

- Email your request to PCAT Customer Relations no later than 10 weeks after the test date.
- Requests received after 10 weeks must be sent with the appropriate fees (see “PCAT Fees and Special Services”).

Cancellation of Scores by Pearson

- **Pearson reserves the right to cancel any PCAT test scores if an irregularity occurs that results in a faulty test administration (e.g., a disruption, cheating, or compromising of the time limits established for the test or for sections of the test).**
- Pearson adheres to a set of test administration and test security standards that require the review of all PCAT scores and administrative conditions.
- Pearson reserves the right to cancel or decline to score any test believed to be obtained in a questionable manner, which includes testing/administrative irregularities, questionable score gains, questionable item responses, unusual answer patterns, misconduct, non-compliance with policies, plagiarism, or **any other reason** that would invalidate the score.
- Cancellation of a score as a result of these policies in no way suggests that cheating or any other inappropriate action has occurred.
- Score invalidation is a technicality and is necessary in order to maintain the integrity of the test and to ensure that test scores are as accurate and as reflective of each examinee’s ability as possible.
- All score cancellations and invalidations are held in strict confidence, with the reason for the cancellation disclosed only to the examinee, except in certain group cases.
- When a score is canceled after the results have already been reported, all Official Transcript recipients are notified that the score has been canceled, but the reason for cancellation is not disclosed, except in certain cases involving groups of examinees.
- At Pearson’s discretion, the Registration Fee may be refunded after testing if the examinee is found not to have been responsible for the irregularity that caused the score cancellation.
- An examinee whose scores are canceled may also register to take the PCAT again during a future testing window and pay all applicable fees. However, Pearson reserves the right to withhold this option, and any request to take the test again will be evaluated by Pearson with consideration for the reason that the score was canceled.

Cancellation of Scores Due to Testing Irregularities

Testing irregularities are problems that occur during a test administration. These irregularities include, but are not limited to, possible compromises to the test, inappropriate seating or timing, disruptions to a test administration (such as a power loss or a natural disaster), misconduct, examinees misrepresenting identity, receiving or providing assistance of any kind during the test, failing to comply with test administration regulations or with directions given by the proctor, having prohibited materials in the testing room, creating a disturbance (such as talking during testing, letting a cell phone ring during testing, or any other action deemed disruptive by the Test Center staff), and violating any other Pearson test administration policy, as described in this Candidate Information Booklet or on the PCAT website.

When a testing irregularity occurs, Pearson will examine the situation and determine whether corrective action is warranted, including not scoring exams or cancellation of scores.

Cancellation of Scores Due to Questionable Item Responses or Unusual Answer Patterns

If the results of a test show unusual similarities in test item responses by examinees who took the PCAT at the same Test Center, or if an examinee's responses to test items show that an unusually large proportion of responses are all the same answer option (for example, an unreasonable preponderance of "A" choices), the examinee's scores may be canceled. Pearson will examine each situation and, in its sole discretion, will determine what corrective action is warranted. When Pearson decides to cancel test scores for reasons of questionable item responses or unusual answer patterns, the examinee will be notified on the personal Score Report. The examinee has the option of contacting PCAT Customer Relations within 60 days of the test date to submit an appeal. Within 30 days of the time the appeal is received, Pearson will review any information submitted by the examinee, will consider whether to release the examinee's PCAT scores, and will notify the examinee regarding the outcome of the appeal.

Cancellation of Scores Due to Questionable Score Gain

If an examinee's scores seem questionable when compared to PCAT scores obtained by the examinee during the previous 13-month period, the scores may be canceled. When scores are canceled for this reason, no scores will be reported to the examinee or to any score recipient schools.

Pearson follows a strict policy in determining when a score gain is questionable and thus invalid. The following explanation of this policy refers to scaled-score points, which are reported on the personal Score Report and the Official Transcripts.

- If the Composite scaled score and percentile rank earned on the test date in question are 50 or more points greater than the most recent Composite scores earned within the previous 13 months, an invalidation automatically occurs (including the Writing scores) due to the large score gain.

- The examinee is notified that his or her scores have been invalidated and that the scores will not be reported.
- If the examinee feels that the score gain of 50 or more Composite scaled score and percentile rank points was achieved through legitimate effort, the examinee must contact PCAT Customer Relations within 60 days of the last PCAT test date to submit an appeal (via mail or fax) and documentation as evidence to support the legitimacy of the score gain (a receipt for a PCAT prep course or study materials, a letter from a tutor, etc.). The documentation will be reviewed, and the examinee will be notified regarding the outcome of the appeal within 30 days of the time the appeal is received by Pearson. If the appeal is accepted, Pearson will release the Score Gain test scores. If the appeal is denied, the examinee may be allowed to retake the PCAT after paying the appropriate fees.

Cancellation of Scores Deemed Invalid for Any Other Reason

Pearson may cancel scores if, in its judgment, other substantial evidence suggests that these scores are invalid. Evidence suggesting that scores must be invalidated include, but are not limited to, inconsistent performance on different parts of the test, plagiarism (i.e., quoting, paraphrasing, or using language that appears in published or unpublished sources without attribution), essay text similar to text found in essays written by other PCAT examinees, and item responses or essays that are in any way not produced exclusively by the examinee. Before canceling a score for any of the reasons suggested in this paragraph, Pearson will notify the examinee and provide an opportunity for the examinee to submit an explanation. The examinee will then have 60 days from date of notification to respond. Pearson will review any information submitted by the examinee in response to the notification of score cancellation, and will notify the examinee regarding the outcome of the appeal within 30 days of the date the appeal is received.