

Pearson VUE, Coronavirus (COVID-19) Update (home.pearsonvue.com/coronavirus-update), as captured Apr. 10, 2020 (page updated Apr. 9, 2020; United States section updated Apr. 6, 2020) - text of the Internet Archive capture (<https://web.archive.org/web/20200410014718/https://home.pearsonvue.com/coronavirus-update>)

Important test delivery information pertaining to COVID-19 (coronavirus)

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Pearson VUE

Important test delivery information pertaining to COVID-19 (coronavirus)

The status of our global test delivery is changing rapidly due to the spread of COVID-19. We will continue to monitor the situation and make decisions about test center operations in accordance with government and local authorities. Please check this page often for frequent updates.

Updated: April 9, 2020

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[Impact to candidate exam schedules](#)

We know you have questions about the status of your exam and rescheduling or scheduling new exam appointments at this time. Our customer service wait-times are long right now as we work to help candidates across the globe. Please go to our FAQs to find out how to reschedule your exam.

How will I know if my exam is canceled?

You will receive an email cancellation notice and you will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor. You can also log in to your Pearson VUE account to see if you can still see your upcoming exam appointment.

If you are still able to see your upcoming exam appointment, please expect your exam to go ahead as planned, but with additional health and safety measures in place.

Can I reschedule my exam at this time?

Yes. You should attempt to reschedule your exam through your online Pearson VUE account. The system will only allow you to book exams on dates that will be available for testing.

If you have additional questions regarding voucher usage or testing windows, please visit your exam program's homepage to speak to the customer service team associated with your program.

[Country-specific testing availability](#)

Please find specific test delivery information for Pearson VUE-owned and operated Pearson Professional Centers (PPCs) and third-party test centers for global regions below. *Please note that some third-party test centers around the world are operating at limited or changed capacity based on their own discretion outside of government mandates in affected areas. They may also institute additional precautionary measures to protect candidates and employees during this time.

Australia

Test delivery is currently suspended at all Pearson VUE-owned and operated Pearson Professional Centers (PPCs) in Australia. We will resume exam delivery services at these locations when it is determined safe to do so.

Affected candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at [PearsonVUE.com](https://home.pearsonvue.com). Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

We will continue to deliver exams to any independent third-party test centers (PVTTC and PVTTC Selects) who still have the ability to operate within these regions. Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.

Updated: March 25, 2020

Bahrain

Many of our independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects) located in Bahrain have limited or suspended their testing capacity in response to the local COVID-19 circumstances. If a test center closes due to COVID-19, candidates will receive a cancellation email.

If testing centers in Bahrain are accepting appointments, they may institute additional precautionary measures to protect candidates and employees during this time.

Updated: March 12, 2020

Brazil

Test delivery is currently suspended at the Pearson VUE-owned and operated Pearson Professional Center (PPC) located in Sao Paulo, Brazil. We will resume exam delivery services when it is determined safe to do so based on local conditions.

Candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at [PearsonVUE.com](https://home.pearsonvue.com). Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

We will continue to deliver exams to any independent third-party test centers (PVTTC and PVTTC Selects) who still have the ability to operate within Brazil. Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.

Updated: March 19, 2020

Canada

Due to increasing concern for the health and safety of our candidates and our employees and in response to government guidance and difficulty procuring the critical hygienic products that keep our test centers safe, we have temporarily closed our Canada-based Pearson

VUE-owned and operated Pearson Professional Centers (PPCs).

Candidates can schedule their exams for appointments starting May 1 st and beyond if conditions allow.

We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who still have the ability to operate within Canada. Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.

Updated: April 6, 2020

China (Mainland)

Test delivery is currently suspended at the Pearson VUE-owned and operated Pearson Professional Centers (PPCs) throughout Mainland China. We will resume exam delivery services when it is determined safe to do so based on local conditions.

Candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Some of our independent third-party test centers (PVTCs) will likely begin to resume test deliveries from April 4, 2020 onward.

Candidates can register for exams at PearsonVUE.com. Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.

Updated: March 26, 2020

Denmark

Pearson VUE does not operate a company-owned test center in Denmark. We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who still have the ability to operate within Denmark.

Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.

