September 14, 2020

The Honorable Elizabeth Warren
United States Senate
309 Hart Senate Office Building
Washington, DC 20510

The Honorable Ro Khanna
United States House of Representatives
221 Cannon House Office Building
Washington, DC 20515

Dear Senator Warren and Representative Khanna:

On behalf of the AAMC (Association of American Medical Colleges), I appreciate your interest in ensuring the health and safety of our nation's future medical students and physicians. I also welcome this opportunity to share information with you about the Medical College Admission Test (MCAT) program and the health and safety protocols that we and our testing delivery partner, Pearson VUE, have developed to keep examinees protected while they take the MCAT exam during the COVID-19 pandemic. Finally, I appreciate the opportunity to correct some of the unfortunate misinformation that has been promulgated regarding this most important set of issues.

The AAMC is a nonprofit association founded in 1876 dedicated to transforming health care through medical education, patient care, medical research, and community collaborations. Our association leads and serves America's medical schools and teaching hospitals and their faculty, medical students, resident physicians, and researchers in the biomedical sciences to improve the health of people everywhere. In addition to our work in the domain of medical school admissions and medical education, we are intimately involved in the transition from medical school to residency, inpatient care innovations, biomedical research, and health equity. Our members include all 155 accredited medical schools in the United States, approximately 400 teaching hospitals and health systems, including 51 Department of Veterans Affairs hospitals, and approximately 70 academic societies.

Among all these activities, none is more important than those related to tomorrow's physicians. We are responsible for supporting the medical school admissions process in identifying qualified, diverse individuals to enter medical school and become physicians who will one day heal and save lives. The public trusts medical professionals with their health and well-being, and medical schools have rigorous curricula to ensure all students meet the highest standards in their education and training to become physicians. The process of gaining admission to the schools is a complex, holistic process, of which the MCAT is one aspect that has been found to be helpful and predictive of success in medical school.

I and my colleagues at the AAMC take very seriously our nation's approach to the COVID-19 pandemic that has killed nearly 200,000 people and infected more than 6 million since it came to the United States nine months ago. Our member institutions constitute the front line in this pandemic, providing care for patients, developing therapeutics and vaccines through medical research, and using our medical, scientific, and public health expertise to provide guidance to members of the White House Coronavirus Task Force and serve as expert spokespeople in the national media. In addition to these activities, on July 29, the AAMC released a comprehensive road map outlining the way forward on the pandemic that has been widely cited in the media and elsewhere.[1] Our ability to develop and disseminate a national road map is related to the deep and broad expertise we have in the disciplines related to the pandemic, and that expertise was used to develop a careful approach to administering the MCAT in this unsettling time.

As the pandemic emerged, the AAMC moved quickly to evaluate the best way to conduct the exam in a manner that, first and foremost, protected examinees' health and safety, as well as preserved the integrity of this important test for future physicians and ensured the MCAT exam was available equitably to all individuals who wished to take it. We suspended administration of the test between mid-March and the end of May and resumed it only when we had developed and implemented a safety protocol that adhered to public health guidelines.

Despite the enormous challenges and hardships created by the pandemic, I am pleased to report that record numbers of individuals have taken the MCAT since May, and the demographic and geographic breakdown of examinees this year mirrors that of previous years despite the uneven course of the pandemic. In fact, our data show that more examinees and applicants from races/ethnicities underrepresented in medicine and lower socioeconomic backgrounds are taking the MCAT in 2020 than in 2019. We believe that our data also conclusively demonstrate that our new protocols have been effective in keeping students safe since MCAT testing resumed in May.

Throughout this year's test administration cycle, which ends Sept. 28, we have also listened carefully and worked diligently to be responsive to students who have expressed concerns about taking the MCAT exam in testing centers during the pandemic. In May, I hosted a Virtual Premed Forum with over 2,000 prospective test takers to address their questions. In August, the AAMC published an Open Letter to MCAT Examinees and Our Community affirming our confidence in the health and safety precautions we have implemented and responding to concerns raised by examinees. This letter was accompanied by a Statement of the AAMC Council of Deans Administrative Board on MCAT Exam Administration communicating the board's support for the AAMC's approach to MCAT testing during the pandemic.

As of today, over 75,000 exams have been taken by individuals under the new protocol. Of all these exams, we have received the following five reports directly from MCAT examinees about potential COVID-19 cases:[2]

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[1] AAMC. The Way Forward on COVID-19: A Road Map to Reset the Nation's Approach to the Pandemic. Washington, DC: AAMC; July 2020. aamc.org/system/files/2020-07/aamc-covid-19-way-forward-road-map.pdf.

[2] This list does not include individuals who initially contacted the AAMC with concerns but subsequently reported a negative COVID-19 test result.

- Two examinees reported developing symptoms within a week after their exams and tested positive.
- One reported experiencing symptoms on the day of their exam with a subsequent positive test result.
- One disclosed after the exam having received a positive result 12 days before the exam.
- One reported experiencing symptoms after the exam but did not disclose a positive test result or otherwise respond to with our follow-up request for information.

Our investigation into the testing centers on the dates these students tested did not uncover any lapses in health or safety protocols, nor did we receive any reports of illness from other students who tested with them. While it is difficult to determine the timing or location of a given instance of transmission of COVID-19, the small number of reports of infections and the fact that we have not been contacted by any health department alerting us to a possible transmission gives us confidence that the MCAT health and safety protocols are effective.

To ensure a safe testing environment during COVID-19, the AAMC and Pearson VUE consulted with medical and infectious disease experts to implement a seven-step safety protocol that is consistent with CDC guidelines. These seven steps, together, create redundant layers of protection:

1. Requiring examinees to provide a digital signature acknowledging they have not tested positive for COVID-19, are not experiencing and have not experienced associated symptoms in the past 14 days, do not live with or have not had close contact with someone who has confirmed or suspected COVID 19, have not been or are not under home quarantine by government or health care authorities, and agree to rigorously follow all guidelines while testing.

2. Reducing the number of allowed test-takers for each site by 50% and providing 50% more testing appointments than a typical year by adding testing dates, reducing the exam length, and scheduling morning, afternoon, and evening exams. The revised testing plan gave examinees additional flexibility to decide if, when, and where they wanted to test.

3. Requiring masks for all staff and test-takers while in the test center.

4. Maintaining at least six feet of distance at all times, including at check-in and in waiting rooms. In addition, there are plexiglass sneeze guards between test center staff and candidates in the check-in/administration areas.

5. Limiting the number of students testing per room, spacing all testing workstations at least six feet apart, and separating them by partitions. Immunocompromised students are eligible for private-room accommodations.

6. Permitting gloves and making hand sanitizer available during testing.

7. Cleaning high-touch areas frequently and cleaning workspaces between testing sessions.

These redundant precautions anticipate the possibility of human error (e.g., a mask not fully covering an examinee's nose and mouth) and are designed to protect examinees and prevent transmission of COVID-19, even by an infected but asymptomatic person in the testing center. These measures protect not only examinees but also their families and others they live with.

The AAMC does not (and cannot) require medical schools to use the MCAT exam for admissions decisions and, in fact, encourages schools to develop their own customized, holistic admissions practices based on their specific missions. However, the exam was designed in response to medical schools' demand for a standardized metric of an applicant's readiness for the first two years of medical school and their ability to apply that knowledge in clinical coursework and on licensing exams and is used by most medical schools today for that purpose.[3,4] The MCAT exam has been revised over the years to reflect current medical education but has served the valuable purpose for 90 years of driving preparation for medical school and ensuring that each admitted student has the basic prerequisite knowledge to hit the ground running on day one of their medical education. MCAT scores do more than predict success on these important benchmarks, however. They help widen the pool of applicants by enabling admissions officers to evaluate students who have more modest GPAs. The scores can also be used to identify students who have the humanistic qualities and competencies schools seek but who may need academic support in medical school based on what MCAT data say about students' likely success in the curriculum. Without MCAT scores, these applicants might be overlooked.

Below, we provide additional information about the MCAT safety protocols in response to the specific questions you raised.

1. *Please provide copies of all guidance that AAMC has provided to students, MCAT testing locations, and test proctors to ensure safety during the COVID-19 pandemic? How is AAMC is ensuring this guidance is being followed at its testing locations?*

The AAMC has an extensive compliance system in place to ensure guidance is being followed at testing locations. Even though the data indicate that the MCAT safety protocols are effective, there is no room for complacency. Every test-taker needs to know we are doing everything possible to ensure a safe testing environment. This includes engaging independent monitors (that is, "secret shoppers") to assess adherence with safety protocols in the testing centers; using video recorders at testing centers to assist with a careful review of any reported violation; collecting input from examinees in eight ways (outlined in question 3); systematically following up on reported safety and health violations; and having AAMC senior staff conduct regular reviews of audits and investigations.

Per your request, the documents in the attached appendixes detail the guidance the AAMC has provided to students, MCAT testing locations, and test proctors. Examinees are notified of and must agree to the health requirements for testing when they register for the exam, when they schedule their exam, and when they check into the testing center, including mandatory mask wearing at all times while in the test center. The guidance is described in the following documents:

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[3] Busche K, Elks ML, Hanson JT, et al. The validity of scores from the new MCAT exam in predicting student performance: results from a multisite study. *Acad Med*. 2020; 95:387-395.
[4] AAMC. MCAT scores do more than predict Step 1 performance. Washington, DC: AAMC; 2020. aamc.org/system/files/2020-09/services-mcat-validity-research-summary-09032020.pdf

Appendix A. AAMC Documents

    A.1. Terms and conditions in the MCAT system prior to registration
    A.2. Terms and conditions in the MCAT registration confirmation
    A.3. Three-week reminder email before an examinee's test date
    A.4. Final reminder email: Two-day reminder email before an examinee's test date
    A.5. *MCAT Essentials and Addendum*: This document contains the policies and
    conditions examinees agree to before testing and that they must attest to reading at the
    time of registration and again before taking their exam.
    A.6. AAMC website: Protecting Your Health and Safety on Test Day

Pearson VUE provides the following documentation to students and test center staff on the health
and safety protocols:

Appendix B. Pearson VUE Documents

    B.1. AAMC candidate confirmation email
    B.2. Pearson VUE website
    B.3. Pearson VUE operational procedures for its global network of test centers
    B.4. Test center signage

2. *Other graduate school admissions tests, such as the Graduate Record Examinations
   (GRE), the Law School Admissions Test (LSAT), and the Graduate Management
   Admission Test (GMAT), are being offered at-home to help protect prospective students
   from COVID-19. Has the AAMC considered offering an at-home MCAT? If so, what are
   its plans to roll out the at-home test? If not, why not?*

In revising the MCAT testing plan, the AAMC carefully considered an online, remote-proctored
administration of the exam. The AAMC currently delivers other assessment tools online, and
remote proctoring works very well for certain types of assessments, such as those using novel
problem-solving questions, those with text-only questions or simple graphics, those relying on
subjective responses that are less likely to benefit from cheating, and shorter assessments.
Ultimately, given the length of the exam, the technical and graphical complexity of its questions,
and its particular susceptibility to cheating (unfortunately, a real problem), remote testing is not
suitable for an exam like the MCAT exam at this time. Specifically:

- The MCAT exam is designed so that every single examinee, regardless of income, has
  the same caliber of technical equipment and the same computer processing speed.
  Online-proctored testing of the MCAT exam would undoubtedly disadvantage many
  examinees with inadequate technology resources or insufficient internet speed, as the
  complexity of the graphics might result in lower-quality images, slow refresh rate, and
  other burdensome technology interruptions. Millions of American households do not
  have access to broadband internet.
- The MCAT exam was designed to be delivered in quiet, undisturbed segments of time.
  The length of the test presents challenges to individuals living in shared spaces and
  individuals who require certain testing accommodations.

- While some exams are composed of fresh questions generated for each test, each MCAT exam item represents years of development and validity testing. Test "harvesters" attempt to steal MCAT exam questions nearly every year, knowing that there is a market to sell the questions to cheaters. Online-proctored tests cannot yet replicate in-person security measures that protect the fairness and validity of a high-stakes exam like the MCAT exam.

Switching to remote, online testing may be an option for future administrations of the MCAT exam, but current technology cannot guarantee the legitimacy of the results. There also are significant access issues, such as poor broadband access in certain areas and slow computers. We believe that for now, delivering the exam in Pearson VUE professional testing centers under strict health and safety protections to a small number of examinees at each test center remains the best way to ensure equitable access to the MCAT exam for all seeking to enter medical school.

3. ***Does AAMC have a system in place to collect, track, and respond to test-takers' concerns about public health safety at MCAT testing sites? If so, please describe this system and the process of intaking and responding to complaints.***

In addition to the secret-shopper program, test-day monitoring, and gathering the compliance data we described under question 1, examinees may communicate concerns to the AAMC in eight ways: 1) an anonymous tip line, 2) a safety web form, 3) email, 4) social media, 5) regular end-of-test-day reporting processes, 6) relaying concerns to test center staff, 7) the AAMC's call center, and 8) AAMC survey invitations after the exams. I am most grateful for students' feedback, which has helped us improve our processes.

