** take all necessary measures to protect personal safety and the safety of others. Once safe to do so, the Learner should use email or telephone to get advice on possible next steps from the ABPI Examinations Team during office hours.
28. A Learner may find it unnecessary to use the full allotted time for an exam – whilst this is perfectly acceptable, Learners must be aware that once the Learner has clicked on screen to confirm they wish to submit their final exam answers, there is no opportunity to revisit flagged or unanswered questions.

### **Exam results:**

29. Learners receive an indicative result on screen immediately following the exam. The result which appears on the Questionmark Secure Browser, immediately following the exam, will be transferred over to the Learner's ABPI exam profile. This result will then go through a quality assurance (QA) check by the ABPI Examinations Team. The QA check could include viewing of the exam recording should it be considered necessary. The Examinations Team will contact any Learner for whom there is a justifiable need to change a Learner's result. No communication of results will be made directly to the Learner's listed employer.

Learners who do not attain the set pass mark for any unit being attempted will be deemed to have failed that unit component of the overall qualification and will need to book a resit exam. The pass mark for all units is 60%. Learners enrolled on the 4 mandatory unit model (pre-May 2025 enrolment), must obtain 60% on the NHS content and 60% on the ABPI Code of Practice content within the same *Unit M1 ABPI Code of Practice and the NHS* examination, in order to achieve an overall pass for that unit.

All successful Learners who have passed the required units will receive a certificate indicating the qualification awarded.

30. Learners registered on the Advanced Programme who have met the distinction criteria will be awarded a certificate of distinction from the ABPI. To achieve distinction a Learner must be studying for the Advanced Programme and must meet all the following criteria:  
4 mandatory unit model (pre-May 2025 enrolment)

- An average of 80% or more for Units M1 – 4 inclusive, and an average of 80% or more for those units from Units O1 - 12 which are taken. Unit O2 is split between O2a and O2b and as such, a & b count as 2 units.
- The minimum mark for each individual unit must be at least 70%, apart from *Unit M1: The ABPI Code of Practice and the NHS*, for which the minimum mark must be at least 80%
- These marks must be achieved on the first attempt.

5 mandatory unit model (post-May 2025 enrolment)

- An average of 80% or more for Units M1 – 5 inclusive, and an average of 80% or more for those units from Units O1 - 12 which are taken. Unit O2 is split between O2a and O2b and as such, a & b count as 2 units.
- The minimum mark for each individual unit must be at least 70%, apart from *Unit M1: Operating in the pharmaceutical industry and Unit M5: Understanding working with the NHS and provision of prescription medicines* for which the minimum mark must be at least 80%
- These marks must be achieved on the first attempt.

31. Where a Learner feels there are grounds for applying for Special Consideration in relation to a specific exam sitting, the Learner should, in the first instance, consult the **Special Consideration Policy**. Any application for Special Consideration should be made as soon as possible following the exam sitting. The independent **Chair of the ABPI Exam Governance Committee** rules on appeals for post exam adjustments in line with the **Special Consideration Policy**.

#### **Appeal regarding clarity or correctness of questions in the exam:**

32. The ABPI will not normally enter into communication regarding individual Learner performance other than by the methods set out in these regulations.
33. A Learner who suspects there is an error in an examination question should report this post exam as soon as possible to the ABPI Director of Examinations for consideration (see Exam Regulations 34-40). Even if a Learner thinks there is an error in a question, the answer should not be left blank, but instead the Learner should still make the best attempt to select the single best answer in case the Learner is mistaken about there being an error.
34. The ABPI Director of Examinations will carry out an initial assessment of the reported alleged error and will communicate with the Learner as to how ABPI proposes to deal with the matter. The Learner making the enquiry may be required to provide additional information.
35. Following the initial assessment of the error by the ABPI Director of Examinations, if the error is not straightforward or blatant, the ABPI Director of Examinations may seek further impartial input to assess, and as a result might decide to undertake:
- No further action
  - Exclusion of the question
36. In the rare case of an error being accepted as appearing in an exam question, and therefore, exclusion of the question being deemed necessary, the question would be removed from the examination and not considered for inclusion in the Learner's final unit result. The same amendment to an examination score would be applied to any other Learner in the same cohort that had been affected by the same error. Removal of a question could affect a result which is close to the pass mark boundary however, even if a question is removed, the need to obtain 60% in a unit examination remains for **ALL units**.

37. It is important that Learners contact the ABPI Director of Examinations as soon as possible after the exam sitting to raise concerns about exam questions. ABPI encourages openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken.
38. The ABPI treats all disclosures seriously and will investigate as appropriate, where possible with confidentiality respected. Even if a Learner suspects there is an error with a question, the Learner should still answer the question at the time of the live online exam in case it is proven the Learner is mistaken.
39. The ABPI also makes clear any steps to be taken in the event of a conflict of interest, as per the ABPI Examinations Conflict of Interest Policy.

