



Guidelines to Become a PEIC VUE Test Centre

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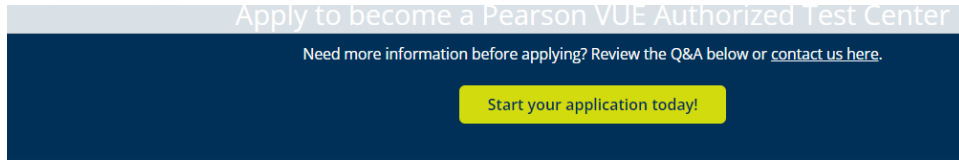
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Prerequisites for Making an Application to Open a Test Centre

- Any entity wishing to apply to open a test centre must first check that they can meet the latest [technical requirements](#) before continuing with an application. (we strongly recommend there is an English speaking IT person or translator, available during the whole process).
- A guide to PVTC Facility Requirements can be [found here](#).

Test Centre Application

Once the applicant confirms the fulfilment of all the technical and facility requirements, they must complete and submit the [application form](#) (selecting the option "*Start Your Application Now!*").



Your questions, answered

General ▼

Application ▼



If the prospective site intends to only deliver PEIC exams, this must be stated in the application form. Otherwise, the application will be considered and approved for all default vendor tests. On the application form that each site has to complete, in section 2 (**2. Testing and Training Information**), there is a box to complete that requests details of exams that an applying site is interested in. This is where sites should insert "**PEIC-only site**".

100% 39 / 39 Please Submit the Form.

2. Testing and Training Information

Test owners determine where their exams will be delivered. In general, public, authorized test centers deliver a variety of exams as part of a bundle. Some exams may not be available in all areas, some require additional approval and the exams cannot be granted individually.

[List of available exams](#)

If there are any exams you are interested in delivering outside of the exam bundle (found in the link above) list them here. Some examples of exams you must request permission to deliver include: GED, Evaluation Systems, and NREMT.

PEIC-only site

Include the specific test sponsor name.

All contacts entered in the application form must have an individual named business/organisational e-mail address. Pearson cannot accept generic or web-based e-mail addresses such as: info@, admin@, finance@ or @googlemail, @gmail, @hotmail, @yahoo, etc.

All contacts on the application form must list a landline number where they can be contacted.

Note: If a site is using mobile numbers only as business numbers, Pearson will confirm that the number provided is for business usage only and not a private mobile number. To accept the mobile number, the mobile number(s) have to be displayed on an applying site's Website.

The organization must have a fully functioning website.

The organization must have been established for a minimum of 12 months.

All institutions completing the Application Form must upload the following information

Business registration document/proof of academic status as appropriate.

Floor plan with the requested labels marked on it: "Test Room", "Lockable Storage", and "Check-In Area". The check-in area and lockable storage must be outside the test room. In this area the candidates must be checked in for their exam, belongings locked away, photo and signature collected, candidate rules handed out, etc.

A full set of photos of all areas of the test centre including the exterior and signage. The photos required are listed in detail in the online Application Form.

Important: only after receipt of a completed application form, PVUE will send out the contracts to the company applying which list all terms and conditions in full. These will only be sent out to a business e-mail address.

Compensation for PEIC CBT Test Centres will be calculated hourly (not by the number of tests taken). All details regarding compensation will be described in detail in the written agreement/contract.

Software Instalment

All test centres, including PEIC-only PVTs need to purchase one ESP (security) kit.

Important Note: This equipment should not be purchased until the test centre's application has been approved.

The ESP Kit includes web cameras and a signature pad to be used during the admissions process. These will be used to capture a photo and signature from the candidate when they check-in for their exam.

Institutions can order the ESP kit via Pearson VUE or acquire it independently.

The installation of the VUE software is self-service and will be undertaken by the test centre's IT staff. In the case where any issues occur during the installation, the designated test centre technician(s) will be able to contact VSS (VUE Support Services) via phone or chat for assistance.

Note: In order to progress the setup once the application is approved, there must be at least one English speaker available at the site who can assist their technician during the installation of the software.

The site should follow the Installation Guide instructions. Sites can only access the guide after approval of their application when their designated technician will be given user data to access the ServiceDirect Website. To access technical support contact numbers, a knowledge base, and FAQs, sites should refer to <https://home.pearsonvue.com/help>.

Note: Sites will not have access to the administrator training until after the application is approved, they are issued with a Site ID and they have started the installation. The technician will create accounts for staff members involved in the test centre and give them access to the ServiceDirect platform where there is access to training materials

A minimum number of two desktop computers is required. One computer must be used as the administrator check-in machine at the front desk, and one computer must be used for test delivery purposes. Laptop computers or alternative devices are not allowed.

