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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: March 20, 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

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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.

Bahrain

Many of our third-party test centers 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. 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 third-party test centers still operational in Brazil.

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are temporarily closing our Canada-based Pearson VUE-owned and operated Pearson Professional Centers (PPCs) starting Tuesday, March 17.

Candidates can reschedule their exams for appointments starting April 16 and beyond if conditions allow.

Updated: March 16, 2020

[China \(Mainland\)](#)

Test delivery is currently suspended throughout mainland China. We will resume exam delivery services when the government determines it is safe. If your exam was canceled, you can schedule a new exam appointment with seat availability starting April 1. 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 12, 2020

[Denmark](#)

Based on the current government guidance in Denmark, we are canceling any existing exam appointments through March 30. 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

[France](#)

Test delivery is currently suspended throughout France at both Pearson VUE-owned and operated Pearson Professional Centers (PPCs) and third-party test centers. 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 third-party test centers. 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](#)

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India

Test delivery is currently suspended at the following Pearson VUE-owned and operated Pearson Professional Centers (PPCs) throughout India:

- Bangalore
- Mumbai
- Noida
- Pune

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://www.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. Testing will continue at independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects) at their own discretion.

Updated: March 20, 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](https://www.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. Testing will continue at independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects) at their own discretion.

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 third-party test centers 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

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Candidates who exhibit symptoms may be asked to reschedule their exam for another time when in full health.

Updated: March 17, 2020

Malaysia

Test delivery is currently suspended throughout Malaysia at independent third-party test centers. 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

Philippines

Test delivery is currently suspended throughout the Philippines at both Pearson VUE-owned and operated Pearson Professional Centers (PPCs) and third-party test centers. 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

Saudi Arabia

Many of our third-party test centers 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.

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[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 third-party testing centers 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 third-party test centers. 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. Testing will continue at independent third-party test centers (Pearson VUE Authorized Test Centers and Pearson VUE Authorized Test Center Selects) at their own discretion.

Updated: March 20, 2020

[United Arab Emirates](#)

Many of our third-party test centers 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.

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Candidates can reschedule their exams for appointments starting April 16 and beyond if conditions allow.

Updated: March 16, 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.

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 third-party test centers still operational in the UK.

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

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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	Netherlands	Switzerland
Italy	Germany	Norway	Taiwan
Japan	Greece	Poland	Thailand
Latvia	Hong Kong	Portugal	Vatican City
Liechtenstein	Hungary	San Marino	Vietnam
Lithuania	Luxembourg	Slovakia	

Close

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

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