These data are catalogued using a careful tracking system. When students, independent auditors, or test center staff report safety concerns in ways that identify the dates and locations of their observations, the AAMC immediately investigates them. For reports that don't provide the needed detail but whose reporters identify themselves, the AAMC requests the additional information. In some cases, to get further information, the AAMC reviews video footage for the center and date.

If the same safety concern is reported by more than one person, the AAMC escalates the concern to the test-delivery provider for remediation. Examples of the AAMC's responses to reported concerns include:

- Repeating at the check-in desk the health guidelines examinees are asked to meet.
- Reminding examinees at check-in that their signatures acknowledge that they meet the health requirements to sit for the exam.
- Limiting the number of examinees who can be in the waiting room at one time.
- Increasing the numbers of hand-sanitizer dispensers in test centers.

If there are multiple concerns about an individual testing center, the AAMC requests a plan for remediation for that center and reserves the right to discontinue MCAT administration in that center.

When the AAMC is notified by an examinee who falls ill within 14 days of the MCAT exam (which, as mentioned above, has happened extremely rarely), we preserve all video from the exam date and location, and the case is escalated to AAMC and Pearson VUE leadership. We schedule time with the examinee to learn about their interactions and experiences on test day, explaining that their responses will not be tracked in AAMC testing or admissions systems and will not be shared with medical schools. Anonymous reports of illness are investigated the same way, though we cannot conduct interviews without information about the reporter's identity. The AAMC reviews all other information about the test day and site, such as reports and survey results, to determine whether safety protocols were followed. The cumulated data help us determine whether other examinees were at risk. The data are then reported to AAMC leadership and provided to Pearson VUE to remediate any issues.

In response to students' feedback, the AAMC recently fielded a post-exam census survey about students' health and safety concerns. To date, over 6,000 students have responded to this survey (35% response rate). About 92% of these respondents reported being satisfied or very satisfied with the implementation of health and safety protocols when they took the exam, and 5% responded neutrally.

The survey also asked students about specific health protocols in their test centers. For example, in response to a question about whether they were asked to sign an e-pad at check-in acknowledging they met all the posted health and safety requirements for testing, 1.5% of respondents said they were not. Additionally, between 1% and 2% of students reported concerns about mask enforcement, social distancing in the testing room, workstation cleaning, or cleanliness. While these are positive results, we know there is room for improvement, and we are committed to continuously working with test center staff to keep test centers safe.

4. *AAMC offers students with disabilities and other medical conditions to request MCAT accommodations. How many students has AAMC provided with testing accommodations since March 2020, the start of the COVID-19 pandemic in the U.S.? How does this compare to accommodations offered from March 2019-August 2019?*

The AAMC's commitment to a diverse physician workforce means being inclusive of individuals with disabilities. These individuals have a unique perspective to offer the medical community and an important role to play in health care. The AAMC is committed to providing all individuals with an opportunity to demonstrate their proficiency on the MCAT exam, which includes ensuring access for people with disabilities in accordance with relevant law.

Between March and August of this year, 871 examinees tested with accommodations, including immunocompromised individuals who tested in private rooms. The same percentage of total examinees (1.3%) took the MCAT exam with testing accommodations during the same time window last year.
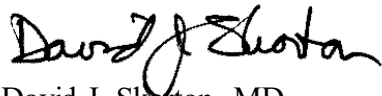
5. *Has AAMC considered similar accommodations for students who share a household with individuals with pre-existing conditions or may be at risk of COVID-19 complications?*

To help ensure that students with disabilities have access to the MCAT exam, private rooms are reserved for examinees who have functional limitations associated with a disability or a medical condition that requires them to test separately from other examinees. We share your concern that vulnerable people, including those who have pre-existing health conditions or are immunocompromised, are at particular risk from exposure to COVID-19. The contagious nature and dangers associated with COVID-19 were the reasons the AAMC designed multi-layered health and safety measures to reduce the likelihood of exposure for all examinees, all of whom are directly or indirectly connected with vulnerable populations.

I hope that the processes described, our responses, and the supporting documentation address your questions and concerns. The AAMC is committed to protecting the health and safety of all examinees and providing opportunities for those who wish to test in 2020. America's medical schools are committed to selecting the next generation of physicians safely, effectively, and fairly. In the midst of COVID-19, the importance of this task could not be more clear. We will continue to listen to students' and your concerns and suggestions, closely monitor the data, and assess our processes to identify any opportunities for improvement to protect the health and safety of MCAT examinees.

Again, I thank you for your concern and for contacting me and stand ready to answer any additional questions you may have.

Sincerely,

David J. Skorton, MD
AAMC President and CEO

Appendix A. AAMC Documents

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A.5. *MCAT Essentials and Addendum*
A.6. AAMC website: Protecting Your Health and Safety on Test Day

Appendix B. Pearson VUE Documents

B.1. AAMC candidate confirmation email
B.2. Pearson VUE website
B.3. Pearson VUE operational procedures for its global network of test centers
B.4. Test center signage

Appendix A. AAMC Documents

AAMC Terms and Conditions

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

Please review the specific health conditions and testing requirements for your country on our Coronavirus Update page before your exam appointment. By scheduling your test appointment, you agree to comply with these requirements. You will be asked to acknowledge these conditions and requirements upon arrival at the test center. You are required to bring and wear a face mask while at the test center and while taking your exam. Candidates without a face mask will be denied testing services. You must briefly remove your mask during the check-in process. If you refuse to wear a facemask or if you are sick or you have been in contact with an ill person, do not go to the test center — please reschedule your exam online for a later date.

AAMC Policies

Admission Policy

We ask that you arrive at the test center 30 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary check-in procedures. Please be prepared to show an MCAT-Accepted ID (see MCAT Essentials and the MCAT website for more information). If you arrive late to your appointment, you may be refused admission and exam fees will be forfeited.

No personal items may be taken into the testing room with the exception of disposable gloves (optional) and self-provided facemasks (required.) This includes all bags, books, notes, phones, pagers, watches and wallets.

Reschedule Policy

If you wish to reschedule your exam, you must do so prior to the Bronze Zone Deadline through the MCAT Registration System or by contacting Pearson VUE. All rescheduling fees are waived until further notice. Please review the MCAT website for more details on deadlines and fees.

Please be advised that all deadlines fall on the noted day at 11:59 pm local test center time.

COVID-19 (Coronavirus situation) update on AAMC Terms and Conditions page (within WebNG scheduling process) as of September 3, 2020. <mark>Text below highlighted with COVID-19 specific confirmation.</mark>

AAMC Terms and Conditions

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Please be advised that all deadlines fall on the noted day at 11:59 pm local test center time.

Cancellation Policy

If you wish to cancel your exam, you must do so prior to the Bronze Zone Deadline through the MCAT Registration System or by contacting Pearson VUE at aamc.org/contactmcat.

If you cancel before the Bronze Zone Deadline associated with your exam date, you will receive a full refund of base registration fees found on the MCAT website. The Bronze Zone Deadline is the last date to reschedule or cancel a reservation and the last date to edit registration information such as name, address, consents, etc.

Please be advised that all deadlines fall on the noted day at 11:59 pm local test center time.

Description	Details	Order Information	Price
Exam MCAT: Medical College Admission Test Language: English	**Appointment** Saturday, September 12, 2020 Start Time: 06:00 PM EDT **Location** Pearson Professional Centers-Reston VA Test Center Directions	**Order Number/Invoice** ████████ **Registration ID** ████████ **Status** Scheduled	████████
Schedule Fee			0.00

Exams for

Name:
████████

AAMC ID:
████████

Order Total   .

Subtotal: ████

Tax: 0.00

████████   USD ████

This is not your official payment receipt. Your official payment receipt will be sent to the email address that you have provided.

Pearson VUE represents and warrants that Cardholder authorizes payment in the Total Paid shown (together with any other charges due thereon) subject to and in accordance with the agreement governing the use of Cardholder's card.

Collected by: NCS Pearson, Inc. | 5601 Green Valley Drive | Bloomington MN 55437 | USA

AAMC Terms and Conditions

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

Please review the specific health conditions and testing requirements for your country on our Coronavirus Update page before your exam appointment. By scheduling your test appointment, you agree to comply with these requirements. You will be asked to acknowledge these conditions and requirements upon arrival at the test center. You are required to bring and wear a face mask while at the test center and while taking your exam. Candidates without a face mask will be denied testing services. You must briefly remove your mask during the check-in process. If you refuse to wear a facemask or if you are sick or you have been in contact with an ill person, do not go to the test center — please reschedule your exam online for a later date.

From:	▮▮▮▮
Sent:	Tuesday, September 8, 2020 10:20 AM
To:	▮▮▮▮
Subject:	FW: Final Reminder for Making Appointment Changes

---------- Forwarded message ---------
From: <mcat@aamc.org>
Date: Wed, Jul 29, 2020 at 10:55 AM
Subject: Final Reminder for Making Appointment Changes
To: ▮▮▮▮▮▮
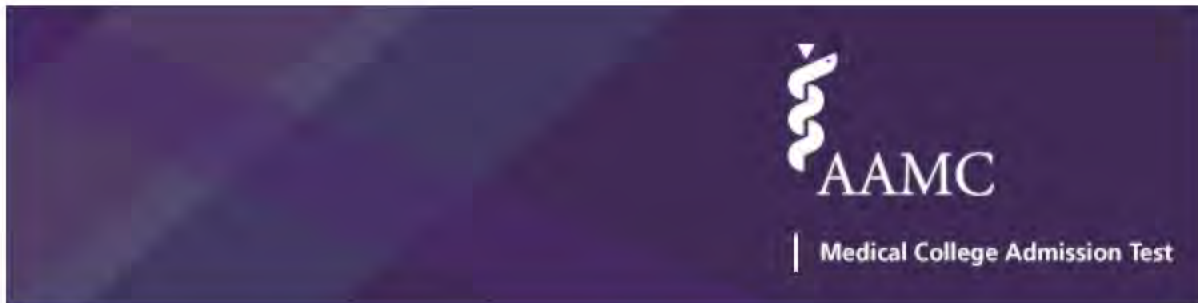
Final Reminder for Making Appointment Changes

Dear R,

The Bronze Zone Deadline for your upcoming MCAT exam is approaching. You have until 01/01/2020 at 11:59 p.m. local test center time to make changes to your name or contact information if you wish to do so. Please continue reading for important information about your registration and making changes to your exam.

Verify that the name you registered with is correct. The name on the registration for your MCAT exam on 01/01/2020 is:

First Name: R
Last Name: S

You can verify other appointment details by logging in to the MCAT Registration System. If you recently made changes to your appointment, please disregard this email.

Ensure your valid MCAT-Accepted ID matches the name you entered into the MCAT Registration System. If your ID doesn't meet the necessary criteria, you will not be allowed to test. Make sure that your first and last name on your ID match the name you entered during registration. If they do not match, you may change your registration in the MCAT Registration System up until the Bronze Zone Deadline. If you have an expired ID, and you have been unable to renew it due to COVID-19, please visit our FAQs under Test Security on the MCAT Coronavirus page. For any

other questions about your ID or our policies, contact AAMC Services (202-828-0600) for assistance.

Rescheduling Your Test Center and/or Test Date
You may reschedule your exam by logging into the MCAT Registration System and selecting the option "View Appointment Details," located in the "Appointment Information" section, and clicking on your upcoming appointment. As a reminder, all rescheduling fees have been waived for the 2020 testing year due to COVID-19 to give you maximum flexibility to adjust your testing plans for any reason.

Cancelling Your Registration
You may cancel your exam by logging into the MCAT Registration System and clicking "View Appointment Details," located in the "Appointment Information" section, and clicking on your upcoming appointment. Cancellation fees have also been waived for the 2020 testing year due to COVID-19 to give you maximum flexibility to adjust your testing plans for any reason. Cancellation of your exam will result in a full refund of your base registration fee.

Other Tips as You Approach the Bronze Zone Deadline:

- **Practice with the Exam Features.** Understanding the features and functions of the MCAT Exam (highlight, strikethrough, etc.) before you arrive on test day will help you be more prepared. Remember that the tutorial was removed to help shorten the exam. You can still familiarize yourself with the exam's functionality by using the "Practice with MCAT Exam Features" free resource on the MCAT Official Prep Hub. Log into the hub with your AAMC credentials and go to the free resources section to access the online tool.
- **Read the MCAT Essentials (PDF).** This document will help you have a good experience during your MCAT exam. It provides critical information about MCAT policies and procedures and was required reading at the time you registered for the MCAT exam. You agreed to the terms listed in the *MCAT Essentials* when you registered for the MCAT exam. **An addendum has been added to this document due to changes to the MCAT exam related to COVID-19.**
- **Re-read** your Examinee Agreement. On test day, you will be presented with a Certification Statement that reminds you of your obligations under the Examinee Agreement. By proceeding beyond the Certification Statement on test day, you will be certifying that you understand and agree to comply with these obligations.
- **Review the many resources available to help you prepare for the MCAT Exam.** The AAMC offers both free and low-cost study materials that will help you at every stage of your preparation.
- **Learn about the check-in process in advance and know what items are permitted in test center.** Plan to arrive 30 minutes before your exam start time so the test administrator can check you in early. This short video provides you with a detailed overview of how the check-in process will work at the test

center and how test center regulations and procedures ensure the fairness and quality of testing conditions for all examinees.

