FREQUENTLY ASKED QUESTIONS

How do I begin testing with Pearson VUE?

Complete the online application at PearsonVUE.com/pvtc or contact a channel sales representative. We will email you the Pearson VUE Authorized Test Center Agreement along with a hardware requirements form. Complete and sign the agreement and review the hardware requirements form to ensure your system meets the specifications. Once we receive your information, an installation kit will be sent to you. The kit contains the Pearson VUE software, security equipment, software installation guide, and a policy and procedure guide. There are minimal set-up costs and the testing software is free.

What does the security kit consist of?

The security kit contains two digital cameras (one for back-up), one digital signature pad and a camera stand. These measures are designed to help "Elevate IT" by strengthening the value of IT certifications in the marketplace.

What are the requirements for the testing area?

Any distraction-free location such as an enclosed area or classroom, equipped with at least two computers and access to the Internet, can be established as a temporary or permanent test center. No dedicated personnel or workstations are necessary. Each location is responsible for providing adequate test proctoring.

Pearson VUE offers the flexibility you require to meet the needs of your audience. You can convert a classroom to a testing room for a temporary period and even offer mobile testing so you can take your training and testing solution on the road.

How does Pearson VUE certify an administrator to proctor at my training center?

A self-paced PowerPoint presentation is available on the Pearson VUE Support Services website. Once training is completed, Pearson VUE requires that the administrator take and pass a no-cost, open-book exam on a Pearson VUE test delivery workstation at your test center. A Pearson VUE administrator cannot hold or be seeking a certification credential from Cisco.

How does data transfer happen?

The Pearson VUE system utilizes the speed, reliability and cost effectiveness of the Internet to register candidates, download exams, and transmit results. While a broadband connection is desirable, it is not essential. We currently service 165 countries, many with dial-up connections.

Provide an end-to-end solution for your business by becoming a Pearson VUE® Authorized Test Center.

Who sets the price of the exams we deliver, and how are exam fees processed?

Each test sponsor determines the cost of its exams. All fee transactions are handled by the Pearson VUE testing system. Payment is accepted in the form of either a credit card or voucher.

What are vouchers and how can I utilize them?

A voucher is a payment code used for exam fees. Pearson VUE offers discounts on volume voucher purchases for most testing programs. This benefit allows you to bundle vouchers with training to create an all-inclusive package that is cost effective.

How do I purchase vouchers?

Contact the Pearson VUE voucher store at 1-800-869-4101 or complete an order form which can be found at PearsonVUE.com/vouchers.

What if I need help? Does Pearson VUE provide any support?

Our friendly and knowledgeable Pearson VUE Support Services team is available 24 hours a day, 7 days a week to help guide you through any issues that may arise. In addition, you have the ability to report and check the status of site incidents, schedules, and history at any time through the Pearson VUE Support Services website.

PearsonVUE.com/PVTC
PVAmericasChannelSales@pearson.com
800.247.8719

PEARSON VUE