Updated: April 7, 2020

France

Test delivery is currently suspended throughout France at both Pearson VUE-owned and operated Pearson Professional Centers (PPCs) and independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects). We will resume exam delivery services when the government determines it is safe. Candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Updated: March 15, 2020

Germany

Test delivery is currently suspended throughout Germany at both Pearson VUE-owned and operated Pearson Professional Centers (PPCs) and independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects). We will resume exam delivery services when the government determines it is safe. Candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Updated: March 16, 2020

Greece

Test delivery is currently suspended throughout Greece at both Pearson VUE-owned and operated Pearson Professional Centers (PPCs) and independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects). We will resume exam delivery services when the government determines it is safe. Candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Updated: March 14, 2020

India

Test delivery is currently suspended throughout India at both Pearson VUE-owned and operated Pearson Professional Centers (PPCs) and independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects). We will resume exam delivery services when the government determines it is safe. Candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Updated: March 26, 2020

Israel

Test delivery is currently suspended at the Pearson VUE-owned and operated Pearson Professional Center (PPC) in Tel Aviv, Israel. We will resume exam delivery services when it is determined safe to do so.

Affected candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who still have the ability to operate within Israel. Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.

Updated: March 20, 2020

Italy

The Italian government has expanded its strict quarantine measures to include the entire country. The most recent restrictions announced March 9 include a ban on all public gatherings and the closure of all cinemas, theaters, concert halls, libraries, and museums, as well as the quarantine of anyone with a fever above 37.5 degrees Celsius (99.5 degrees Fahrenheit) and anyone who's tested positive for the virus. Italy has also banned travel and closed all schools, day-care facilities, and universities, until mid-March at the earliest.

Pearson VUE does not operate a company-owned test center in Italy. We have been in close contact with our independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects) concerning the situation in Italy. Based on the current government guidance in Italy, we are canceling any existing exam appointments. New registrations have also been suspended. We will work to reschedule candidates once it has been determined safe to resume exam delivery.

Updated: March 12, 2020

Japan

Our Pearson VUE-owned and operated Pearson Professional Centers (PPCs) are currently open in Japan.

We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who still have the ability to operate within the Japan.

Affected candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Candidates who exhibit symptoms upon arrival at the test center may be asked to reschedule their exam for another time when in full health.

Japan's Ministry of Health, Labour and Welfare COVID-19 Guidance urges cooperation from business owners in preventing the spread of the disease, and specifically asks business owners holding events "to prevent the spread of infection, such as encouraging participants to wash their hands, installing alcohol disinfectants, and asking those who have symptoms such as colds not to participate".

Updated: April 9, 2020

Malaysia

Test delivery is currently suspended throughout Malaysia at independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects). They will resume exam delivery services when the government determines it is safe.

Candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Updated: March 17, 2020

Mexico

Test delivery is currently suspended at the Pearson VUE-owned and operated Pearson Professional Center (PPC) in Mexico City. We will resume exam delivery services when it is determined safe to do so.

Affected candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who still have the ability to operate within Mexico. Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.

Updated: April 2, 2020

New Zealand

Pearson VUE does not operate a company-owned test center in New Zealand. We have been in close contact with our independent third-party test centers (PVTCs and PVTC Selects) concerning the situation in New Zealand and, based on the current government guidance, existing exam appointments have been canceled and new registrations have been suspended in the near term. We will work to reschedule candidates once it has been determined safe to resume exam delivery. Registrations remain open for dates later in the year, but they may be impacted if the site closures extend due to the continued impact of COVID-19.

Updated: April 2, 2020

Philippines

Test delivery is currently suspended throughout the Philippines at both Pearson VUE-owned and operated Pearson Professional Centers (PPCs) and independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects). We will resume exam delivery services when the government determines it is safe. Candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Updated: March 16, 2020

South Africa

Test delivery is currently suspended throughout South Africa at both Pearson VUE-owned and operated Pearson Professional Centers (PPCs) and independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects). We will resume exam delivery services when the government determines it is safe. Candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Saudi Arabia

Many of our independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects) located in Saudi Arabia have limited or suspended their testing capacity in response to the local COVID-19 circumstances. If a test center closes due to COVID-19 circumstances, candidates will receive a cancellation email.

If testing centers in Saudi Arabia are accepting appointments, they may institute additional precautionary measures to protect candidates and employees during this time.

Updated: March 12, 2020

Singapore

Based on guidance from the Singapore Government, Pearson VUE or its building owners are instituting temperature checks and collecting travel information from candidates entering its company-owned test centers in Singapore. In addition, it's likely that our third-party Singapore test center network may institute similar requirements.

If you are unwell or have travelled to China in the last 14 days, please reschedule your appointment.

If you are exhibiting symptoms upon entering our test center, you will be asked to wear a mask or take your test in a separate room.

If you have a fever above 37.5 degrees Celsius, you will not be allowed entry into the test center and will be asked to reschedule your exam.