- **You will be required to acknowledge that you meet the current health requirements and COVID-19 test center procedures for testing**. You will be asked to confirm that you read and comply with the procedures posted on the test center door, which state that if you cannot agree to them, you should not enter the test center. By entering the test center and providing your electronic signature on the ePad, you acknowledge that you will follow the rules for testing and have met all the health and safety requirements for testing as posted. If you know or suspect you may have COVID-19 or you are not feeling well, **DO NOT TAKE THE EXAM. If you arrive at a test center with symptoms, you will not be allowed to test and must reschedule**. Please carefully review the information on our Health and Safety page, so you understand and are prepared to follow the health and safety protocols in place at MCAT test centers.
  You may cancel your exam for free up to the day of your appointment by submitting an Emergency Refund Request through the MCAT Registration System or filling out the online cancellation form. Prior to the bronze zone deadline (8 days before your exam), you can still make adjustments to your appointment by using the MCAT Registration System.
- **Bring a mask on test day.** You must bring and wear your own face mask while you're at the test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. It may also be helpful to get used to wearing the face mask you plan to bring on test day. Examinees without a face mask will not be allowed to test. You may remove your mask to eat or drink during breaks. Please see our COVID-19 FAQs for more information about testing between May 29 and September 28, 2020.
- **Check your appointment the day before your exam.** On occasion, changes occur, so make sure you have the current address of your testing center. If you have been contacted by Pearson VUE or the AAMC regarding your reservation, please reply as this may have implications for your appointment. Check the time zone of the test center and make sure to review a campus map if your test center is located at a college or university.

If you have any other questions, please contact the AAMC Services Call Center. General assistance is available by phone (202-828-0600) Monday through Friday 9:00 a.m. to 7:00 p.m. ET or at aamc.org/contactmcat. *Note: The AAMC Services Call Center is closed on Wednesdays from 3 p.m. to 5 p.m. ET.*

We wish you the best as you prepare for your MCAT exam!

Warm regards,
The MCAT Team

A.4. Final reminder email: Two-day reminder email before an examinee's test date

Subject: FW: Your MCAT Exam is Almost Here

---------- Forwarded message ---------
From: <mcat@aamc.org>
Date: Wed, Jul 29, 2020 at 10:56 AM
Subject: Your MCAT Exam is Almost Here
To:

Your MCAT Exam is Almost Here

Dear Examinee:

Your MCAT exam is almost here. Please log in to the MCAT Registration System to verify your test center location, exam start time, and time zone.

Below are few reminders to help you be prepared on test day:

1) **Practice with the Exam Features.** Understanding the features and functions of the MCAT Exam (highlight, strikethrough, etc.) before you arrive on test day will help you be more prepared. Remember that the tutorial was removed to help shorten the exam. You can still familiarize yourself with the exam's functionality by using the "Practice with MCAT Exam Features" free resource on the MCAT Official Prep Hub. Log in to the hub with your AAMC credentials, and go to the free resources section to access the online tool.

2) **You will be required to acknowledge that you meet the current health requirements and COVID-19 test center procedures for testing**. You will be asked to confirm that you read and comply with the procedures posted on the test center door, which state that if you cannot agree to them, you should not enter the test center. By entering the test center and providing your electronic signature on the ePad, you acknowledge that you will follow the rules for testing and have met all the health and safety requirements for testing as posted. If you know or suspect you may have COVID-19 or you are not feeling well, **DO NOT TAKE THE EXAM. If you arrive at a test center with symptoms, you will not be allowed to test and must reschedule.** Please carefully review the information on our Health and Safety page, so you understand and are prepared to follow the health and safety protocols in place at MCAT test centers.

You may cancel your exam for free up to the day of your appointment by submitting an Emergency Refund Request through the MCAT Registration System or filling out the online cancellation form.

3) **Bring a mask.** You must bring and wear your own face mask while you're at the test center and throughout your exam. Any surgical or cloth face mask, including a

homemade face mask, is acceptable as long as your nose and mouth are fully covered. It may also be helpful to get used to wearing the face mask you plan to bring on test day. Examinees without a face mask will not be allowed to test. You may remove your mask to eat or drink during breaks.

4) **Ensure your valid MCAT-Accepted ID matches the name you entered into the MCAT Registration System.** If your ID doesn't meet the necessary criteria, you will not be allowed to test. Make sure that your first and last name on your ID match the name you entered during registration. If you have an expired ID, and you have been unable to renew it due to COVID-19, please visit our FAQs under Test Security on the MCAT Coronavirus page.

For more ways to be prepared, please review our MCAT Top Tips for Test Day.

If you have any other questions, please contact the AAMC Services Call Center. General assistance is available by phone (202-828-0600) Monday through Friday 9:00 a.m. to 7:00 p.m. ET or at aamc.org/contactmcat. *Note: The AAMC Services Call Center is closed on Wednesdays from 3 p.m. to 5 p.m. ET.*

We wish you the best as you prepare for your MCAT exam!

Warm regards,
The MCAT Team

Medical College Admission Test®

AAMC

The MCAT® Essentials for Testing Year 2020

ADDENDUM: MAY 29, 2020, THROUGH THE REMAINDER OF THE 2020 TESTING YEAR

Required Reading

This guide is required reading and contains important information and resources about the examinee agreement, registration instructions, and test-day policies.

MCAT® is a program of the Association of American Medical Colleges

aamc.org/mcat

The MCAT® Essentials for Testing Year 2020

Addendum: May 29, 2020, through the remainder of the 2020 testing year

Effective Date: May 5, 2020

Coronavirus (COVID-19) and The MCAT Exam

We know how greatly your life has been disrupted by the coronavirus (COVID-19) pandemic. Preparing for the MCAT exam and applying to medical school takes sustained effort and careful planning over several years, and we know this time has been challenging. To address the impact of COVID-19 on examinees, the AAMC has adjusted the MCAT testing program to follow safe social distancing practices to test as many examinees who want to test this year. We've added three new test dates and are offering three test appointment times on all dates. To administer the exam three times a day, we've temporarily shortened the appointment time to approximately 5 hours and 45 minutes.

This addendum to the *MCAT Essentials for Testing Year 2020* provides important information on these changes and the updated policies that cover the remainder of the 2020 testing year. Please read them carefully! You are still responsible for reading the complete version of the Essentials as it includes important information about responsibilities on test day and the requirements of the exam. For updates and more information on the MCAT testing program's response to COVID-19 and FAQs, please visit our webpage.

Shortened Exam

A shortened exam will be administered to accommodate three test appointment times per test date at test centers. The exam time will be reduced from a total "seated" time of 7 hours and 30 minutes to 5 hours and 45 minutes. The number of scored questions remains the same. Other elements of the exam have been reduced or removed to shorten the seated time.

Content on the Shortened MCAT Exam

Students will still be tested on all four sections of the exam and will be responsible for demonstrating the same knowledge and skills at the same levels of difficulty as on the full-length exam.

Below is an overview of the MCAT exam as administered beginning May 29 through the remainder of 2020.

Addendum: May 29, 2020, through the remainder of the 2020 testing year

Test Day Schedule for Exams Held May 29–September 28, 2020

Section	Number of Questions	Time Allotted
Chemical and Physical Foundations of Biological Systems	48	76 minutes
Break (optional)		10 minutes
Critical Analysis and Reasoning Skills	48	81 minutes
Mid-Exam Break (optional)		10 minutes
Biological and Biochemical Foundations of Living Systems	48	76 minutes
Break (optional)		10 minutes
Psychological, Social, and Biological Foundations of Behavior	48	76 minutes
Void Question		2 minutes
Total Content Time (includes administration screens)		5 hours and 15 minutes
Total "Seated" Time*		Approx. 5 hours and 45 minutes

*Total seated time does not include check-in time upon arrival at the test.

Scheduling Fees, Cancellations, Refunds, and Deadlines

For the most up-to-date information regarding fees, check the website.

Testing with Accommodations

For the most up-to-date information regarding accommodations, check the website.

Identification Requirements

We understand that renewal of expired government identification documents may be challenging due to the limited availability of services in some states. Please refer to the MCAT Registration ID requirements or the COVID-19 page for the most current information about accepted IDs on test day.

If you know you may require an ID exception or if you have concerns that your identification may not be accepted on test day, please contact AAMC Services. You must include your test date and the reason for your request in the submission.

All ID exception requests must be received at least five days before your scheduled exam date.

Test Day Certification Statement

The Test Day Certification Statement has been temporarily removed from the seated portion of the exam. The Test Day Certification Statement will be provided in the Candidate Rules Agreement, which you will receive for review upon arrival at the test center.

All examinees must read the document and certify before taking the exam that they have not and will not engage in any conduct that compromises the integrity, validity, or security of the MCAT exam. You will

Addendum: May 29, 2020, through the remainder of the 2020 testing year

give your consent by signing the digital signature pad. If you decline to provide your digital signature you will not be permitted to sit for the exam.

TEST-DAY CERTIFICATION

By proceeding with today's MCAT® exam, you certify that you have not and will not engage in any conduct that compromises the integrity, validity, or security of the MCAT exam. You certify that:

- Prior to the exam, you did not give or receive information about the questions that might appear on your MCAT exam. During the exam, you will not give or receive information about the content of the exam.
- You will keep the MCAT exam content confidential indefinitely, including, but not limited to: exam questions, passages, graphics, incorrect responses, correct answers, and topic lists, frequency and order of exam topics, when described in more specific detail than the What's on the MCAT Exam.
- You are the person whose name appears on this MCAT exam registration and you meet the eligibility requirements for sitting for the MCAT exam.
- You are taking the MCAT exam for the sole purpose of applying to and attending a health-professions school and program that accepts MCAT exam results to satisfy a test-score admissions requirement, unless otherwise approved by the AAMC.
- You will not access any written materials, electronic devices, cell phones, or other unauthorized items at any point during today's MCAT administration which includes any scheduled or unscheduled breaks.
- You will abide by all MCAT policies and procedures found in *The MCAT Essentials*, including the Examinee Agreement to which you agreed when you registered for the MCAT exam.
- You understand that a violation of any MCAT rule may result in an investigation which could lead to a report of factual findings sent to legitimately interested parties, score cancellation, a partial or permanent ban from taking the MCAT in the future, or civil or criminal penalties.

I have read, and agree to comply with, the terms of this Test-Day Certification, including all additional terms and policies set forth in The MCAT Essentials, and I understand the consequences for failing to comply.

Report Suspected Violations

If you receive, or have access to, information or material in any form from any source that you reasonably believe contains confidential exam content, or has been represented to contain confidential exam content, it is your responsibility to immediately report its existence to the AAMC by sending an email to mcatsecurity@aamc.org or by submitting a report via web. Reports of Examinee Agreement violations, cheating, disclosure of confidential MCAT exam content, wrongdoing, or other alleged actions that undermine the integrity of the MCAT exam will be treated in a confidential manner. If you report such activity, the AAMC will not disclose your identity except on a need-to-know basis, including responses to subpoenas, court orders, or other legal processes.

What Should I Report?

Before, during, or after test day, please report to the AAMC and/or the test administrator any questionable behavior you observe or reasonably believe to have occurred or that may occur, including but not limited to examinees:

- Receiving assistance or copying from another test-taker.
- Taking a test for someone else.
- Having access to secure test questions before or after the exam.

Addendum: May 29, 2020, through the remainder of the 2020 testing year

- Presenting false, altered, or tampered identification to attempt to gain admission to the test center.
- Attempting to record or otherwise capture test questions during the exam.
- Using notes or unauthorized aids.

It is in the interest of all examinees to report the questionable behavior of others. Engaging in any of the above-listed actions could provide an unfair advantage to an unethical and potentially unqualified examinee not only on the test, but also as a medical school applicant.

Arriving at the Test Center

Examinees should arrive 30 minutes prior to the exam start time. Standard start times for exams will be at 6:30 a.m., 12:15 p.m., and 6:00 p.m. There may be some variations in start time by test center. Please view our website for more details.

Check-In Rules and Procedures – Health and Safety

The AAMC continues to monitor guidance about the coronavirus from the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and state and local health authorities, and there are processes in place to modify operations during this rapidly changing situation. Your health and safety are our priority during the COVID-19 pandemic, and robust health and safety measures will be in place at the test centers when testing resumes

Please visit Pearson VUE's website for a comprehensive list of health and safety measures in place at all test centers.

