

## FREQUENTLY ASKED QUESTIONS

### Can I take my exam with New Horizons?

From 1st November 2014 onwards, New Horizons of Sydney, Melbourne and Brisbane will be a Pearson VUE testing facility. Whilst the exam vouchers can be purchased through New Horizons, the exam booking can only be booked through Pearson VUE.

### What if I purchased a Prometric exam voucher?

- Prometric exam vouchers purchased BEFORE 4th September 2014 may be used to book an exam at either a Prometric or Pearson VUE testing centre up until 31st December 2014.
- Prometric exam vouchers purchased between 4th September – 31st December 2014 must be used to book an exam by 31st December, 2014 and only at a Prometric centre. They will have an expiration date of 31st December 2014.
- Any Prometric exam vouchers that are unused and have not expired may be used to book an exam at a Pearson VUE testing centre after 31st December 2014. E.g. if a customer purchases a Prometric exam voucher in May 2014 with an expiration date of May 2015, and decides to book an exam in April 2015 then they must book their exam with Pearson VUE. They will no longer be able to book the exam with Prometric as of 1st January 2015.

### Registering & scheduling an exam with Pearson VUE

- **How do I schedule a test with Pearson VUE?**  
Visit [www.pearsonvue.com/programs](http://www.pearsonvue.com/programs) and select the relevant test programme 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 e-mail from Pearson VUE. At a minimum, this confirmation will contain information such as the time, date and location of your test, including directions to the test centre.
- **How do I reschedule a test?**  
Visit [www.pearsonvue.com/programs](http://www.pearsonvue.com/programs) and select the relevant test programme from the Test Taker Services section. Once you have chosen your test programme, select 'Reschedule a Test' on the right-hand side and complete the necessary fields.
- **How do I cancel a test?**  
Visit [www.pearsonvue.com/programs](http://www.pearsonvue.com/programs) and select your test programme from the Test Taker Services section. Once you have chosen your testing programme, 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 programme at [www.pearsonvue.com/signin\\_en](http://www.pearsonvue.com/signin_en) 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 centre by going to [www.pearsonvue.com/contact/vuephone](http://www.pearsonvue.com/contact/vuephone) and choosing your relevant programme and region.

- **How early should I arrive at the test centre 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 centre before your scheduled appointment time differs for each programme. You will receive a confirmation email with programme-specific information.
- **What happens when I arrive to take an exam?**

When candidates arrive 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](http://www.pearsonvue.com/legal/privacy)
- **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 programmes may have additional requirements. The items you are asked to bring differs for each test programme. You will receive a confirmation email with programme-specific information.
- **How often are test centres open for testing?**

Pearson VUE Authorised Test Centres usually operate during regular business hours. However, some centres may have evening or weekend appointments available. For test centre availability, log in to your Pearson VUE account at [www.pearsonvue.com/signin](http://www.pearsonvue.com/signin) or contact a Pearson VUE representative at [www.pearsonvue.com/contact/vuephone](http://www.pearsonvue.com/contact/vuephone).
- **How much does an exam cost?**

As of the 15<sup>th</sup> of October 2014, the cost of Microsoft MCP exam vouchers when purchased through Pearson VUE is **\$206 please** contact a Pearson VUE representative at [www.pearsonvue.com/contact/vuephone](http://www.pearsonvue.com/contact/vuephone) for up to date information on pricing and other exam related queries.

For a limited time only you can purchase a **Microsoft MCP exam voucher** with New Horizons for a discounted price of \$160. For further information regarding this offer visit <http://www.nhaustralia.com.au/pearson-vue-authorized-testing-facilities>.

## Pearson VUE & Computer-Based Testing (CBT)

- **Who is Pearson VUE?**

Pearson VUE is the global leader in computer-based testing for IT, academic, government and professional programmes. In 2011, Pearson VUE delivered over 10 million tests worldwide. A business of Pearson, the company manages the world's largest, most secure test centre network which is comprised of over 5,000 centres in more than 175 countries.
- **Who is Pearson?**

Pearson is the world's leading education company. From pre-school to high school, early learning to professional certification, its curriculum material, multimedia learning tools and testing programmes help educate more than 100 million people globally. Pearson's businesses also include the Financial Times Group, one of the world's leading business information companies and the world-famous publishers, the Penguin Group.
- **For which IT companies does Pearson VUE deliver computer-based tests?**

Pearson VUE delivers industry-recognised computer-based tests on behalf of some of the world's leading IT companies. A complete list can be found at <http://www.pearsonvue.com/programs/>.

- **Are computer-based exams considered more credible than pencil and paper-based exams?**  
Pearson VUE applies robust security measures to ensure not only exam credibility, but client and candidate credibility, too. In addition to being more secure, computer-based testing is considered the most efficient and effective way to assess.
- **Wouldn't it be quicker to write rather than type answers?**  
Most candidates use a computer every day, whether at home or at work, and find it quicker to answer questions using CBT. The method also allows them to edit their answers quickly and clearly; thereby reducing ambiguity and allowing for faster exam scoring.
- **What if my PC crashes halfway through my exam or there is a power outage in the centre?**  
Pearson VUE's test delivery software will save your responses every 30 seconds, so if there is a power outage your answers can be retrieved.
- **How does Pearson VUE ensure test centres are secure and distraction-free?**  
Pearson VUE test centres are invigilated environments. The admission process is designed to prevent proxy testing—IDs are checked and the electronic photo and signature of the candidate is captured. Unlike traditional testing environments, Pearson VUE centres are designed to be distraction-free with ample space between candidates – enabling them to better focus on their test.
- **Can computer-based IT exams only be taken during certain times of the year?**  
Most exams can be sat on-demand, allowing candidates to test throughout the year at a date and location most convenient to them.
- **How long will it take to find out my results?**  
Most candidates receive their results instantly, allowing them to make immediate plans regarding the next stage of their education or career.
- **How does Pearson VUE accommodate disabled candidates?**  
Each Pearson VUE test centre complies with disability-related legislation. Most centres are equipped with separate rooms and offer facilities such as height adjustable desks.