

Registering & Scheduling an Exam with Pearson VUE

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Visit <https://home.pearsonvue.com/test-taker.aspx> and select the relevant test program from the Test Taker Services section. Next, select 'Schedule a Test' on the right-hand side of the page and complete the necessary fields. Upon confirming the booking, you will receive a confirmation email.

- **How do I schedule a test with Pearson VUE?**

The email confirmation will contain information such as the time, date and location of your test, including directions to the test center.

- **How do I reschedule a test?**

Visit <https://home.pearsonvue.com/test-taker.aspx> and select the relevant test program from the Test Taker Services section. Once you have chosen your test program, select 'Reschedule a Test' on the right-hand side and complete the necessary fields.

- **How do I cancel a test?**

Visit <https://home.pearsonvue.com/test-taker.aspx> and select your test program from the Test Taker Services section. Once you have chosen your testing program, select 'Cancel a Test' on the right-hand side and complete the necessary fields.

- **What happens if I forget my Pearson VUE username and/or password?**

Click on the sign-in page relevant to your program at <https://home.pearsonvue.com/test-taker.aspx> and select either 'I forgot my username' or 'I forgot my password'. Provide the details required and you will then be able to recover your username and/or reset your password.

- **What if I have a problem?**

You can call Pearson VUE's customer service center by going to <https://home.pearsonvue.com/test-taker/Customer-service.aspx> and choosing your relevant program and region.

- **When should I call the test centre?**

You should call the centre if you have a scheduled exam and you will be late. All other inquiries, concerns and questions must be made through Pearson Vue.

- **How early should I arrive at the test center on the day of my test?**

Typically, you are asked to arrive 15-30 minutes prior to your scheduled appointment time. This will give you an opportunity to check-in and relax prior to beginning your test. The amount of time you are asked to arrive at the center

before your scheduled appointment time differs for each program. You will receive a confirmation email with program-specific information.

- **What happens when I arrive to take an exam?**

When candidates arrive at Calgary Learning Institute for an exam, they go through a standard admissions process. Candidates are asked to provide **two forms of identification**, to agree in writing to a set of exam rules and to sign a log sheet. In most cases, your photo and signature will be digitally captured as they would appear on your results report. Some exam sponsors may have other identification or check-in requirements. You can review Pearson VUE's privacy policy on www.pearsonvue.com/legal/privacy

- **What should I expect before I enter the exam lab?**

Pearson Vue offers some very "High Stake" exams so testing centres are required to follow the security rules. Candidates are informed and sign a written consent to be monitored by surveillance from the time they enter the centre to the time they leave. **Before candidates enter the testing room, they MUST go through the security check** which includes the following: front pants pockets must be pulled out, hands must be placed in back pockets, sleeves must be pulled up, pants legs must be pulled up, candidates must pat their sleeves and chest, and all eye ware must be checked. No cellphones, electronic devices, calculators, large jewellery, food, water are allowed in the testing room. **If candidates have any life-threatening illness such as asthma or diabetes, they can have a small snack or whatever that is required by a physician.**

- **What is provided at the test centre?**

Lockers, lock and key, pens, markers, paper, erasable boards, soft ear plugs (individually wrapped), noise-cancelling headphones, snacks and water.

- **What ID do I need to bring to the test?**

Typically, you are asked to bring two forms of identification, including one government-issued photo identification. Some test programs may have additional requirements. Your primary ID must include one of the following: drivers' license, passport, status card, or identification card. A secondary ID may include but is not limited to one of the following: signed bank card, signed visa or mastercard, provincial health care card. **The items you are asked to bring differs for each test program.** You will receive a confirmation email with program-specific information.

- **How often is test center open for testing?** Calgary Learning is opened Monday – Saturday. Check the website at www.calgarylearning.com/schedule for times. The centre is closed for testing on Sunday and holidays.

- **Who do I call if I need an accommodation?** You can contact Pearson Vue at <https://home.pearsonvue.com/test-taker/Test-accommodations.aspx>.