- Social distancing: examinees will be seated six feet (2 meters) apart in the test center.
- Examinees will be allowed to wear masks and gloves in the test centers (subject to inspection).
- Hand sanitizer will be available.
- Enhanced disinfecting practices will occur at all test centers.

Please visit the CDC or WHO for more information on COVID-19 and the most current health and safety guidance.

Breaks

Examinees will now have a 10-minute break instead of a 30-minute break between Critical Analysis and Reasoning Skills and Biological and Biochemical Foundations of Living Systems. As a reminder: All three breaks offered are optional. Taking breaks longer than the allotted time can lead to repercussions, including the loss of exam time and ability to void the exam. If your break exceeds the time allotted for the break, any overage may be subtracted from the time you have to take the following test section. You will need to allow time for check-in procedures when you return from your break.

Addendum: May 29, 2020, through the remainder of the 2020 testing year

Exam Scoring

Scoring and Voiding your Exam

At the end of the exam, examinees will have two minutes to decide between scoring and voiding their exam.

Expedited Score Reporting

Examinees testing on certain dates will receive score reporting within approximately two weeks as opposed to approximately four weeks. Please view our website for the specific test dates in the United States and Canada that will have expedited score reporting.

Scores

Students will receive the same scores on the shortened exam as they do on the full-length exam. Examinees will receive five scores from the shortened version of the exam: one from each of the four sections and one combined total score. These scores will have the same precision and confidence bands as scores on the full-length exam. Please see our webpage on how the exam is scored for more information.

Testing Irregularities

Test Center Concerns

If you believe that test center conditions interfered with your performance on the exam, and you wish to have the AAMC research what occurred, you must do both of the following:

- Ask the Test Administrator to file a case report at the time the incident occurs.
- Although the test center is not responsible for researching or resolving any problem(s) you experienced, asking them to file a case report the day of the exam is necessary for the AAMC to take action regarding your Test Center Concern.
  - *If you do not ask the test administrator to witness and document your concern at the time the problem occurs, the AAMC may not be able to confirm the problem. You may obtain the case report number from the test administrator to note in your Test Center Concern.*
- Submit the MCAT Test Center Concern form through the MCAT Registration System no later than five (5) calendar days following your exam. Concerns received after five calendar days will not be investigated. An MCAT Test Center Concern submitted in the timeframe noted above will receive a written response via email documenting the findings of the investigation.

If you complete the exam and submit it for scoring, despite the occurrence of a testing irregularity, you are not eligible for a refund or a free retest.

If it is determined that a testing irregularity occurred that deems a score to be invalid, the AAMC reserves the right to cancel your score. You will receive verbal and written communication if such an instance occurs.

This process could take up to 30 days after your exam date to be finalized.

For examinees testing on exam dates with expedited scores: your score will be "held" until the investigation is fully concluded. A score on "hold" means you will not be able to view or release your score until the investigation is complete. The MCAT Program will not report your score over the phone or in email.

Addendum: May 29, 2020, through the remainder of the 2020 testing year

Test Question Challenges

For the remainder of the 2020 testing year, item challenges will be accepted and reviewed for consideration in future examination development. Submissions may not receive a response.

Discussion of the MCAT Exam

Examinees taking the MCAT exam beginning May 29 through the remainder of the 2020 testing year are to adhere to the same set of expectations around discussion of the exam. Please review these guidelines to help you understand the terms under which you may sit for the MCAT exam, the prohibition on disclosure of exam content, and how you may share your exam experience.

While you may read or hear other guidelines inconsistent with these statements, keep in mind that the information contained herein, and in the binding MCAT Examinee Agreement is directly from the AAMC. By following these guidelines, it is possible to share your MCAT experience without committing a violation.

Please do not hesitate to contact us with any questions. As the next generation of physicians, you are needed now more than ever, and the AAMC is proud to support you at every step throughout your medical school journey.

How to Contact with Questions

MCAT Program

Association of American Medical Colleges

655 K St., NW Suite 100

Washington, DC 20001-2399

Telephone: 202-828-0600 Contact Form: https://www.aamc.org/contactmcat

Hours:

Monday-Friday, 9:00 a.m.-7:00 p.m. ET

Closed Wednesday, 3:00-5:00 p.m. ET

The MCAT® Essentials
for Testing Year 2020

Prepare for the MCAT® Exam Using AAMC MCAT Official Prep Resources

There isn't a right or wrong way to prepare for the MCAT® exam, but knowing how and where to start can be a challenge. The AAMC has developed resources to help you understand the exam, study, and practice for it!

How to Create a Study Plan

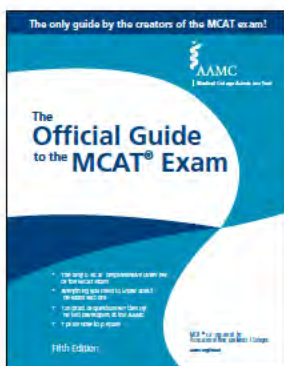Get a six-step guide to help you create your own study plan. Learn more at aamc.org/mcatprep.

Understand

Understand what the MCAT exam is and what it tests.

Interactive Content Tool: What's on the MCAT Exam?
Read the content lists and watch videos to explore what's tested in the four exam sections.

The Official Guide to the MCAT® Exam
The Official Guide provides a comprehensive overview of the exam, including information about registration, what to expect on test day, the score scale, and how MCAT scores are used in the admissions process. It also includes 120 practice questions and solutions.

Study

Study with a full complement of materials.

Khan Academy MCAT Collection
The Khan Academy MCAT Collection contains sample content from all four sections of the exam and includes 1,100 videos and 3,000 review questions to help you study. The collection was created by Khan Academy with support and funding from the AAMC and the Robert Wood Johnson Foundation.
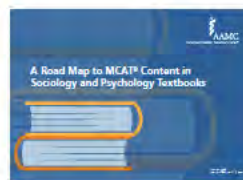
Road Maps to MCAT Content
The AAMC reached out to publishers of biochemistry, psychology, and sociology textbooks for detailed information on where to find the concepts you'll need to know for the MCAT exam.
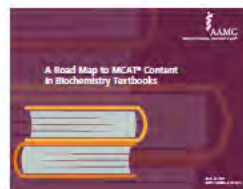
Learn more about AAMC MCAT Official Prep resources and practice materials at **aamc.org/mcatprep**.

Association of
American Medical Colleges

Practice

Practice with print and online resources written by the test developers. Unless noted otherwise, all resources include both discrete and passage-based questions, as well as solutions to the questions.

Sample Test
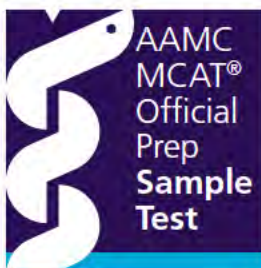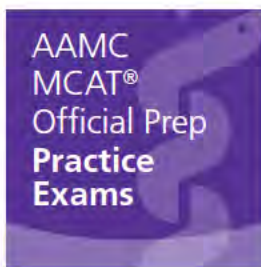This 230-question online practice exam has the same features and functionality as the MCAT exam, but it does not provide a scaled score.

Complete Bundle
The complete bundle includes all MCAT Official Prep products at a discount over ordering each product separately.

Full-Length Practice Exams
The 230-question online practice exams have the same features and functionality as the MCAT exam — with the added benefit of a scaled score and percentile rank.

Online-Only Bundle
The online-only bundle includes all online MCAT Official Prep products.

Question Packs
Each question pack offers 120 practice questions. Buy the packs individually or as a bundle of six: biology (two packs), chemistry, physics, and critical reasoning (two packs).

Section Bank
The online MCAT Section Bank consists of 300 practice questions in the natural, behavioral, and social sciences, with an emphasis on biochemistry, psychology, and sociology.

Practice With the MCAT Exam Features
Practice using the features of the real MCAT exam, including *highlight*, *strikethrough*, and *flag for review*. Access this free resource by logging in to the MCAT Official Prep Hub with your AAMC credentials.
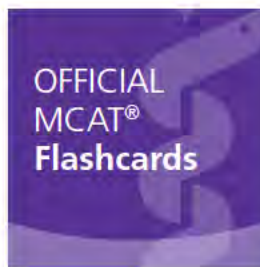
Print and Online Flashcards
Both the print and online MCAT flashcards contain the same 150 discrete practice questions. You get 25 questions in each of these six disciplines: biochemistry, biology, chemistry, physics, psychology, and sociology.

Learn more about AAMC MCAT Official Prep resources and practice materials at **aamc.org/mcatprep**.

@AAMC_MCAT

The MCAT® Essentials for Testing Year 2020

Congratulations! Reading *The MCAT Essentials* is the first step in preparing to take the MCAT exam and toward a rewarding and fulfilling career in medicine.

The MCAT Essentials is your guide to the official policies and procedures for taking the MCAT exam. The *MCAT Essentials* provides you with information about registration, scheduling your exam, test-day policies, post-test-day procedures, and the rules in place to protect the integrity of the exam. It also includes information about AAMC MCAT preparation resources as well as other helpful resources.

The information in this guide is necessary for a smooth registration, scheduling, and testing experience. **At the time of registration and on test day, you will be asked to certify that you have read and agree to comply with the policies and procedures contained within *The MCAT Essentials*.**

The MCAT Essentials is subject to change from year to year. If you are a returning examinee, you must read the current version of this guide. The version applicable to you is the version in effect at the time of your registration.

The Association of American Medical Colleges (AAMC) provides the MCAT exam with the assistance of its test delivery administrator, Pearson VUE.

You will find contact information throughout this guide if you have questions.

All of us at the AAMC wish you the best and much success as you move forward to a career in medicine!

What Is on the MCAT Exam?

The Medical College Admission Test® (MCAT®) has been part of the medical school admissions process for over 90 years. Almost all medical schools in the United States, and many in Canada, require applicants to submit recent MCAT scores, and many health professions and graduate programs accept MCAT scores in lieu of other standardized tests.

In conjunction with its member medical schools, the AAMC develops and administers the MCAT exam multiple times each year at hundreds of test sites throughout the United States and Canada, as well as select locations throughout the world.

The MCAT exam tests concepts that medical school faculty, residents, and medical students rate as important to entering students' success. The MCAT is a standardized, computer-based exam with content divided into four multiple-choice sections. The exam is administered at Pearson VUE test centers.

Content on the MCAT Exam

The MCAT exam has four multiple-choice test sections:
- Chemical and Physical Foundations of Biological Systems
- Biological and Biochemical Foundations of Living Systems
- Psychological, Social, and Biological Foundations of Behavior
- Critical Analysis and Reasoning Skills

The first three sections above are organized around 10 foundational concepts or "big ideas" in the sciences. They draw from disciplines in academic-year-long courses in general chemistry, organic chemistry, introductory physics, and introductory biology, and from introductory courses in biochemistry, psychology, and sociology. Multiple choice questions in these sections will ask you to combine your scientific knowledge from multiple disciplines with your scientific inquiry and reasoning skills.

The Critical Analysis and Reasoning Skills section includes questions that test your ability to comprehend and analyze information you read in passages taken from a wide range of disciplines in the social sciences and humanities. This section requires no specific outside content knowledge.

Each section of the exam includes some "field-test" or experimental questions (i.e., questions being considered for future use that do not count toward your total score).

An overview of the entire MCAT exam as administered on test day:

Exam Overview		
Section	Number of Questions	Time Allotted
Test-Day Certification		4 minutes
Tutorial (optional)		10 minutes
Chemical and Physical Foundations of Biological Systems	59	95 minutes
Break (optional)		10 minutes
Critical Analysis and Reasoning Skills	53	90 minutes
Mid-Exam Break (optional)		30 minutes
Biological and Biochemical Foundations of Living Systems	59	95 minutes
Break (optional)		10 minutes
Psychological, Social, and Biological Foundations of Behavior	59	95 minutes
Void Question		3 minutes
Satisfaction Survey (optional)		5 minutes
Total Content Time		6 hours and 15 minutes
Total "Seated" Time*		**Approx. 7 hours and 30 minutes**

*Total seated time does not include check-in time upon arrival at the test center.

Before You Register for the MCAT Exam

AAMC ID

You will need an AAMC ID and an associated username and password to register for the MCAT exam.

If you have previously created an AAMC ID at any time or for any reason — which includes creating an AAMC ID to purchase or access other AAMC products and services, such as AAMC MCAT Official Prep Products, the Medical School Admission Requirements™ (MSAR®) database, the AAMC Fee Assistance Program, or the American Medical College Application Service® (AMCAS®) application — you must use the same username and password when registering for your MCAT exam.

If you do not have an existing AAMC ID, you will be directed to create an account and establish a username and password when logging in to the MCAT Registration System.

If you cannot remember your username or password, DO NOT create a new AAMC ID.

