

## Letter of Apology

26 February 2018

To the Royal Australasian College of Physicians and Trainees:

At Pearson VUE, we have the privilege of serving many of the most highly regarded and highly respected high stakes exam owners from around the world. We strive to provide best-in-class offerings to our clients, while delivering the best possible testing experiences for their candidates and trainees. We fell short on this commitment during RACP's computer based Written Divisional Exam testing event held on Feb 19, 2018.

Prior to any testing event launch, there are several stages of preparation and quality checks performed. We regret that one of those steps was not completed to our quality standards. As a result, we are implementing a number of checks and measures to prevent this from occurring again. And while our teams responded swiftly to rectify the issue, this ultimately resulted in the full cancellation of the computer based exam.

To the RACP trainees, we let you down. We know the RACP exam is a highly stressful and emotional endeavour, and we have the utmost respect and admiration for the dedication, years of hard work, and sacrifice you put into preparation for the exam. We also acknowledge the disappointment and disruption an experience like this can have, and also sincerely apologise to you for any stress and inconvenience caused.

As a gesture of our apology and regret, we will be providing the RACP the necessary funds to reimburse each RACP exam candidate the full value of the computer based Written Divisional Exam fee.

We are extremely sorry for this unfortunate and rare occurrence and apologise to the RACP organization for the breach in confidence and surrounding issues this has caused. We are committed to continue working in partnership with the RACP in the care and handling of this incident.

At Pearson VUE, our never-changing priority is our clients and their candidates, and their trust means everything to us. We will never stop working to earn and maintain it. Integrity, accountability, and honesty are not just words to us. We know that you expect that from us and you have our deepest apologies for this very unfortunate experience.

Sincerely,

A handwritten signature in blue ink, appearing to read 'G. Gates', with a horizontal line underneath.

Dr. Gary Gates  
Senior Vice President, Global Business