



Welcome!

Thank you for your interest in booking exam invigilation services with UBC Robson Square. This document details the process and key information about booking your exam.

Supported Institutions

- There are a number of Institution which we currently offer invigilation services for. [Please click here to see the full list.](#)
- If your Institution is on the list of supported institutions, this means that UBC Robson Square is an approved invigilation site for your institution and you may proceed with booking an exam. [Please click here to submit an exam request.](#)

Non-supported Institutions

- If your institution is not on the list, this means that UBC Robson Square is not yet an approved invigilation site for that institution.
- The process of confirming UBC Robson Square as an approved invigilation site varies based on the specific institution. Your institution may require a member of UBC Robson Square Staff to complete paperwork, or they may simply require our contact details. Please reach out to your institution directly to confirm whether UBC Robson Square is an acceptable invigilation site for your exam.
- Once your institution is satisfied that UBC Robson Square is an acceptable invigilation site, please submit an exam request by [clicking here](#).

Fees

- A 3-hour written exam costs **\$254.10** including taxes.
- A 3-hours online exam costs **\$366.10** including taxes (includes use a laptop computer).
- Additional fees may apply for exams that require additional resources, such as language interpretation, special accommodations, or exams that occur outside regular hours.

Booking Confirmation and Payment

- To confirm your exam booking, we require a returned signed contract and payment in full. A contract will be issued by UBC Robson Square staff shortly after you submit your exam request.
- We accept cheque, Visa and MasterCard.
- To make a credit card payment, please visit [this link](#) and click the 'Event Payment' button to start the payment process. You will need the booking number and invoice number from the documents sent to you by UBC Robson Square.
- Cheques are to be made out to UBC Robson Square and should be mailed to:

UBC Robson Square
Attention: Front Desk
800 Robson Street, Vancouver, BC V6Z 3B7

- Note that your exam is not confirmed until the signed contract is returned and payment is made.



Cancellation Policy

- Once your exam is confirmed, if you must cancel your exam the cancellation fee is equal to 100% of the exam rate. On a case-by-case basis, UBC Robson Square may be able to reschedule your exam to a new date and a rescheduling fee may apply.
- If you are not well enough to attend your exam and would like to reschedule, it is the **student's responsibility** to reach out the Institution and secure permission to reschedule the exam. A rescheduling fee may apply.

UBC Robson Square Receiving Exam Papers and Instructions

- Once your exam booking is confirmed, we ask that you contact your institution and have them send us the exam materials and any relevant instructions ahead of the exam date.
- It is the **your responsibility** to ensure that the institution provides UBC Robson Square staff with the examination materials or online exam access.
- For supported institutions, we must receive the examination materials/guidelines a **minimum of 5 business days** prior to the scheduled exam date.
- For new institutions, we must receive the examination materials/guidelines a **minimum of 10 business days** prior to the scheduled exam date.
- Exam materials and guidelines should be mailed to the following address:

UBC Robson Square
Attention: Front Desk
800 Robson Street, Vancouver, BC V6Z 3B7
Student Name:
Exam Date:
Exam Room:
Package # __ of __

Returning Exam Materials to Your Institution

- **Important:** If the exam papers must be mailed back to your institution, we require a pre-addressed and pre-paid envelope. If not provided by the institution, it is the **student's responsibility** to provide a pre-addressed and pre-paid envelope.
- You can organize a paid 'shipping label' through any secure courier (DHL/FedEx/Purolator/Canada Post/UPS). We recommend contacting your institution to confirm the mailing address and any other requirements before purchasing a shipping label.

How to Find Us

- Please visit our [Contact & Directions page](#) for up-to-date directions to UBC Robson Square via vehicle or public transit.

Good luck with your Exam!

If you have any questions, please feel free to contact us directly.

Phone: 604-822-3333

Email: robson.info@ubc.ca