The login page provides options to reset your password or request your username if you cannot remember your log in credentials. If you encounter problems resetting your password or with your security questions, please contact AAMC Services. To protect exam security and integrity, you may **not** create multiple AAMC IDs for any reason.

If you believe you have multiple accounts or created a duplicate account in error, please contact the AAMC Account Help Team to resolve the situation. Please allow up to two business days for a response.

Registration Name and MCAT-Accepted ID

Registration Name
Enter the spelling of your first and last names in the MCAT Registration System **exactly** the way they appear on the **MCAT-Accepted ID** you will use on test day. Do not register using a nickname, partial names, or initials, and be sure to double check for misspellings. If you do not provide an **MCAT-Accepted ID** that exactly matches your registered first and last names at the exam, you will not be allowed to test; you will be considered a "no-show," you will not receive a refund, and the appointment will count toward your testing limits. Even if an ID is valid for flight travel, it may not meet all of the requirements to take your MCAT exam.

To ensure your ID matches MCAT's requirements, please review the list below.

MCAT REGISTRATION

- The names on your ID must match the first and last names on your MCAT exam registration EXACTLY. (Middle names or initials are not required on the MCAT registration, even if they appear on your ID.)
- Enter your name as your first name and then your last name (surname), even if your ID lists your last name before your first name. If they don't match exactly, you must update your name through the MCAT Registration System by the BRONZE ZONE deadline associated with your test date.
- If your ID has your initials in place of your first and/or last name, or if your initials are on the same line as your first or last name, you must contact AAMC Services (202-828-0600) for instructions before the SILVER ZONE deadline associated with your test date.

IDENTIFICATION (ID) REQUIREMENTS
You must meet all the following requirements for your ID to be accepted on test day.

1. The ID was issued by a government agency.
2. The ID's expiration date is *printed* on the ID and is not extended by a sticker or similar mechanism.
3. The ID's expiration date is after your exam date.
   » If your ID will expire before your scheduled test date, you are responsible for obtaining an updated ID prior to your exam. Account for the processing time of government agencies when selecting an exam date.
4. The ID includes your visible signature, which you will be asked to duplicate on test day.
5. The ID contains a photo that can be used to positively identify you.
6. The ID is tangible and whole, with no evidence of tampering (clipped corners, holes, etc.).
7. The ID is in English.
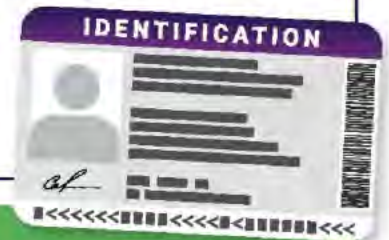
ACCEPTED
The most common forms of ID are:

✓ State driver's license (with all above requirements).
✓ Passport (with all above requirements).

NOT ACCEPTED
Any single ID that does not fulfill the above requirements, even if issued by a government agency. This includes:

✘ Passport card.
   » Does not have a signature.

✘ Paper ID or ID application receipt of any kind.
   » Cannot be validated.

✘ Credit card.
   » Not issued by a government agency.

✘ Veterans ID (VIC).
   » Does not have a signature.

✘ Birth certificate.
   » Does not have a photo.

✘ Social security card.
   » Does not have a photo.

✘ Virtual or digital ID.
   » Cannot be validated.

✘ School ID.
   » Not issued by a government agency.

✘ Temporary ID, ID with extension sticker or renewal paperwork, or ID application receipt of any kind, as we are unable to validate authenticity.

   » *Exception:* Military personnel and dependents stationed outside their home state may present a state-issued driver's license with extension stickers or paperwork that meets all other MCAT-accepted ID conditions **along with their unexpired Uniformed Services ID card.**

   » *Exception:* If your ID has the word "temporary" printed on it due to your current status within the country, **you must contact AAMC Services for instructions** prior to the SILVER ZONE scheduling deadline associated with your appointment. Your temporary ID will only be accepted on exam day if the AAMC preapproves the exception.

✘ Employee ID.
   » Even if issued by a government agency, it will not be accepted.

✘ Library card (including those issued by government agencies).
   » Cannot be validated.

Resolving Registration Name Requirements

> **If you are unable to provide the required identification, or if you have any concern that your identification may not be acceptable, you MUST contact AAMC Services no later than the Silver Zone scheduling deadline to discuss your options.**

Below are potential issues you may encounter regarding your identification, as well as steps to correct them:

Issue	Resolution	Deadline to Make Changes
The first and/or last name(s) you entered do not exactly match the qualifying ID you will use on test day.	You MUST change your name in the MCAT Registration System to match your MCAT-Accepted ID.	Bronze Zone Deadline
Two last names appear on your ID	Both names MUST be entered into the MCAT Registration System in the "Last Name/Surname" field.	Bronze Zone Deadline
Initials on your ID	If your MCAT-Accepted ID has your initials in place of your full first and/or last name(s), you must contact AAMC Services for instructions.	Silver Zone Deadline
Monononymous name	If you only have a single name (e.g., Madonna), you must contact AAMC Services	Silver Zone Deadline

For information on Registration Zones and Deadlines, see Fees and Deadlines.

Registration and Scheduling Violations

The following are violations of the MCAT registration rules that may result in a cancellation of an appointment or cancellation of scores, a ban from taking the MCAT exam for a designated period of time or permanently, or other consequences (see Investigation Procedures):

- Obtaining more than one AAMC ID.
- Registering for the MCAT exam under another individual's AAMC ID.
- Allowing someone else to register under your AAMC ID.
- Allowing someone else to use your AAMC ID to take the MCAT exam.
- Holding multiple reservations at the same time under different AAMC IDs.
- Improperly exceeding the testing limits for the exam, including having or using multiple AAMC IDs.
- Providing false or inaccurate information when creating an AAMC ID or registering to take the MCAT exam.
- Selling or giving away your reservation to someone.
- Switching registrations with another examinee.

Failure to follow MCAT registration rules may create identity validation and verification issues, the potential for mistakes in the assignment of score results, and other system disruptions.

If the AAMC suspects that you may have committed a registration/scheduling violation that, if true, would threaten the validity, integrity, and/or security of the MCAT exam and there is not sufficient time to fully investigate and resolve the issue prior to your scheduled exam date, the AAMC may, in its sole discretion, cancel or reschedule your exam to allow time to conclude the investigation.

Eligibility

Eligible Health Professions Programs

You may sit for the exam if you are preparing to apply to and attend a health professions program that accepts MCAT scores for admissions and you are not currently enrolled in a health professions program. These programs include:

- MD programs.
- DO programs.
- Podiatric Medicine (DPM) programs.
- Veterinary Medicine (DVM) programs.
- Any other health-related programs that accept MCAT scores to satisfy a test score admissions requirement.

At the time of registration, you will be required to agree to a statement verifying that you are taking the exam *solely for the purpose of applying to and attending a health professions program*.

Requesting Special Permission

Individuals who do **not** meet the eligibility requirement above must apply for special permission to take the MCAT exam. You must apply for special permission if any of the following statements are true:

- You wish to take the test for any reason other than solely applying to and attending an eligible health professions program.
- You are currently enrolled in an eligible health-professions program and are looking to change schools.
- You are unable to comply with all AAMC testing procedures for reasons other than a medical condition or disability. To request adjustments to the standard testing conditions due to medical conditions or disabilities, please refer to the Testing with Accommodations section.

If you are currently accepted into a health professions program, but have not yet enrolled in classes, you are not required to obtain special permission.

To apply for special permission, ensure you have an AAMC ID and have completed the information in the "Personal Information" tab within the MCAT Registration System. You will need to submit a service request form found on the MCAT Registration System dashboard.

To submit a service request, click the "Submit another service request" link. Complete the form and include as much detail in your request as possible. We will attempt to review and respond to your request within five business days.

Failure to obtain special permission may result in, among other consequences, an investigation by the AAMC, appointment cancellation, cancellation of scores, and/or a ban from taking the MCAT exam for a designated period or permanently. See the Registration and Scheduling Violations section to learn more about the AAMC's investigation process.

International Examinees

There are no additional eligibility requirements for international examinees. If you are in a Bachelor of Medicine/Bachelor of Surgery (MBBS) degree program or hold the MBBS degree, you may register for the MCAT exam without seeking special permission if all other eligibility requirements are met.

The AAMC Fee Assistance Program

The AAMC Fee Assistance Program assists those who, without financial assistance, would not be able to take the exam or apply to medical schools that use the AMCAS application. Approved recipients receive discounted MCAT exam registration fees, all online AAMC MCAT Official Prep products, and complimentary access to the Medical School Admission Requirements™ database.

The AAMC and the Association of Faculties of Medicine of Canada (AFMC) are piloting a fee assistance program for Canadian examinees who register for the MCAT exam during the 2020 testing year. Canadian examinees who are eligible and qualify in AFMC's first application period will receive reduced scheduling, rescheduling, and cancellation rates and the MCAT® Official Prep Online-Only Bundle beginning Feb. 3, 2020. Examinees who qualify in AFMC's second application period will receive reduced registration rates and the MCAT® Official Prep Online-Only Bundle beginning on April 1, 2020. For more information regarding the application, evaluation, or qualification process, visit AFMC.

For complete information regarding the Fee Assistance Program, including eligibility requirements, benefits, and application deadlines, visit the Fee Assistance Program page on the AAMC website to learn more.

To contact the Fee Assistance Program, email fap@aamc.org or call 202-828-0600.

> **If you have received Fee Assistance Program approval, but you do not see the reduced scheduling fees within the MCAT Registration System, contact us immediately. Do not proceed with scheduling or rescheduling an appointment.**

Testing Limits

Examinees who opt to test more than once must adhere to the following restrictions:
- You may only hold **one (1)** MCAT exam appointment at a time.
- You may attempt the exam **no more than three (3) times** in a testing year.
- You may attempt the exam **no more than four (4) times** over two consecutive testing years.
- You may attempt the exam **no more than seven (7) times** in your lifetime (beginning with the April 2015 test dates and beyond).

Once you begin the exam, you are considered to have used one of your testing attempts even if you void or do not complete the test. (See Voiding Your Exam) A voided exam counts as one of your attempts, regardless of the reason.

A "no show" counts as one of your attempts, regardless of the reason.

Additionally, if you refuse the Test-Day Certification displayed on your monitor before you begin testing, you will not be able to continue with the exam and your appointment will count as one of your attempts.

Testing With Accommodations

If you have a disability or medical condition that you believe requires an adjustment to standard testing conditions, we encourage you to apply for testing accommodations. A decision on most requests will be made within 60 days of receipt of a **complete initial** application. All initial applications for accommodations must be submitted electronically via the MCAT Accommodations Online system on the AAMC website.

You should submit your complete application far enough in advance to allow time to review your request and confirm any approved accommodations on your test day. Visit our website for more information on application types and suggested submission time frames. You must be approved for accommodations no later than the Silver Zone deadline associated with your test date (see *Scheduling Zones and Fee Structure)* to allow us time to prepare and implement any approved accommodations. If you have not received a decision by the Silver Zone deadline or your accommodations are not approved, you may test under standard conditions or reschedule to a later test date. Applicable rescheduling fees apply.

To increase the likelihood of testing in a convenient location on your preferred test date, we encourage you to schedule an appointment for your preferred test date as soon as possible. You will be notified via email when we have made a decision on your request. If your accommodations are approved, be sure to follow the instructions provided with your approval letter to avoid delays in confirming your accommodations. While the AAMC will do its best to keep your original appointment or schedule you into the closest possible date or test site, please understand that some changes to your appointment may be necessary to support delivery of any approved accommodations.

For detailed information about the accommodations application and registration processes, visit the MCAT Exam with Accommodations page of the MCAT website or email us at: accommodations@aamc.org.

> (!) **The accommodations page of the MCAT website is required reading for all examinees seeking testing accommodations.**

Registering for an MCAT Exam

The MCAT Registration System (MRS)

To begin the registration and scheduling process, log in to the MCAT Registration System (MRS) with your username and password credentials associated with your AAMC ID. Before selecting a test date and location, you must complete required registration questions that ask for your contact, background, and education information along with agreement to various consents and policies. See Registration Name and MCAT-Accepted ID for associated requirements.

Examinee Agreement

You will be presented with the MCAT Examinee Agreement when you register for your MCAT exam. You must accept all terms of the Examinee Agreement and *The MCAT Essentials* in order to complete your registration and to sit for the MCAT exam. The full text of what you will see at registration is found below.

Introduction

The Examinee Agreement is a legally binding contract between you and the AAMC that sets forth the terms and conditions under which the AAMC will permit you to register for and take the MCAT exam. In addition to the prohibitions and terms explained below, all of the policies and procedures contained in the current version of *The MCAT Essentials* are expressly incorporated herein as additional terms of the Examinee Agreement, as well as the AAMC Website Terms and Conditions, the AAMC Privacy Statement, and any policy statements made on the MCAT website. Adherence to the Examinee Agreement is necessary to enable the AAMC to maintain for you and other examinees a fair and secure testing process.

