Examination and Certification Regulations

The rules governing registration, qualification, the examination, and certificate issuance and renewal. Registering for the examination constitutes acknowledgment of and agreement to these Regulations.

Professional Patient Experience Certificate (PXC)

Awarding Body	Muathirun Holding
Accreditation	Technical and Vocational Training Corporation (TVTC)
Version	1.0 — September 2026

Policy Statement

Muathirun Holding, as the awarding body of the Professional Patient Experience Certificate (PXC), is committed to ensuring that the examination is a fair and reliable measure of the professional competencies defined in the certificate's accredited standard matrix, and that every stage, from registration to certificate issuance, is administered in accordance with the Rules and Procedures of the Regulation of Professional and Vocational Certificates issued by the Technical and Vocational Training Corporation, its Examination Instructions Guide, and its Quality Standards. These Regulations are published openly, and registration for the examination constitutes acknowledgment of and agreement to them.

Article 1: Definitions

Wherever they appear in these Regulations, the following terms have the meanings set out beside them:

- **TVTC:** The Technical and Vocational Training Corporation.
- **Awarding Body:** Muathirun Holding, owner of the certificate and its question bank.
- **Certificate:** The Professional Patient Experience Certificate (PXC), a single certificate with two tracks, the track being determined by the applicant's specialty.

- **Track:** One of the two certificate tracks: the Healthcare Practitioner Track (PXC-HP) and the Patient Services Track (PXC-PS).
- **Scientific Committee:** The committee responsible for overseeing the standard matrix, the question bank and examination quality, independent of the training provider.
- **Examination Environment:** The arrangements announced by the Awarding Body for delivering the examination and communicated to the candidate when the date is confirmed, subject to TVTC Quality Standards.
- **Candidate:** Any person who has registered for the examination and met the eligibility requirements.
- **Certificate Holder:** Any person who has passed the examination and been issued a certificate that has neither expired nor been withdrawn.
- **Qualification Program:** The qualification program delivered by the Awarding Body; completing its accredited hours is a prerequisite for the examination.
- **Website:** The official certificate website, px.muathirun.com.

Article 2: Regulatory Basis and Scope

1. These Regulations are based on the Rules and Procedures of the Regulation of Professional and Vocational Certificates issued by TVTC Governor's Decision No. (9207512) dated 11/09/1444 AH, the Examination Instructions Guide and Quality Standards annexed thereto, and the Procedural Guide and Controls for Preparing Question Banks for Local Professional Certificates issued by the TVTC General Department of Curricula.
2. They apply to all candidates and certificate holders, and to those administering the examination.
3. In the event of any conflict between these Regulations and TVTC issuances, TVTC issuances prevail.

Article 3: Governance

1. The certificate is issued by the Awarding Body and submitted to TVTC for attestation before delivery to the holder.
2. The Scientific Committee oversees the certificate's standard matrix, question bank and pass criteria, periodically reviews examination results, and decides on result appeals.
3. Training and examination functions are organizationally separated; no person who prepared or delivered a qualification program may proctor an examination session taken by their own trainees.

4. The Awarding Body provides TVTC with examination schedules and monthly reports of certificates issued and candidates examined, as required by TVTC.

Article 4: Eligibility

A candidate must:

1. Belong to the target groups of the track applied for, as published on the Website.
2. Provide evidence of at least one year of experience in the health sector through experience certificates or an employer letter.
3. Have completed twenty accredited training hours in the qualification program.
4. Provide their professional classification number issued by the Saudi Commission for Health Specialties if applying for the Healthcare Practitioner Track.
5. No prior professional certificate is required.

Article 5: Registration and Verification

1. Registration is completed through the online registration form on the Website, by entering the required data and uploading: a copy of the national ID or residence permit, the academic qualification certificate, experience certificates or employer letter, proof of completion of the qualification program, and the professional classification card for the Healthcare Practitioner Track.
2. The examination language is Arabic. The candidate selects an examination date from the published schedule, or may leave the date to be agreed through direct contact.
3. The certificate team reviews and verifies the application, or requests its completion, within five working days of receipt, and confirms the date after verification and payment of fees.
4. The candidate declares the accuracy of their data and attachments. If found inaccurate, the application may be rejected, the result cancelled, or the certificate withdrawn, and the Awarding Body reserves the right not to refund fees.
5. The registered name must match the name on the identity document presented on examination day.

Article 6: Fees

1. The examination and certificate issuance fee is SAR 900, exclusive of VAT, payable after verification of the application and before confirmation of the date.

2. Qualification program fees are published on the Website and paid separately from the examination fee.
3. The re-examination fee is equal to the first examination fee: SAR 900, exclusive of VAT.
4. All fees are published on the Website; no unpublished fees are charged.