Candidates who are asked to reschedule their exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Updated: March 12, 2020

South Korea

The government of South Korea and the city of Seoul, specifically, have released COVID-19 guidance instructing entities to refrain from hosting large events. As a result of this guidance, we have reduced the number of candidates allowed to test at the Pearson VUE-owned

and operated Pearson Professional Center (PPC) at any given time to restrict large groups of testing candidates.

Please note that our independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects) located in areas of the virus's spread may independently determine to close their test centers.

Updated: March 12, 2020

Spain

Test delivery is currently suspended throughout Spain at both Pearson VUE-owned and operated Pearson Professional Centers (PPCs) and independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects). We will resume exam delivery services when the government determines it is safe. Candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

Updated: March 14, 2020

Turkey

Test delivery is currently suspended at the Pearson VUE-owned and operated Pearson Professional Center (PPC) in Istanbul, Turkey. We will resume exam delivery services when it is determined safe to do so.

Affected candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who still have the ability to operate within Turkey. Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.

Updated: March 20, 2020

United Arab Emirates

Many of our independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects) located in United Arab Emirates have limited or suspended their testing capacity in response to the local COVID-19 circumstances.

If a test center closes due to COVID-19 circumstances, candidates will receive a cancellation email.

If testing centers in the United Arab Emirates are accepting appointments, they may institute additional precautionary measures to protect candidates and employees during this time.

Updated: March 12, 2020

United States

Due to increasing concern for the health and safety of our candidates and our employees and in response to government guidance and difficulty procuring the critical hygienic products that keep our test centers safe, we have temporarily closed our U.S.-based Pearson VUE-owned and operated Pearson Professional Centers (PPCs).

Candidates can schedule their exams for appointments starting May 1 st and beyond if conditions allow.

We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who still have the ability to operate within the United States. Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.

Updated: April 6, 2020

United Kingdom

Test delivery is currently suspended at the Pearson VUE-owned and operated Professional Centers (PPCs) throughout the UK. Exam delivery services will resume once it is determined safe to do so.

Affected candidates will receive email cancellations, and they can attempt to reschedule exams at a later date at PearsonVUE.com. Candidates with canceled exams will either receive a refund (if paid to Pearson VUE) or an extension as determined by your exam sponsor.

We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who still have the ability to operate within these regions. Due to the unpredictability of test center availability at this time, we encourage you to confirm your appointment with the scheduled test center in advance.

Updated: March 19, 2020

Health and safety measures at Pearson VUE-owned test centers

At our company-owned test centers, we are following recommendations from the CDC and World Health Organization for preventing the spread of COVID-19 and protecting test candidates and our staff.

Per the recommendations from global health organizations, Pearson VUE has implemented, or is in the process of implementing, additional distancing measures within all of our Pearson VUE-owned testing centers.

We will continue to:

- Make hand sanitizer available in the waiting area and prior to entering the testing room

- Increase our cleaning and disinfecting regimens in between all testing appointments

- Provide tissues to candidates upon arrival at the test center

- Permit candidates to wear a mask or disposable gloves if they choose

- Remind candidates to wash their hands or utilize hand sanitizer upon arrival at the test center

What candidates should know:

You will be asked to acknowledge that you have not been in contact with any affected persons or traveled to affected areas and that you are not exhibiting any symptoms.

If you are exhibiting flu-like symptoms, such as fever and/or respiratory difficulties, when you arrive at the test center, you may be asked to reschedule your exam for a later date.

Please cover your nose and mouth in case of sneezing or coughing.

We are allowing candidates to wear disposable gloves during testing. Test administrators will inspect the gloves both before and after the exam, and the gloves will be disposed of in front of the proctor upon completion of the test.

If you are unwell or exhibiting symptoms, such as fever and/or respiratory difficulties, please reschedule your testing appointment in advance.

Some regional test centers may require candidates to provide a temperature check upon arrival.

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Affected areas

The following is a list of affected areas with travel advisories; areas being monitored; or areas requiring self-quarantine by various government agencies across the globe. Check with applicable government agencies for your area for specific advice.

[Austria](#)

[Czech Republic](#)

[Malaysia](#)

[Slovenia](#)

[Belgium](#)

[Denmark](#)

[Malta](#)

[South Korea](#)

[China](#)

[Estonia](#)

[Monaco](#)

[Spain](#)

[Iceland](#)

[Finland](#)

[Myanmar](#)

[Sweden](#)

[Iran](#)

[France](#)

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[Germany](#)

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[Taiwan](#)

[Japan](#)

[Greece](#)

[Poland](#)

[Thailand](#)

[Latvia](#)

[Hong Kong](#)

[Portugal](#)

[Vatican City](#)

[Liechtenstein](#)

[Hungary](#)

[San Marino](#)

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We also encourage our third-party test centers to implement these precautionary measures.

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