Because the Examinee Agreement is a legally binding contract, you should read it carefully. *If you do not indicate that you understand and agree to abide by the terms of the Examinee Agreement, you will not be able to register for or take the MCAT exam.* By selecting "I Agree" at the end of the Examinee Agreement, you acknowledge that you have read and understand these rules. On test day, you will be presented with a Certification Statement that reminds you of your obligations under the Examinee Agreement. By accepting the Certification Statement on test day and taking the MCAT exam, you will be certifying that you understand and agree to comply with these obligations.

Prohibited Items and Behaviors

The following items and behaviors are strictly prohibited during the MCAT exam and during any scheduled or unscheduled break:
- Possessing, accessing, or using electronic devices, including cellular phones, at any time after check-in and prior to completing the exam.
- Possessing, accessing, or using cameras or recording equipment of any kind.
- Giving or receiving aid on the MCAT exam.
- Possessing, accessing or using books, notes, or any other written materials (other than noteboards or test center rules provided for your use and review by test center staff).
- Looking at the content of another examinee's monitor or noteboard.
- Possessing weapons, including but not limited to, firearms, knives, or any object that could be used as a weapon, in the test center, including the testing room and waiting areas.
- Leaving the test center floor or building at any point after check-in and prior to completing the exam.

- Exhibiting disruptive or abusive behavior, talking in the testing room with anyone other than a Test Administrator, or talking about or discussing the exam during any scheduled or unscheduled break.

Possessing, accessing, using, or attempting to possess, access, or use any prohibited item or engaging or attempting to engage in any prohibited behavior will be considered an intentional and willful breach of the Examinee Agreement. The AAMC will launch an investigation and may subject you to one or more of the consequences provided herein for violations of the Examinee Agreement.

Terms Governing Access to the MCAT Exam

When you accept the following agreement, you are attesting to the following:

I am aware that the MCAT exam is a confidential exam and that its contents will be disclosed to me on my scheduled test day in a limited context to permit me to test and for no other purpose. I understand that the AAMC is the exclusive owner of all rights in the MCAT exam, for which it holds a series of registered copyrights and trade secrets under U.S. and international laws. I understand that I have no license or permission to copy, adapt, or use any part of the MCAT exam. I understand that I am bound to keep the MCAT exam content confidential indefinitely, including, but not limited to: exam questions, passages, graphics, incorrect responses, correct answers, and topic lists, frequency and order of exam topics, when described in more specific detail than the What's on the MCAT Exam? I agree that disclosure, reconstruction, capturing and/or disseminating of the confidential contents of the MCAT exam would destroy the value and defeat the purpose of the MCAT exam and irreparably harm the AAMC.

I understand that I may comment on my general exam experience; however, I understand that discussing or disclosing MCAT content in greater or more specific detail than in the What's on the MCAT Exam?, by any means, is a violation of this Examinee Agreement.

Just as I am not permitted to share information about exam content with anyone, I understand that I also am not permitted to possess, solicit, read, study from, or otherwise use confidential information about the MCAT exam during my own exam preparation. I certify that I have not engaged in such conduct prior to taking the exam and that I will not engage in such conduct during or after the exam. I also agree not to ask any other individual to disclose exam content to me or to seek out actual live, confidential exam content from any other source. I agree that if I receive or have access to information or material in any form and from any source, including but not limited to email, instant messages, text messages, website content, social media posts, electronic bulletin boards, Internet-based groups, shared or collaborative digital files, electronic files, and/or paper documents, that I reasonably believe contains confidential MCAT exam content, or has been represented to contain confidential MCAT exam content, I will immediately report its existence to the AAMC by sending an email to mcatsecurity@aamc.org. I agree that I will fully cooperate with any investigation initiated by the AAMC related to my receipt or access to information believed or represented to contain confidential MCAT exam content.

I certify that all information that I have provided to the AAMC is complete and accurate at the time of registration for the MCAT exam and if that information has changed, I submitted complete and accurate updated information. I understand that providing false, misleading, or incomplete information to the AAMC shall be considered an intentional and willful breach of the Examinee Agreement and may subject me to one or more of the consequences provided herein for violations of the Examinee Agreement.

I certify that I am the person whose name and address appear on the MCAT exam registration. I further certify that I am the person whose name appears on the identification I will present for admission to the testing room. Unless I have applied for and received special permission to take the MCAT exam as set out in *The MCAT Essentials*, I am taking the MCAT exam solely for the purpose of applying to and attending an eligible health-professions school or program. I understand that the only eligible programs for which I am permitted to take the MCAT exam are allopathic, osteopathic, podiatric, and veterinary medicine, or another health-related program that will accept MCAT exam results to satisfy a test-score admissions requirement.

I certify that, if I am a test preparation company agent or representative, MCAT tutor, or health-professions or academic advisor, I accurately reported my status as such when I registered for the exam and, if applicable, I will update any change in such status that takes place after registration. If I am a test preparation company agent or representative, MCAT tutor, or health-professions or academic advisor and am taking the MCAT exam for the purpose of applying to and attending an eligible health-professions school or program, I understand and reaffirm my duty not to disclose any MCAT content to any person or entity, including my employer, students, or advisees. If I am not a test preparation company agent or representative, MCAT tutor, or health-professions or academic advisor, I certify that I am not taking the MCAT exam for the purpose of obtaining such employment or status.

I understand and agree that any alleged violation of this Examinee Agreement or any alleged activity that may compromise the validity, integrity, or security of the MCAT exam may be investigated. Information about the AAMC investigation process may be found in *The MCAT Essentials*. If I violate the terms of this Examinee Agreement, including the additional terms or conditions stated in *The MCAT Essentials* or any test center rules and regulations, or if I engage in any activity that may compromise the validity, integrity, or security of the MCAT exam, or fail to fully cooperate in any investigation of a violation of the Examinee Agreement, I may face the following consequences:

- The AAMC may issue a report of the factual findings of the investigation to legitimately interested parties;
- I may be subject to a civil lawsuit and/or criminal charges;
- My MCAT exam may be terminated, and I will not be eligible for a refund or any other compensation;
- My scores may be canceled, before or after the scores are reported, without a refund; and
- I may be banned from taking the MCAT exam for a limited time or permanently.

I agree that my personal information will be collected, used, shared, transferred, and stored by the AAMC subject to this Examinee Agreement.

AAMC Policies Regarding MCAT Examinee Data

The AAMC recognizes our responsibility to treat with care the information it collects about individuals and to respect their privacy relative to sensitive data concerning them. The AAMC Privacy Statement explains what kinds of information the AAMC collects and how the AAMC uses this information.

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The MCAT program collects personal information in order to administer the MCAT exam, to help prevent fraud, and to protect the integrity of the exam and the medical school admissions and matriculation processes. The personal data collected may include demographic, contact, and education information; health or other sensitive information related to an application for an accommodated exam; a digital (biometric) palm vein scan, a test day photo, test day audio or video recordings, a digitized ID document, and your signature(s).

In brief, the AAMC may share your personal information, including your MCAT score, with:

- Peer not-for-profit organizations, certifying boards, licensing bodies, and other organizations involved in medical education for research, eligibility determination, verification, and credentialing purposes.
- Third parties for scholarship opportunities as directed by you during registration or use of another AAMC service or program.
- Service providers who assist the AAMC with technology, test administration, or communications management activities.
- As needed to (i) respond to information requests by law enforcement or other governmental authorities; (ii) comply with any law, regulation, subpoena or other legal process, or court order; (iii) investigate and help prevent security threats, fraud, malicious activity, or inappropriate, unauthorized, or illegal activity involving the AAMC's services or networks; or (iv) enforce or protect the AAMC's rights and property. In such circumstances, personal information may be disclosed without notice to the individual.

Any information published by the AAMC related to MCAT testing is done so with aggregate data. Individual test scores are not published or released to third parties unless permitted by the AAMC Privacy Statement or otherwise authorized by you. Unless otherwise noted, once your personal information is transferred to third parties, it will be treated in accordance with the third party's privacy policies. Your personal information will be transferred to, processed, and stored in the United States and, and if you test outside the United States, any country necessary to administer the MCAT exam to you from your selected location.

Release of Personal Information

During the registration process for the MCAT exam, you will be asked to consider the options below.

MCAT Recruiting Service

If you choose to participate in the MCAT Recruiting Service, you authorize the AAMC to release your name, address, age, sex, state of residence, undergraduate major, email address, and MCAT scores to those U.S., Canadian, and Caribbean schools of medicine, osteopathy, podiatry, and veterinary medicine; other health professions programs (as defined in the Eligible Health Professions Programs section of this document); and U.S. government scholarship programs that participate in the MCAT Recruiting Service. The AAMC will release your information only to the above-mentioned programs and their related joint degree programs so long as they are accredited by nationally recognized accrediting bodies, e.g., Liaison Committee on Medical Education. They may send you information about their programs if you participate in the MCAT Recruiting Service. The AAMC may charge a reasonable fee for schools and scholarship programs to participate in the MCAT Recruiting Service.

Participation in the MCAT Recruiting Service is voluntary and may only be elected during the MCAT registration process. Your decision cannot be changed once the Bronze Zone Deadline associated with your appointment has passed. The MCAT Program does not

instruct eligible institutions on their method or frequency of contact or of any distribution of their recruiting materials.

Health Professions Advisor Release

Selecting "Yes" to the Health Professions Advisor Release during the registration process authorizes the AAMC to release a record of your MCAT scores to your school's designated, AAMC-approved health-professions advisor who has met the AAMC-established requirements and confidentiality protocols.

Furthermore, if you applied for fee assistance through the AAMC Fee Assistance Program, and in your fee assistance application you agreed to release award information to your health professions advisor, that information will be made available along with your test scores. If you indicated in your American Medical College Application Service® (AMCAS®) application that you would like your application released to your health professions advisor, the released AMCAS information will include your MCAT scores regardless of your answer to this question.
If an undergraduate institution does not have a designated health professions advisor or has not identified the advisor to the AAMC, we cannot release your scores to the institution.

The Health Professions Advisor Release is voluntary and may be elected during the MCAT registration process.

Medical Minority Applicant Registry (Med-MAR)

The Medical Minority Applicant Registry (Med-MAR) is an AAMC service designed for medical school applicants who self-identify as economically disadvantaged or from racial and ethnic groups that are underrepresented in medicine. If you agree to participate during the registration process, your name, address, age, sex, state of residence, undergraduate institution, undergraduate major, racial and ethnic group identification, email address, and MCAT scores will be circulated to U.S. medical schools and certain health-related agencies as part of an effort to increase opportunities for minorities in medicine.

You are eligible if (a) you are a U.S. citizen, U.S. national, lawful permanent resident (LPR) of the United States ("Green Card" holder), or have been granted refugee/asylum or Deferred Action for Childhood Arrivals (DACA) status by the U.S. government; and (b) you are economically disadvantaged or of low socio-economic status (SES) or you self-identify as a member of a racial or ethnic group historically underrepresented in medicine — African-American/Black, Hispanic/Latino, American Indian/Alaska Native, or Native Hawaiian/Pacific Islander.

Participation in the Med-MAR is voluntary and may only be elected during the MCAT registration process. Your decision cannot be changed once the Bronze Zone Deadline associated with your appointment has passed. The MCAT Program does not instruct eligible institutions on the method or frequency of outreach to participants or assist in the development or distribution of recruiting materials.

Release to Alternate Contact

You may designate an alternate contact who is authorized to contact the AAMC on your behalf to obtain information about your MCAT registration and exams for which you are scheduled. To protect your private information, the AAMC does not share your MCAT total or section scores or other sensitive personal information with your alternate contact.

By completing this authorization, you release the AAMC from any liability resulting from release of information to the person you designate. This release does not in any way obligate the AAMC to provide any information to the designated parties.

A separate release is required if you are applying for testing accommodations and would like the MCAT Office of Accommodated Testing to correspond with medical professionals or others on your behalf. You may submit this release through the MCAT Registration System "Service Request" function.

Report Suspected Violations

Fair testing for all MCAT examinees is a priority for the AAMC. The MCAT exam is administered under strict supervision and security measures.

If you receive, or have access to, information or material in any form from any source that you reasonably believe contains confidential exam content, or has been represented to contain confidential exam content, it is your responsibility to immediately report its existence to the AAMC by sending an email to mcatsecurity@aamc.org.

Reports of Examinee Agreement violations, cheating, disclosure of confidential MCAT exam content, wrongdoing, or other alleged actions that undermine the integrity of the MCAT exam will be treated in a confidential manner. If you report such activity, the AAMC will not disclose your identity except on a need-to-know basis, including responses to subpoenas, court orders, or other legal processes.

What Should I Report?

