

How to book your exam

1. Go to www.datrixtraining.com/exams
2. Register and validate your email following the instructions
3. Once your email is validated, complete the form with as much information as possible
4. Once your form is completed, it is sent on to the exam teams where they will check payment has been received
5. If there are any issues with the exam request, the exams team will inform you
6. If there are no issues, your voucher will be booked and you will receive this directly from PeopleCert 24 hours before your preferred date
7. When you receive your voucher, you will then need to log on to PeopleCert and schedule your exam on their system
8. Upon receiving the voucher, you have 10 days to book and take the exam – the voucher will expire after this period

Q: When will I receive my voucher?

A: You will receive your voucher 24 hours before your preferred exam date.

Q: When do I get my results?

A: PeopleCert aim to issue results 2-3 weeks after your online exam. If there are issues with your profile not being complete, PeopleCert will make you aware. You will be issued with a Preliminary result following your exam. Once this has been checked by PC's quality and assessment team, the official results will be released.

Q: What do I do if I do not receive an email to validate my email address?

A: If you do not receive an email, please contact exam bookings on exambookings@theknowledgeacademy.com who will assist you.

Q: How will I know which slots are available?

A: You can find the slots available on to your PeopleCert portal once you have logged in.

Q: What do I do if the slot I want is not available?

A: You can choose any other slot available on PeopleCert. PeopleCert provides the time slot availabilities, Datrix Training does not have any control over availability.

Q: The form only allows you to book 10 days in advance, what if I need my exam earlier?

A: You can choose any other slot available on PeopleCert. PeopleCert provides the time slot availabilities, Datrix Training does not have any control over availability.

Q: What if I do not receive my voucher 24 hours before my preferred exam date?

A: If you do not receive your voucher 24 hours before your preferred date, please make sure you check your junk and spam folders. If you cannot find your voucher, please contact exam bookings.

Q: What do I do if my voucher expires?

A: Contact exam bookings to see if there is something we can do – depending on circumstances, we will be able to assist you, in accordance with our Terms and Conditions.

Q: How do I register with PeopleCert?

A: Once you have received a voucher from PeopleCert, you must visit peoplecert.org/login, create an account, and then enter your PeopleCert voucher code

Q: Can I reschedule my exam?

A: In order to reschedule your exam once you have booked with PeopleCert, you must go on to your PeopleCert account, select the exam you wish to reschedule, and simply select 'change date'. PeopleCert may charge for this change. Alternatively, you can contact exam bookings if you are unable to do so via PeopleCert

Q: How long do I have to use my voucher?

A: You will have ten days to book and sit your voucher and then it will automatically expire.

Q: My voucher expires soon, can I extend it?

A: Please contact exam bookings on exambookings@theknowledgeacademy.com to see if they can extend the voucher terms for you.

Q: It's been more than 2 business days and I haven't received my results, what do I do?

A: Please contact our exam bookings team and we can contact PeopleCert on your behalf to look into this for you.

Q: How do I receive my certificate?

A: If you pass your exam, you will receive your certificate from PeopleCert as the same time as your official result. The results and the certificate will be uploaded to your account on PeopleCert.

Q: Can I receive a hard copy of my certificate?

A: No. We only provide the electronic copy of your PeopleCert certificate. If you wish to obtain a hard copy, you can purchase this through your PeopleCert account.

Q: Can I print scenarios during my exam?

A: No. Printing is not allowed during AXELOS exams. This rule is imposed by Axelos and PeopleCert.

Q: Can I use paper to make notes during my exam?

A: You can use a few blank pieces of paper to make notes during your exam. The Proctor will ask to see these pieces of paper to ensure they are blank. Once the exam is complete, the proctor will ask that you shred the paper used.

Q: What if I need to take a break during my exam?

A: For exams with the duration of less than 2 hours, there are no breaks permitted. For exams with a duration of more than 2 hours, a 5 minute break is permitted – however the exam time will continue to run.

Q: English is not my first language, am I entitled to extra time?

A: Yes. If English is not your first language, you are entitled to 25% extra time. If you wish to book the examination in a language other than English, please contact exambookings@theknowledgeacademy.com

Q: What if I have a medical condition which may affect my exam?

A: You can request extra time for medical conditions on your PC portal.