Article 7: Examination Structure

1. The examination is based on the TVTC-accredited standard matrix and covers the nine domains of the track at their published weights: six domains shared between the two tracks weighted 53.5%, and three specialized domains weighted 46.5%.
2. The examination consists of 50 multiple-choice questions based on practical situations from the healthcare work environment, with a duration of 60 minutes.
3. Questions are distributed across three difficulty levels: 25% easy, 50% medium and 25% hard, and are drawn from an accredited question bank in a manner that ensures examination forms differ between sessions.
4. All questions carry equal weight, and there is no negative marking for incorrect answers.
5. The examination is delivered in Arabic through an accredited examination engine that displays the candidate's data and photograph on screen, in accordance with the arrangements announced by the Awarding Body.

Article 8: Dates, Rescheduling and Cancellation

1. Examination dates are published on the Website, and the candidate books one date per registration.
2. The date may be changed free of charge if requested at least three working days before the examination, subject to seat availability on other dates. Later requests are not accepted except for force majeure under paragraph (5) of this Article.
3. Failure to attend a confirmed date without notice at least four days in advance forfeits the examination fee, and any subsequent application is treated as a new registration.
4. A candidate may withdraw and receive a full refund if requested fourteen days before the examination, a 50% refund if requested ten days before, and no refund thereafter.
5. Documented force majeure (illness supported by a medical report, death of a first-degree relative, or an official order) is accepted for rescheduling free of charge if submitted within five working days of the examination date.

6. If an examination is cancelled for reasons attributable to the Awarding Body or those administering it, it is rescheduled free of charge or the fee is refunded in full, at the candidate's option.

Article 9: Examination Day

1. The candidate must be present in the examination environment, according to the announced arrangements, thirty minutes before the scheduled time to complete identity verification. Starting the examination more than ten minutes after it has begun is not permitted.
2. The candidate must present a valid original identity document: national ID, residence permit or passport. Photocopies and digital copies are not accepted.
3. The proctor verifies that the identity document matches the registered data and the photograph displayed in the system before the examination starts.
4. Possessing or using any electronic device, including mobile phones and smart watches, during the examination is not permitted; the arrangements announced by the Awarding Body for storing personal belongings apply.
5. The following are prohibited during the examination: use of any materials, books or notes; communicating with others or viewing their screens; eating, drinking and smoking.
6. Leaving the examination environment or interrupting the examination before completing it is not permitted without the proctor's approval, and time spent away is not compensated.
7. In the event of a technical problem, the candidate immediately alerts the proctor through the available means; the issue is resolved and the downtime is not deducted from the examination duration.
8. Candidate questions to the proctor are limited to the operation of the examination software, navigation between its sections and its submission; no question relating to examination content is answered.
9. The examination session is monitored and recorded by the means appropriate to the examination environment in accordance with TVTC Quality Standards; starting the examination constitutes consent to recording.
10. The candidate may submit written comments on the examination to the proctor after the session ends.

Article 10: Integrity and Violations

1. The following are serious violations: cheating or attempting to cheat; impersonation; possessing or using an electronic device or unauthorized material during the examination; copying, photographing, memorizing for reproduction, or publishing any question by any means; communicating with others during the examination; and disrupting the session or disobeying the proctor's instructions.

2. A serious violation results in immediate cancellation of the candidate's examination without refund, a twelve-month bar from re-registration, withdrawal of the certificate if already issued, and recording of the incident in the certificate register. The Awarding Body may refer the incident to the competent authorities.
3. Examination questions are the intellectual property of the Awarding Body, and the candidate's duty of confidentiality continues after the examination.
4. Violations are reported to TVTC as it requires.

Article 11: Scoring and Results

1. The examination is scored electronically, and results are reviewed by the Scientific Committee before release.
2. The pass mark is 70% of the total score.
3. A passing result is classified into one of three performance levels:

Level	Range	Description
Distinction	90% and above	Masters all competencies and leads institutional improvement
Merit	80% to below 90%	Masters most competencies and applies the standards in daily practice
Pass	70% to below 80%	Meets the minimum standard of professional competence

1. The result is released to the candidate's registered email within ten working days of the examination date, stating the level attained together with a brief report of performance across the nine domains.
2. Examination questions, answers and per-question scores are not disclosed, in order to protect the security of the question bank.
3. A candidate may appeal their result within fourteen days of its release by written request through the Website, against a fee of SAR 200 refunded in full if the appeal is upheld. The Scientific Committee decides on the appeal within fifteen working days, and its decision is final.