### **Disciplinary action for poor conduct during exams:**

This section should be read in conjunction with the **ABPI Malpractice Policy**.

40. In line with the Rules of Conduct during online proctored Examinations noted above, any Learner who does not heed a warning from the proctor, can expect the examination to be terminated by the proctor. The termination shall be reported to the ABPI Director of Examinations.
41. Learners will be liable to investigation as laid down in these regulations for irregular conduct relating to an exam including but not limited to:
- attempts to cheat at the ABPI examination
  - cheating by reviewing an unauthorised copy of an exam or exam answers before taking the online exam
  - cheating by attempting to copy or otherwise view or steal someone else's exam responses
  - accepting a bribe related to taking the examination
  - attempting to give a bribe related to taking the examination
  - misrepresenting Learner identity when taking ABPI examination(s)
  - taking the examination on behalf of another person
  - attempting to inappropriately use digital technology to gain advantage in the examination or to conceal unauthorised document(s) to look up answers during the examination
  - criminal activity such as fraud, dishonesty or deception in relation to the ABPI Examination
  - failure to follow the directions of the exam proctor
  - behaviour which assists another Learner in an unauthorised manner
  - serious incapacity whilst taking exams caused by alcohol or illegal drugs
  - use of words or behaviour which is threatening, abusive or insulting to the online proctor or any staff member of ABPI.

42. Anyone wishing to report a Learner to the ABPI Director of Examinations for suspected irregular conduct, even if there is uncertainty whether a particular act constitutes something to be reported to the ABPI, should report as soon as possible. Learners should also refer to the **Exam Whistleblowing policy** for guidance on making concerns known to the ABPI.

43. Once a concern has been raised, the ABPI Director of Examinations will carry out an initial assessment to determine the scope of any investigation, this stage may also require consultation with a relevant ABPI Leadership Team Director and will communicate with all affected parties to give an indication of next steps. The investigation will be instigated, drawing on a detailed review of evidence available. The person raising the concern may be required to attend additional meetings to provide further information about the complaint circumstances.

Investigations will attempt to reach an initial conclusion in as timely a way as possible. In line with JCQ recommendations the learner being investigated will, prior to the final decision being reached by the ABPI Director of Examinations:

- have the opportunity to consider their response to the allegations (if required);
- have an opportunity to submit a written statement;
- have an opportunity to seek advice (as necessary) and to provide a supplementary statement (if required).

The learner being investigated is given 14 days in which to provide such a response for due consideration before a final decision on the investigation is reached.

44. Any ensuing investigation will be reported on by the ABPI Director of Examinations, who will also decide upon the outcome of the assessment. Prior to reaching a final decision, for cases in which the most severe sanctions are being considered, the ABPI Director of Examinations may wish to consult with the ABPI Legal Director and/or the independent Chair of the Exam Governance Committee.

The outcome, together with details of the Appeal process, will be sent where appropriate to: (a) the Learner in question; and (b) all other affected individual(s).

Malpractice investigation reports are shared promptly with the SFJ Awards Quality Assurance Team by the ABPI Examinations Director (or the appointed investigator).

45. Failure to comply with these regulations may lead to disqualification or other sanctions. Having investigated alleged malpractice, the ABPI Director of Examinations might decide to prescribe one or more of the following as considered proportionate to the case:

- No further action
- No case to answer
- Warning that if a specified Examination Regulation breach is repeated, further specified sanctions will be applied
- Award a mark of zero for the exam paper/unit concerned
- Ask a Learner to retake or undertake further examination papers/units under conditions.

Each case of suspected malpractice will be considered and judged on an individual basis in the light of all information available. Where there is an established, clearly evidenced, repeated pattern of malpractice, this may be taken into consideration when determining whether a more severe sanction should be applied.

The standard in operation for reaching investigation final conclusions in cases of alleged malpractice, is to use a 'balance of probabilities' threshold.

Any learner penalised through one of the sanctions listed above, which results in loss of marks, may re-take the unit(s) affected.

46. For some cases of alleged malpractice, it may be concluded imposing the most severe sanctions available is most proportionate to the case. The most severe sanctions which could be imposed are:
- Refer the matter to the employer of the relevant person(s) or to the appropriate national authorities
  - Disqualification from proceeding further with the qualification, and barred for a fixed term from being registered for one or more qualification with the ABPI and the Ofqual regulated accrediting body, SFJ Awards.

Where a learner is barred following completion of the qualification, the learner's issued certificate will be revoked and withdrawn.