Before, during, or after test day, please report to the AAMC and/or the test administrator any questionable behavior you observe or reasonably believe to have occurred or that may occur, including but not limited to examinees:

- Receiving assistance or copying from another test-taker.
- Taking a test for someone else.
- Having access to secure test questions before or after the exam.
- Presenting false, altered, or tampered identification to attempt to gain admission to the test center.
- Attempting to record or otherwise capture test questions during the exam.
- Using notes or unauthorized aids.

It is in the interest of all examinees to report the questionable behavior of others. Engaging in any of the above-listed actions could provide an unfair advantage to an unethical and potentially unqualified examinee not only on the test, but also as a medical school applicant.

Please report all potential testing violations to 202-903-0840 and/or mcatsecurity@aamc.org.

Scheduling an MCAT Exam

Once you have answered the necessary registration questions regarding your contact, background, and education information, as well as agreed to various terms and policies, you will be able to schedule a test date and location.

Scheduling Details

The MCAT exam is administered at hundreds of locations throughout the United States, Canada, as well as select locations internationally. The most **current** list of test centers is available in the MCAT Registration System. Test centers have limited capacity, and seats are reserved on a first-come, first-served basis.

You must complete your registration online via the MCAT Registration System prior to scheduling your MCAT appointment. Once scheduled, you will receive an email confirming your appointment. **If you do not receive an email confirmation within 24 hours of scheduling (be sure to check your spam folder first) then please contact us immediately.**

After scheduling your appointment, you will receive an email confirmation with the details of your appointment, including the name that you used to register. Be sure to compare this name to the name on your MCAT-Accepted ID you will use on test day.

> **The name you registered with must exactly match the spelling of the name on your MCAT-Accepted ID in order to be admitted to the exam. If you need to change your name, you must do so by the Bronze Zone deadline of your exam. (See Registration Name and MCAT-Accepted ID.)**

Scheduling Fees and Deadlines

There are three scheduling zones for each exam date: Gold, Silver, and Bronze. For each exam date, Gold Zone scheduling fees are lower and flexibility is higher. Conversely, fees are higher, and flexibility is limited in the Bronze Zone.

> **If you are scheduling, rescheduling, or canceling on the deadline day and experience technical problems, we may not be able to assist you in time to meet the deadline to secure your appointment.**

All deadlines for the Gold, Silver, and Bronze Zones occur a set number of days prior to the exam. All deadlines take effect at 11:59 p.m. **local, test center time**. For example, if your MCAT exam is scheduled for Aug. 9, 2019, in Los Angeles, California, your Bronze Zone Scheduling deadline is 11:59 p.m. PT on Aug. 1, 2019. See *Scheduling Zones and Fee Structure* to view the applicable registration fees and restrictions for this testing year's MCAT exam. Refer to *Scheduling Deadlines* for details about specific deadline dates.

2020 REGISTRATION FEES

	Gold Zone (deadline is 29 days before test date)*	Silver Zone (deadline is 15 days before test date)*	Bronze Zone (deadline is 8 days before test date)*
Initial registration	$320	$320	$375
Date and/or test center reschedule fee**	$95	$160	N/A
Cancellation refund	$160	N/A	N/A
International fee**	$115	$115	$115

2020 FEE ASSISTANCE PROGRAM FEES

	Gold Zone (deadline is 29 days before test date)*	Silver Zone (deadline is 15 days before test date)*	Bronze Zone (deadline is 8 days before test date)*
Fee assistance registration	$130	$130	$185
Fee assistance reschedule**	$50	$75	N/A
Fee assistance cancellation refund	$65	N/A	N/A
Fee assistance international fee**	$115	$115	$115

Note: All fees are in U.S. dollars.
*All deadlines are 11:59 p.m. local test center time.
**These fees are in addition to the initial registration fee and are non-refundable.

The AAMC does not grant deadline extensions.

Applicable Taxes

Examinees may be required to pay applicable sales tax, value-added tax, Goods and Services Tax, or similar tax required by law in the country or locality in which they are testing. If taxes are applicable, they will be collected at the time of scheduling.

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"To Be Determined" Test Centers

"To Be Determined" sites — shortened as "TBD sites" — are generalized locations in metropolitan areas as decided by Pearson VUE. These sites do not have determined addresses at the time of scheduling. "To Be Determined" sites exist for the sole purpose of offering as many seats as possible on each test date. "To Be Determined" sites should only be chosen if you have the flexibility to travel within a metropolitan area. This area may have up to a 40-mile radius from the central location. Examinees who register for a "To Be Determined" site will not be eligible for a free reschedule based on the final location of the site.

After you schedule an appointment at a "TBD site" site, you will be sent the test center address no less than 30 days prior to your exam date via email. The address information will also appear in the MCAT Registration System at that time.

Changing Your Appointment

Requests to reschedule your appointment may be made online via the MCAT Registration System or by calling 202-828-0600. You will receive an email confirming your rescheduled appointment. If you do not receive an email within 24 hours of rescheduling, please check your spam filter first and then contact us immediately.

> **(!)** **Please note additional fees will apply regardless of how quickly a change is requested after your initial scheduling. No exceptions will be made. (Refer to _Scheduling Zones and Fee Structure_.)**

Making all your changes at one time will save you money. For example, if you make a simultaneous change to both test date and test center, you will only be charged one rescheduling fee; however, if you make the changes separately, a fee will be assessed for each change.

You may change your test date and/or test center, provided:
- Scheduling has opened for the desired exam date.
- Space is available. Current availability can be found online via the MCAT Registration System.
- Changes are made prior to the **Silver Zone scheduling deadline** for the exam that you are currently scheduled to take.
- Changes are made prior to the **Bronze Zone scheduling deadline** for the exam that you wish to reschedule into. Once that exam date is past the Bronze Zone deadline, scheduling is no longer allowed.

When rescheduling an exam to or from an area where taxes are collected, you may be prevented from completing your transaction on the web. If this is the case, contact us by phone as soon as possible for assistance rescheduling your appointment. The base fee to reschedule will be the same, however, the amount of tax on that fee may change depending on the location of the new test center.

> **(!)** **You cannot reschedule into a future testing year.**

Cancellations and Refunds

Cancellation requests may be made online through the MCAT Registration System. You will receive an email confirming your cancellation. If you do not receive an email within 24 hours of your cancellation request, please contact us immediately.

If you wish to cancel your appointment, you must do so by the Bronze Zone scheduling deadline associated with your current exam date. If you do not cancel your reservation, and you want to test at a later date, it may take up to 24 hours after your reservation time before you're able to schedule a new appointment. You will be required to pay the full, initial scheduling fee.

If you cancel *before* the Gold Zone scheduling deadline associated with your exam date, you will receive a refund in accordance with the current year's scheduling fees found in *Scheduling Zones and Fee Structure*. If you cancel *after* the Gold Zone scheduling deadline, you will not receive a refund. Refer to *Scheduling Deadlines* for details about specific deadline dates.

Additional fees paid for rescheduling or for international sites are non-refundable and we will not extend any deadlines for any reason.

Refunds are automatically applied to the credit card used for the initial scheduling. Depending on the Credit Card company's policy, the funds may not appear in your account for a few days.

Emergency Refund

Refunds due to an emergency may be requested after an exam **if one of the following occurs after the Silver Zone scheduling deadline:**

- You are hospitalized.
- You experience a death in your immediate family.
- You are unexpectedly called away to active military service.
- You are unexpectedly called away for health care service duties related to a catastrophic event.
- You are called to jury duty the day of your exam.
- You are displaced from your residence due to a natural disaster.

The maximum refund amount is that of the current year Gold Zone cancellation refund found in *Scheduling Zones and Fee Structure*. **This exam may still count as one of your attempts toward your testing limits.** If you know you will be unable to take your exam, you are encouraged to **cancel your appointment prior to the Bronze zone deadline**, if possible, to guarantee one of your attempts is not consumed.

You will be asked to provide supporting documentation with your request. Supporting documentation includes any hospital records, official requests for deployment or jury duty, funeral program or death certification, and/or proof of displacement. Complete requests for emergency-related refunds, including all necessary accompanying documentation, must be received no later than three weeks after your scheduled exam date by submitting the Emergency Refund Request Form available through the MCAT Registration System.

We will provide notification of approved refunds within two weeks of receipt of the required documentation. Approved refunds will be applied to the method of payment used during the initial scheduling process. *Refunds are not guaranteed and are issued at AAMC's sole discretion.*

MCAT Appointments Are Subject to Change or Cancellation

The AAMC and its test delivery administrator, Pearson VUE, make every attempt to ensure all facilities are properly equipped and fully functional on test day. On those rare occasions when we experience technical or equipment issues preventing administration of the exam, it may be necessary to reschedule impacted examinees to new locations and/or dates based on availability. Please keep your contact information current so that the AAMC or Pearson VUE can contact you in the unlikely event that we need to notify you of a change.

If rescheduling is not possible, you will receive a full refund, and the originally scheduled appointment will not count toward an attempt.

The AAMC and Pearson VUE will not administer make-up exams after the testing year ends, reimburse for lost wages, or compensate for travel expenses. Additionally, the AAMC is not responsible for missed application deadlines and will not expedite the release of scores as a result of a rescheduled appointment.

What You Need to Know About Test Day

The AAMC is deeply committed to ensuring the accuracy and validity of test scores by providing fair, consistent, and secure testing conditions for all examinees. To do so, the staff at each test center strictly adheres to a set of test day procedures.

Arriving at the Test Center

Be sure to report to the test center at least 30 minutes prior to your testing appointment to ensure you have enough time to check-in, store your personal belongings, and prepare to test.

If you arrive more than 30 minutes before your start time, the test center may not yet be open. If you arrive after your exam start time, *you may not be allowed to test*. There are no refunds granted for late arrivals or missed exams ("no-shows").

Due to the nature of the check-in process, not all examinees will begin testing precisely at the scheduled start time. This will not affect your total testing time.

Test Center Current Address
Make sure you have the current address of your test center, which is available in the MCAT Registration System. On rare occasions, a test center address or location may change. If such an address change occurs, the AAMC or Pearson VUE will make every effort to notify you before your test date.

It is best to plan ahead by locating the test center prior to test day. You will not be allowed to enter the testing center, but you will know how to get there and how long it will take. Please note, outside guests are not allowed in the testing center at any time.

Time Zone
Know what time zone your test center adheres to, especially if you are crossing a state or county line. *It may be different from what you expect.* For example, daylight savings time is not adhered to by all U.S. states. There are also U.S. states in which only certain areas adhere to daylight savings time.

Absences/No-Shows
If you are late or do not sit for an exam for which you are registered, you will be considered a No-Show. No-Shows will not be reported to schools or programs to which you are applying, however, they *will* count toward the maximum number of test attempts you are allowed (see "Testing Limits").

Your scheduling fee will not be refunded if you are a No-Show. **This policy also applies to examinees who are not admitted due to improper identification or other policy violations.**

Inclement Weather and Other Test Center Closures
Most test centers will likely be open even in the event of inclement weather, and examinees will be expected to report for their appointments. *Scheduling fees will not be refunded if you are delayed or unable to reach the test center*, so be sure to allow sufficient travel time to reach your test center safely. You will receive an email from Pearson VUE if a test center is closed for any reason. If you have questions or concerns about weather impacting your ability to reach the test site, please call the AAMC at 202-828-0600 in advance of your exam.

If the AAMC or Pearson VUE cancel your reservation for any reason, you must reschedule a new appointment or request a refund within **the same testing year in which the cancellation occurred.** In cases where rescheduling is not possible, especially late in the testing year when fewer opportunities remain, your registration fee will be fully refunded. The fee CANNOT be applied toward a future testing year.

If you are rescheduled to a new appointment and decide to make additional changes or cancel, you must do so by the deadlines associated with the new appointment and submit any applicable fees.

Check-In Rules and Procedures

Examinees will be checked in and allowed into the testing room one at a time by the Test Administrator. While the exact order may vary slightly, the check-in process consists of the following steps.

Review of Test Center Regulations
You will be presented with the AAMC Candidate Rules Agreement, which outlines the standard test center rules and regulations, for your review. In addition to the AAMC Candidate Rules Agreement, each testing center may have its own regulations regarding expectations while in that facility. Failing to comply with the AAMC Candidate Rules Agreement or test center regulations may result in the termination of your exam.

Verification of ID
In order to be admitted to take the exam, you will need to provide an MCAT-Accepted ID as detailed earlier in this document.

At the test center, your ID may be digitally authenticated. The Test Administrator may scan an image of the ID, in whole or in part, and information stored digitally on the ID may be collected.

Digital Signature
You will be required to provide a digital signature during the check-in process that will be used to verify that the person who registered for the MCAT exam is the person sitting for the exam. The digital signature may also be used as part of the AAMC's Investigation Procedures.

Palm Vein Scan
A scan of your palm veins will be taken at check-in. Palm vein biometric recognition examines the unique patterns in the veins of your palms using a safe, near-infrared light source like that in a TV remote control.

Palm vein recognition allows Pearson VUE to detect people trying to take exams under assumed tester identities. By preventing proxy testers, the technology helps Pearson VUE maintain the integrity of examinations, which maintains the validity of your MCAT scores.

