

FAQs

IT certification is the accepted industry benchmark that both organisations and professionals can use to demonstrate their IT competence and competitive edge. Pearson VUE is a prominent test provider, providing certification for a huge variety of IT skills. Part of our reputation stems from our commitment to excellence in customer service. Following are some frequently asked questions and our answers which we hope you find helpful.

Before the exam

Q. Why do I need to certify?

A. There are many reasons to certify. The most compelling is that IT certification brings you credibility. Certification communicates you have proven knowledge. It gives you a competitive advantage, especially in the employment market, because your skills and training have been tested and documented.

Q. Why should I test with Pearson VUE?

A. Pearson VUE has a growing reputation as the leading test delivery provider in the world. We offer a wide variety of exams from well-known sponsors such as Microsoft, Cisco, and CompTIA, to name a few, and provide a state-of-the-art test delivery system, which means you enjoy the convenience, and reliability this offers. Pearson VUE is also renowned for exceptional customer service and flexible, user-friendly registration: you can book your exams through the internet, by phone or directly through a testing centre. Cancelling or rescheduling your exam is no problem up to 24 hours prior to the exam. Pearson VUE currently has 3700 centres worldwide; hence, we are confident you will be able to find a test centre close to you.

Q. Is there any difference in exam content between Pearson VUE's tests and other providers' tests?

A. No, the exams are identical. They look and are scored the same. The difference is in the great service and convenience you experience before and after you take your exam via Pearson VUE.

Q. How do I register for an exam?

A. • At your local Pearson VUE Authorised Test Centre <http://www.pearsonvue.com/vtlocator/>.
• Online: go to www.pearsonvue.com to register.
• Call Pearson VUE: find your local toll-free number on <http://www.pearsonvue.com/contact/emea/>

Q. How can I cancel or reschedule my exam?

A. Exams can be cancelled or rescheduled over the internet until 24 hours prior to the exam or by phone until one business day prior to the exam. If your credit card was already charged and then you cancelled your exam, the full amount of money will be refunded.

Q. I have already taken exams with another test delivery provider. Can I finish my certification with Pearson VUE?

A. Yes, every exam you take with Pearson VUE is merged with your test history data in the sponsor's database. You can choose a test provider on an exam-by-exam basis.

Q. Are the exams at Pearson VUE priced the same as elsewhere?

A. Yes, test sponsors set the prices, so prices at Pearson VUE Authorised Test Centres are the same as at all other testing centres.

Q. Which method of payment is accepted by Pearson VUE?

A. Payment of your exam is easy and secure with Pearson VUE. You can pay either by credit card (Visa, MasterCard, EuroCard, or American Express) or by voucher. If you are not in possession of a credit card, some test centres will accept cash payment or bank transfer.

Q. What is a voucher?

A. Vouchers can be seen as cash money; with a specific value. Vouchers are valid for an explicit time-frame with a maximum of one year. This time frame cannot be extended. Vouchers can be bought directly from your test centre and the test centre can directly register you for an exam.

Q. Where can I check my admission time versus my actual exam time?

A. The time indicated on the email confirmation sent to you from the test centre is the time you will spend at the test centre and not the actual exam time. The actual exam time can be found on the sponsor's website according to which exam you are taking.

Q. Do I get a time extension if English is not my native language?

A. Yes, if you are sitting for an English language exam and English is not your native language you receive an automatic time extension of a maximum of 30 minutes. (Please note: this may vary between sponsors.)

During the exam

Q. How early do I have to be at the test centre before the exam starts?

A. To guarantee a smooth process at the test centre and a positive testing experience, Pearson VUE recommends that you be at the test centre at least 15 minutes prior to the exam. Please make sure to bring with you two forms of ID, such as a Passport and bankcard. One identification card must have a photo attached and both need to have signature identification.

Q. What am I allowed to take into a test centre?

A. To guarantee test integrity and test validity, we kindly ask you not to bring any pens, calculators, or papers with you to the exams. These items will be provided to you by the test centre should they be needed for your exam.

After the exam

Q. When will I receive my test results?

A. You will receive your test results directly after you have finished your exam. A score report will be printed by the test centre showing your marks.

Q. When will I receive my certificate?

A. Should your exam qualify for a certification, this will be sent to you by the sponsor.

Q. Whom should I inform if...

- **My name or address details are not correct in the system?**
- **I am registered in the Pearson VUE system twice?**
- **My exam results taken with another provider are not listed in the Pearson VUE system?**

A. Please contact Pearson VUE and provide us with the sponsor ID number which you used to register for an exam. We will then request your files to be updated.

Q. Whom should I contact if I need an invoice for my exam, which was directly registered at Pearson VUE (website or call centre) and paid by credit card?

A. We will be happy to send you an invoice either by email (PDF format) or by post. Please get in touch with our contact centre either by email or by phone to make this request. Your test centre can also request this on your behalf.

Q. Whom should I contact if I have a question which is not listed in the above?

A. Please contact Pearson VUE, all contact details can be found at <http://www.pearsonvue.com/contact/emea/>