Headphones

Approved sites can use headsets of their choosing, as long as they have a microphone on a boom, noise cancelling feature (in both the microphone and headset), and a USB connection. *Please note that most over-ear headphones have noise reduction feature and might not explicitly state so. Noise cancellation at the microphone level should be explicitly stated for the headsets to be suitable. Also, headsets can be adapted from jack connection to USB connection via an adapter.*

Please note that no site should be purchasing headphones until their application has been approved and they have been issued with a "Site ID". After they start the installation and have installed the software, they can test the headsets. If sites are unsure, they should purchase just one headphone set and test it using the **PEIC-TDFT (Test Driver Functionality Test)** before investing in a larger number).

Other Useful Websites & Information

All administrative, centre management, and tech support needs will be met through the [Pearson VUE Connect Portal](#). Support in accessing and navigating an account is included as part of the onboarding training.

The Connect Portal also houses helpful resources including policies and procedures, exam sponsor documentation, training materials, reports, and software installation instructions. Access is provided to the tech and test administrator contacts listed on the test center agreement.

For information on finance and accounting matters, including invoices, payments, changes to billing addresses and more, the site should refer to the in-depth FAQ available on the Connect Portal (the site must make sure the right person is nominated for this task).

Helpful Resources:

- For Test Takers: <https://home.pearsonvue.com/Test-takers/Resources.aspx>
- Test Takers Support Form: <https://pearson.tfaforms.net/1589>
- What to expect at a PVUE Test Centre: [VIDEO](#)
- Customer Facing Doc: [PEIC TC Overview](#)

Appendix

The following links will only work when an individual has an account set up in ServiceDirect.

Test Centre Administrator Training Materials and Policies & Procedures Guide

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There is an extensive amount of information accessible online for Pearson VUE test centre administrators. After creating an account, Pearson VUE test centre administrators can access the 'Test Centre Guide' by following these steps in a formal manner:

1. Select "Resources" from the Applications menu on the ServiceDirect Connect Website (<https://connect.pearsonvue.com/Connect/>).
2. Navigate to "Test Center Guides" on the website.
3. In the 'Test Center Guides' section, they can find the Policies & Procedures Guide, which is mandatory to review.
4. Additionally, they can find any relevant Sponsor Guides among the available documents listed.

Please note that the specific documents mentioned may vary based on the test center's requirements and affiliations.

Policies & Procedures for Pearson VUE Authorized Test Centers

https://testcenterguides.pearsonvue.com/PVTC_TCGOnline/z_Front_Matter/The_policies_and_procedures_guide.htm

Exam Sponsor Procedures for Pearson VUE Authorized Test Centers (here TAs can find the main PVTC Exam Sponsors for clients whose exams they expect to deliver regularly)

https://testcenterguides.pearsonvue.com/PVTC_ExamSponsorGuide/front_matter/Exam_Sponsor_Guide.htm

Policies & Procedures for Service Direct

https://testcenterguides.pearsonvue.com/PVTC_TCGOnline_SD_ENU/z_Front_Matter/Policies_and_procedures_for_ServiceDirect.htm

Practice tests for the PVTCA exam are not available due to the exam's "open book" nature. As a result, administrators are permitted to consult the Test Centre Guide at any given point during the examination. It is recommended having the Guide open on a separate PC browser next to the test delivery PC, enabling administrators to search for any information they need to verify.

Administrators have the liberty to take the PVTCA exam multiple times until they achieve a passing score. This allows them to familiarize themselves with the question format and content. In the event of not passing on the first attempt, administrators can simply retake the exam without any waiting period between bookings.

Furthermore, on Connect, administrators can discover valuable training resources that Pearson strongly advise them to go through. These resources aim to enhance their comprehension of the applications utilized for executing administrative tasks. We recommend administrators to engage with these materials to acquire a comprehensive understanding of the applications.

Resources --> Support Materials --> Training Materials

- Pearson VUE Authorized TC_TA Overview - [Tutorial 1](#)
- TA Overview - [Tutorial 02](#)
- TA Overview - [Tutorial 03](#)
- PVTC TC_ [Checking In Candidates](#)
- Pearson VUE [Authorized TC Exam Delivery](#)

Additionally, within this section, there are supplementary tutorials available that delve into specific topics with greater depth. These tutorials cover critical aspects such as test centre security and procedures for inspecting candidates' belongings. We highly encourage administrators to explore these resources to gain comprehensive knowledge and proficiency in these essential areas.

- [Test Centre Security](#)
- [Checking Candidates for Personal Belongings](#)
- [Using Registration Manager - Tutorial](#)