



Customer Service

Exam retake policy

The aim of this policy is to help candidates prepare as fully as possible for an exam, and to ensure competent candidates obtain the merit they deserve.

Candidates who fail an exam for the first time are entitled to a retake.

For each retake, candidates must register for the exam and pay the applicable fees.

Candidates who fail a retake and wish to take a new exam must show, to the satisfaction of SOFAD, that they have studied sufficiently to be likely to pass a new exam. This applies to any failure following a retake.

The procedure for registering for a retake is identical to the procedure for an initial registration. All retake candidates must fill in the registration form and the form for reserving an exam session, and send them to SOFAD along with the applicable fees. The forms can be sent by mail, fax or email.

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