Article 12: Re-examination

1. A candidate who does not pass may re-sit the examination after a development period of at least three months from the date of the last attempt.
2. A maximum of two attempts is permitted within twelve months from the date of the first attempt. A candidate who does not pass within these attempts must repeat the qualification program before registering again.
3. Re-examination is subject to the re-examination fee, and a different examination form is presented at each attempt.

Article 13: Certificate Issuance and Verification

1. The certificate is issued to candidates who pass the examination with the designation "Patient Experience Certified" and the track code PXC-HP or PXC-PS, stating the holder's name, certificate number, performance level, date of issue and expiry date, in Arabic and English.
2. The certificate is submitted to TVTC for attestation before delivery, and is delivered to the holder electronically within thirty days of the release of results.
3. Each certificate carries a unique number that can be verified through the verification portal on the Website once available, and until then through the Awarding Body's official email.
4. No certificate is issued to a candidate who has not met all requirements or whose data is found to be inaccurate, even if they have passed the examination.

Article 14: Validity and Renewal

1. The certificate is valid for three years from the date of issue.
2. The certificate is renewed for a further three years by either: evidence of twenty hours of continuing professional development in patient experience completed during the validity period and recognized by the Awarding Body, or re-passing the examination.
3. Renewal applications are submitted within the last six months of validity, together with the renewal fee published on the Website.
4. A holder whose certificate expires without renewal loses the right to use the designation and code until renewed. A holder whose certificate has been expired for more than twelve months must re-sit the examination.

Article 15: Rights and Obligations of Certificate Holders

The certificate holder is entitled to:

1. Use the designation "Patient Experience Certified" and the track code PXC-HP or PXC-PS after their name in their curriculum vitae, professional card and professional profiles throughout the validity of the certificate.
2. Receive an electronic copy of the certificate attested by TVTC, and be listed in the register of certificate holders if they so wish.
3. Verify the authenticity of their certificate and make such verification available to their employer.

The certificate holder undertakes to:

1. Use the designation and code strictly within what the certificate attests, without exaggeration or misrepresentation, and not to use them after expiry or withdrawal.
2. Practice in a manner consistent with the certificate's competencies and with the health and ethical regulations in force in the Kingdom.
3. Notify the Awarding Body of any change to their registered data.
4. Refrain from copying, altering or permitting others to use the certificate.

Article 16: Withdrawal of the Certificate

The certificate is withdrawn by decision of the Scientific Committee in cases of: proven cheating or forgery in the examination or documents; misleading use of the designation or code; or a final judgment or disciplinary decision barring the holder from professional practice. The holder is notified in writing and may appeal to the Committee within thirty days. TVTC is notified of the withdrawal.

Article 17: Accommodations for Persons with Disabilities

1. The Awarding Body provides an examination environment adapted for persons with disabilities in accordance with TVTC Quality Standards.
2. A candidate may request reasonable accommodations, such as additional time, a separate session, enlarged font or a reader, by submitting a request with supporting medical documentation at least ten days before the examination date.
3. Accommodations are determined without compromising the validity or content of the examination, and no reference to accommodations is made on the certificate.

Article 18: Data Protection

1. Candidates' personal data is collected and processed in accordance with the Personal Data Protection Law of the Kingdom of Saudi Arabia, for the purposes of administering the examination, issuing and verifying the certificate, and regulatory reporting to TVTC.
2. Registration and result records are retained for the validity period of the certificate and five years thereafter; monitoring recordings are retained for the period prescribed in TVTC Quality Standards.
3. Candidates' data is not shared with any third party other than TVTC, except as required by law or with the data subject's consent.
4. Data subjects have the rights of access, rectification and erasure within the limits permitted by law and statutory retention obligations.

Article 19: Examination Quality and Question Bank Maintenance

1. The question bank is reviewed by the Scientific Committee at least every six months, and its questions are updated to reflect regulatory and professional developments, with a maximum lifespan of two years per question.
2. The results of each examination cycle are statistically analyzed to measure question difficulty, discrimination and examination reliability; questions that do not meet quality criteria are removed or revised.
3. The question bank is managed under security protocols that restrict access and prevent leakage, and every addition, amendment or deletion is documented.
4. These Regulations are reviewed annually. Any amendments are published on the Website thirty days before taking effect and do not apply retroactively to candidates registered before publication.

Article 20: Complaints and Contact

1. Complaints and enquiries are submitted through the contact form on the Website or the official email info@muathirun.com, and are answered within five working days.
2. Complaints are recorded and periodically analyzed as part of quality reporting.

Article 21: General Provisions

1. These Regulations take effect from the date of their publication on the Website.

2. The Scientific Committee is the competent body for interpreting these Regulations and deciding on matters not expressly provided for.
3. The Arabic text of these Regulations prevails in the event of any discrepancy in translation.