

April 21, 2020

Re: Global Test Center Resumption–Social Distancing Testing Procedures

Valued Client and Test Taker,

Prometric is continuing to evaluate where and when we can begin re-opening test centers in our global network. To help ensure the protection of our employees and test takers and to remain in compliance with governmental mandates and recommendations from the CDC and WHO, safety practices will be enacted throughout the testing process—including observing social distancing at **six feet** per the aforementioned governmental regulations.

The following sections outline these procedures and assume observance of social distancing via local government guidelines:

1. Arrival and Check-In Procedures

Prior to entering the test center building, test takers will be required to do the following:

- Bring and wear a mask during the entirety of their time at the test center. Both medical masks or cloth face coverings are acceptable. Any test taker that comes to the test center without a mask will not be allowed to test, marked as a “no show,” and will not be eligible for a free reschedule.
- Comply with any other local or federal mandates and guidelines.
- **Note: if you are sick/have been sick within the past two weeks, have recently traveled, or have recently been exposed to someone who tested positive for COVID-19, we strongly urge that you stay home to help ensure the safety of our employees and other test takers, and recommend that you reschedule your exam on www.prometric.com.**

During the check-in process, all Prometric test center employees will:

- Have access to masks, gloves and sanitizing materials. All test center employees will be required to wear a mask.
- Visually check the test taker’s glasses and ID (IDs with expiration dates from February 1, 2020 forward will be acceptable for testing).
- Require test takers to sign in on roster sheet with a Prometric-supplied pen. The pen will then be placed into locker with personal belongings, or kept by the test taker, along with scratch paper use during the exam, if permitted by the test taker’s program.
- Open the locker and then leave the area so that the test taker can enter and place belongings in the locker. When the test taker is clear of the area, the center staff will re-enter the area to secure the locker. The center staff will retain the key, and the locker area will remain under video surveillance while the center is open.
- **Note: Three** is the maximum number of test takers in the waiting area at any time.

2. Proctor & Testing Room Procedures

Prior to entering the proctoring room, the following modified processes will be enacted:

- Test takers will be required to stand on the ‘stand here’ sign or ‘X’ in place on the floor, designating a safe distance away from the test center employee.

- Test takers will be asked to show arms and ankles, as well as empty their pockets from the agreed safe distance area. Please note that in order to ensure safe distancing practices, measures that require close personal contact such as wandering, biometric check-in, and second ID verification may be waived.
- Image capture (if applicable) will be completed from the same position. Mask will need to be lowered or removed momentarily for this process.
- Note boards will be replaced with scratch paper to avoid reuse of materials.

During the exam process, the following modified process will be enacted:

- Test takers will be seated in a manner that ensures distancing guidelines are satisfied during testing.
- Monitoring of the test room will be done exclusively using existing DVR monitoring. Physical walkthroughs will be waived unless there is adequate space to comply with local government distancing guidelines.
- If a break is permissible according to the exam program rules, center staff will follow established end of exam processes and will ensure the path is clear to exit.
 - If locker access is allowed during breaks, the same process applied during check-in will be followed.
 - Test center staff will record the time in and out of the test room, removing the need for the candidate to sign the roster.

3. End of Test Procedures

Once the exam is complete, the following modified processes will be enacted:

- Test takers will be asked to return to the reception area to take a seat.
- Test center employees will then:
 - Confirm the name of the test taker and open the appropriate locker number. They will then leave the locker area so test takers can retrieve all of their belongings and return to their reception seat.
 - Have the test taker return to the reception desk to sign out with the Prometric provided pen, and advise test takers to sign next to any recorded break times.
 - Instruct test takers to provide all scratch paper and place them into a secure bin, if applicable.
 - Step away to allow test taker to sign out.

Final cleaning procedures will require:

- Test takers to place their pen in a holding tub prior to leaving the facility.
- Test center to staff use gloves when cleaning the used pens and putting them back into circulation at the end of the day.
- Test center staff to clean all surfaces, including every workstation, admin desk, and proctor desk, between each test taker and at the start and end of each day.
- Test center staff to securely destroy all used scratch paper prior to leaving the test center.

Please note that these procedures will be subject to change as necessary.