The ABPI reserve the right to maintain a sanction (or escalate the sanction level based on further information identified) to protect the integrity of its awarding functions, based on risk. In cases where the ABPI Examinations Director considers imposing one or both of the most severe sanctions noted above to be the most appropriate investigation outcome, the Examinations Directors will always consult with the independent Chair of the Exam Governance Committee before reaching a final decision.

In cases where both the ABPI Examinations Director and the independent Chair of the Exam Governance Committee agree imposing one or both of the most severe sanctions noted above to be the most appropriate investigation outcome, the investigation report with all findings, will be shared with the SFJ Awards Responsible Officer for final review.

47. The **Director of the Prescription Medicines Code of Practice Authority** is the **only person** who can consider appeals for a Learner to be given extra calendar time beyond the one year allowed by the ABPI Code of Practice to take an appropriate examination and the two years given to Learners to pass such an appropriate examination. The ABPI Director of Examinations, ABPI Chief Executive and ABPI Exam Appeal Board have no role in this process.

### **Appeal against malpractice investigation outcome:**

48. Only the following grounds of appeal are applicable:
- New evidence which could not reasonably have been made available at the original hearing or
  - A procedural irregularity occurred which had a detrimental impact on the outcome of any hearing, or
  - The penalty imposed was disproportionate given the nature of the alleged offence.

49. A Learner may appeal on these grounds against any decision made by the ABPI Director of Examinations in writing within 14 days of notification of the result to the ABPI Director of Examinations who will refer the matter to the independent ABPI Exam Appeal Board to make a final decision. The Appeal must set out the relevant grounds and further information on which the appeal is being made.
50. The appeal may uphold, remove or amend any terms of the investigated Learner's outcome. The ABPI Exam Appeal Board's decision is final. Having received the investigating officer's report, and notice of the decision by the ABPI Director of Examinations the ABPI Exam Appeal Board might decide to uphold the original investigation decision and therefore, take no action, or might decide to prescribe any or all of the following:
- No case to answer
  - Warning that if a specified Examination Regulation breach is repeated, further specified sanctions will be applied
  - Award a mark of zero for the exam paper/unit concerned
  - Ask a Learner to retake or undertake further examination papers/units under conditions approved by the ABPI Director of Examinations
  - Refer the matter to the employer of the relevant person(s) or to the appropriate national authorities

The ABPI Exam Appeal Board should comprise:

1. Independent Chair
2. Chair of ABPI Exam Governance Committee
3. The ABPI Chief Executive

The ABPI reserve the right to add a legal representative to the Appeal Board when deemed appropriate to do so.

### Summary of responsibilities:

- The **ABPI Director of Examinations** has investigatory powers under these regulations and will present a written report to relevant decision makers. The **ABPI Director of Examinations** also makes decisions as to the nature of reasonable adjustments for Learners with special needs as per the Exam Access Arrangements Policy.
- The **ABPI Director of Examinations** will rule on investigations into alleged malpractice or misconduct by Learners, as well as any whistleblowing complaints.
- The independent **ABPI Exam Appeal Board** shall undertake appeals against decisions in relation to the outcome of investigations into alleged malpractice or misconduct by Learners, whistleblowing.
- The independent **Chair of the ABPI Exam Governance Committee** shall rule on appeals for post exam adjustments in line with the **Special Consideration Policy**.

### Privacy of data:

51. In general, the ABPI will not pass on to any third party (including the Learner's employer or a potential employer) details regarding a Learners exam taking schedule or results without first

obtaining the consent of the Learner indicated during the online registration process or separately in writing. Only in cases of findings by the **ABPI Director of Examinations** or the **ABPI Exam Appeal Board** of malpractice or misconduct will the ABPI seek to contact a Learner's employer or the police to pass on the details under investigation.

52. For more information about how the ABPI processes personal information, please see the Exams Privacy Notice.

## CONTACTS:

### ABPI Director of Examinations

Andrew Croydon [exams@abpi.org.uk](mailto:exams@abpi.org.uk)

### ABPI Chief Executive

Richard Torbett 0870 890 4333  
[getintouch@abpi.org.uk](mailto:getintouch@abpi.org.uk)

### ABPI Exam Appeal Board

1. Independent Chair
2. Chair of ABPI Exam Governance Committee
3. The ABPI Chief Executive

Independent Chair  
Contact in writing via ABPI [exams@abpi.org.uk](mailto:exams@abpi.org.uk)  
2<sup>nd</sup> Floor Goldings House, Hay's Galleria, 2  
Hay's Lane, London, SE1 2HB

**Learners with special needs** should read the **Exam Access Arrangements (including Special Educational Needs) Policy**.