Photo Capture
A digital passport-style photo will be captured of you during the check-in process. These test-day photos help the AAMC investigate reported or suspected fraudulent activity that could negatively impact the validity of MCAT exam scores or other test-day irregularities.

Storage of Personal Belongings
Unless authorized by the AAMC prior to your test date, all personal items must be stowed in the provided secure storage as directed by the Test Administrator. You will be required to store cell phones and small electronic devices in sealed bags given to you at the test center. The bag must remain sealed until a Test Administrator opens it at the conclusion of your exam. Neither the AAMC nor Pearson VUE will be responsible for lost, stolen, or damaged items.

> **The AAMC recommends that you bring as few personal items as possible, including jewelry and watches, to the test center on test day. You will be asked to remove these items on test day. You will be required to turn out your pockets to demonstrate they are empty.**

You may bring ONLY the following personal items into the testing room:
- Eyeglasses — subject to visual and physical inspection by test administrators.
- MCAT-Accepted ID.
- *Items provided by the test center.
    - Earplugs (personal ear plugs are not allowed).
    - Storage key.
    - Noteboard booklet.
    - Fine-point marker.

No other items are permitted unless approved by the AAMC.

Personal items that appear suspicious may be photographed or confiscated.

If you require an item in the testing room for medical reasons, you must request testing accommodations and obtain approval from the AAMC. (See Testing With Accommodations.) If you believe that you will require an electronic medical device in the testing room due to a medical condition or disability, please review the MCAT Exam with Accommodations website and contact accommodations@aamc.org. To

ensure sufficient review time of your request, we encourage candidates to contact us as early as possible in advance of their exam date.

Noteboard Booklets

You will be provided with a noteboard booklet for note-taking during the exam. The noteboard booklets contain nine, 14 inches by 8 inches wet-erase pages.

Noteboard booklet usage and guidelines:
- The noteboard booklet must remain on your desk and in one piece.
- **You may not**
    - Rip, tear, or separate the noteboard booklet.
    - Conceal or remove the booklet, in whole or in part, from the exam room. Including during any breaks or at the end of the exam.
    - Wipe or erase any of your notes from the booklet.
    - Use your noteboard booklet upon returning from a break prior to beginning the next section.
- If you require an additional noteboard booklet while you are completing the exam, raise your hand to alert the Test Administrator, who will exchange your original booklet for a new one.

Entering and Exiting the Testing Room

Every time you enter the testing room, you will be asked to provide your ID and place your palms on the scanning device. You will also be required to pat yourself down to show the administrator you do not have any prohibited items in your clothing and to turn your pockets inside-out to show that they are empty. You may be asked to remove sweaters or sweatshirts for inspection and/or be scanned with a metal detector wand. If you refuse, you may not be allowed to test.

You will be required to begin your exam immediately upon sitting at your workstation. Due to volume of examinees at your test center and check-in procedures, the actual start times will vary by individual.

Any time you wish to leave the testing room, whether you have completed your exam or wish to take a break, you must raise your hand to alert the Test Administrator and remain seated at your workstation until the Test Administrator escorts you out of the testing room. You will be required to provide your palm vein and/or ID every time you leave the testing room.

Breaks

The MCAT Exam contains two optional 10-minute breaks and one optional 30-minute mid-exam break. If you take an unscheduled break at any other time, the testing time will **not** stop. You will be responsible for tracking your break time using the clock in the test center waiting area. If you do not see a clock, you may ask the test center staff where you can monitor your time.

> (!) **Examinees are not permitted to leave the test center building or floor during a break for any reason.**

Should you finish a content section early, you must end that section prior to taking your scheduled break. Any remaining time in the section may not be used to extend any subsequent sections or breaks.

> **If you return from a break before the break time expires, you will be prompted to continue with the exam immediately upon being seated. Any remaining break time will not be applied to subsequent sections of the exam or future or scheduled breaks.**

Follow the exam schedule carefully. (See Exam Content) Taking breaks longer than the allotted time can lead to repercussions, including lost exam time and loss of the ability to void the exam. If your break exceeds the time allotted for the break, any overage may be subtracted from the time you have to take the following test section. You will need to allow time for check-in procedures when you return from your break.

You are permitted to bring your own food or drinks; however, these items must be stored outside of the testing room in your assigned locker or other storage provided to you at the test center. You may access them on your breaks. You will not be permitted to leave the test center floor or building to retrieve food or drink nor will you be permitted to have food or drink delivered to the testing center after you start the exam. There are no microwaves or refrigerators available in the test centers for your use.

In the Testing Room

- Your MCAT-Accepted ID must be visible on your desk at all times.
- Time is counted down by section. If you finish a section early, you may continue to the next section, but *additional time will not carry over to any subsequent sections or breaks*. You will not be able to return to a previous section once it has been completed.
- Follow all directions and verbal instructions of the testing staff.
- Test Administrators constantly monitor the testing room. Each exam station is monitored and recorded via closed circuit digital video recording (DVR).
- If you require assistance or encounter a problem while taking the exam, raise your hand immediately. The Test Administrator will come to you and escort you out of the test room, if needed.

Test-Day Certification Statement

On test day, you will be presented with an on-screen Certification Statement before you begin taking the MCAT exam. The Certification Statement reminds you of the obligations under the Examinee Agreement and *The MCAT Essentials* to which you agreed when you registered for the exam. By clicking the circle indicating that you agree with the Certification Statement, you will be certifying that you have read and agree to abide by all rules and policies set forth in the Examinee Agreement and *The MCAT Essentials*. The full text of the Certification Statement that you will see on test day is as follows:

TEST-DAY CERTIFICATION

By proceeding with today's MCAT® exam, you certify that you have not and will not engage in any conduct that compromises the integrity, validity, or security of the MCAT exam. You certify that:

- Prior to the exam, you did not give or receive information about the questions that might appear on your MCAT exam. During the exam, you will not give or receive information about the content of the exam.
- You will keep the MCAT exam content confidential indefinitely, including, but not limited to: exam questions, passages, graphics, incorrect responses, correct answers, and topic lists, frequency and order of exam topics, when described in more specific detail than the What's on the MCAT Exam.
- You are the person whose name appears on this MCAT exam registration and you meet the eligibility requirements for sitting for the MCAT exam.
- You are taking the MCAT exam for the sole purpose of applying to and attending a health-professions school and program that accepts MCAT exam results to satisfy a test-score admissions requirement, unless otherwise approved by the AAMC.
- You will not access any written materials, electronic devices, cell phones, or other unauthorized items at any point during today's MCAT administration which includes any scheduled or unscheduled breaks.
- You will abide by all MCAT policies and procedures found in *The MCAT Essentials*, including the Examinee Agreement to which you agreed when you registered for the MCAT exam.
- You understand that a violation of any MCAT rule may result in an investigation which could lead to a report of factual findings sent to legitimately interested parties, score cancellation, a partial or permanent ban from taking the MCAT in the future, or civil or criminal penalties.

I have read, and agree to comply with, the terms of this Test-Day Certification, including all additional terms and policies set forth in The MCAT Essentials, and I understand the consequences for failing to comply.

○ I agree

○ I do NOT agree

Next →

Scoring or Voiding Your Exam

On test day, you have the option to void your MCAT exam if you do not want your test to be scored. <u>You will only have ONE opportunity to void your exam</u>. When you finish your exam, you will see the following:

Congratulations! You have completed the exam.

If you would like to have your MCAT® exam SCORED, select **I wish to have my MCAT exam SCORED**. If you select this option, your results will be reported and you will not be able to cancel your scores on a later date.

If you wish to VOID your MCAT® exam and NOT have it scored, select **I wish to VOID my MCAT exam.** Your results will not be scored, and you will not receive a refund of your scheduling fee.

If time expires before you submit your selection, your answer will default to your current selection. If no selection is made, your answer will default to SCORED.

○ I wish to have my MCAT exam SCORED.

○ I wish to VOID my MCAT exam.

Select **Next** to submit your selection.

Please Note:

- Notifying the test administrator of your intent to void your exam is not sufficient. You must select "I wish to **VOID** my MCAT exam" when prompted on your computer screen.
- If you are not presented with the void exam question, you must ask the Test Administrator to file a report before leaving the test center and submit a *Test Center Concern* for the situation to be investigated. (See Reporting a Test Day Incident)
- If you must leave before completing your exam due to illness or unforeseen circumstances, the AAMC advises you to click through your exam in order to void it. Otherwise, you must ask the Test Administrator to file a report before leaving the test center and submit a Test Center Concern so that the AAMC may void your exam for you.
- Failure to properly void your exam may result in the release of your incomplete scores. These scores cannot be removed from your testing history.

What Happens After You Void Your Exam?

- Information from voided exams is not included on score reports sent to medical schools. Indication of a voided exam will be displayed in the MCAT Score Reporting System after the scheduled score release date for only you to see.
- A voided exam *does* count toward your testing limits. (See Testing More Than Once and Testing Limits)
- Voiding an exam is not grounds for a refund.
- Your score or void decision will be included in the confirmation letter you receive from the Test Administrator after completing your exam.

- The AAMC Services Contact Center will not have finalized information regarding your decision to score or void your exam until at least five days after the test date.

Testing Irregularities

The MCAT exam is a standardized test, which requires that certain aspects of the exam remain constant across the entire testing population, including, but not limited to, the number of questions, the subject areas covered, the difficulty of the exam overall, and the conditions under which the test is administered. In the rare event an irregularity occurs which results in one of the standardized aspects of your exam being altered to an extent that you may have been unfairly impaired or advantaged, the AAMC may, in its sole discretion, cancel your scores. In such case, the score will not be disclosed to you, medical schools, or any other interested parties. The AAMC will make every effort to reschedule a new test date. In cases where rescheduling is not possible, especially late in the testing year when fewer opportunities remain, your registration fee will be fully refunded. The fee CANNOT be applied toward a future testing year.

Issues Preventing Completion or Scoring of Your Exam

Examinees unable to complete their exam due to workstation outages, power outages, or other test day issues are encouraged to submit a Test Center Concern.

If you are rescheduled to a new appointment and decide to make additional changes or cancel, you must do so by the deadlines associated with the new appointment and submit any applicable fees.

After the Test

After you complete your exam and are escorted out of the testing room, you must hand the Test Administrator your sealed digital device bag(s) to be opened, present your ID again to the Test Administrator and return any and all materials supplied to you prior to the beginning of your test. After returning these items, a Pearson VUE staff member will provide you with a completion confirmation letter. This letter is for your records and is proof that you sat for and completed the exam.

Registering for Another Test Date

There is a 48-hour waiting period once you complete your MCAT exam before you are permitted to register for another exam through the MCAT Registration System. Any attempts to register for another exam before the MCAT Registration System makes that option available to you, such as using a new or different AAMC ID, is a violation of MCAT policies that may be subject to the MCAT Investigation Procedure.

Once the waiting period is complete, the MCAT Registration System will allow you to register or schedule another test date.

Attempting to register for another test date prior to the end of the waiting period is a violation of MCAT policies.

When an Error Occurs

The AAMC takes great care to ensure registrations are properly processed and exams are properly prepared, handled, and scored. In the unlikely event that an error occurs, the AAMC will, if possible, correct it.

In cases where the test administration service is not delivered or completed, the AAMC may permit you to either retest at no additional fee or receive a partial or full refund of the registration fee.

Please note, the remedies described within this section are the exclusive remedies available for errors in registrations, exam information, scoring (including score reporting), testing disruptions, or potential compromises to exam content by one or more examinees through prior access.

Reporting a Test Center Concern

If you believe that test center conditions interfered with your performance on the exam, and you wish to have the AAMC research what occurred, you must do **both** of the following:

- Ask the Test Administrator to file a case report **at the time the incident occurs.**
  - The test center is not responsible for researching or resolving any problem(s) you experienced (only the AAMC can do that); however, filing the case report the day of is necessary for the AAMC to take action regarding your Test Center Concern, described below. If you do not ask the test administrator to witness and document your concern at the time the problem occurs, the AAMC may not be able to confirm the problem. **You may obtain the case report number from a test administrator to note in your Test Center Concern.**

- Submit the MCAT Test Center Concern form only through the MCAT Registration System **no later than five (5) calendar days following your exam**. Concerns received after five calendar days **will not** be investigated.

An *MCAT Test Center Concern* submitted in the timeframe noted above will receive a written response via email detailing the findings of the investigation. Investigations are typically concluded prior to the exam's score release date. If a testing irregularity is confirmed, you may provide the AAMC's written response to any interested party as documentation of the incident.

The AAMC will not reverse your decision to void or score your exam in the event of a confirmed test center problem. Furthermore, if you complete the exam and submit it for scoring, despite the occurrence of a testing irregularity, you are not eligible for a refund or a free retest.

Below is an example of a TCC form from the MCAT Registration System website:
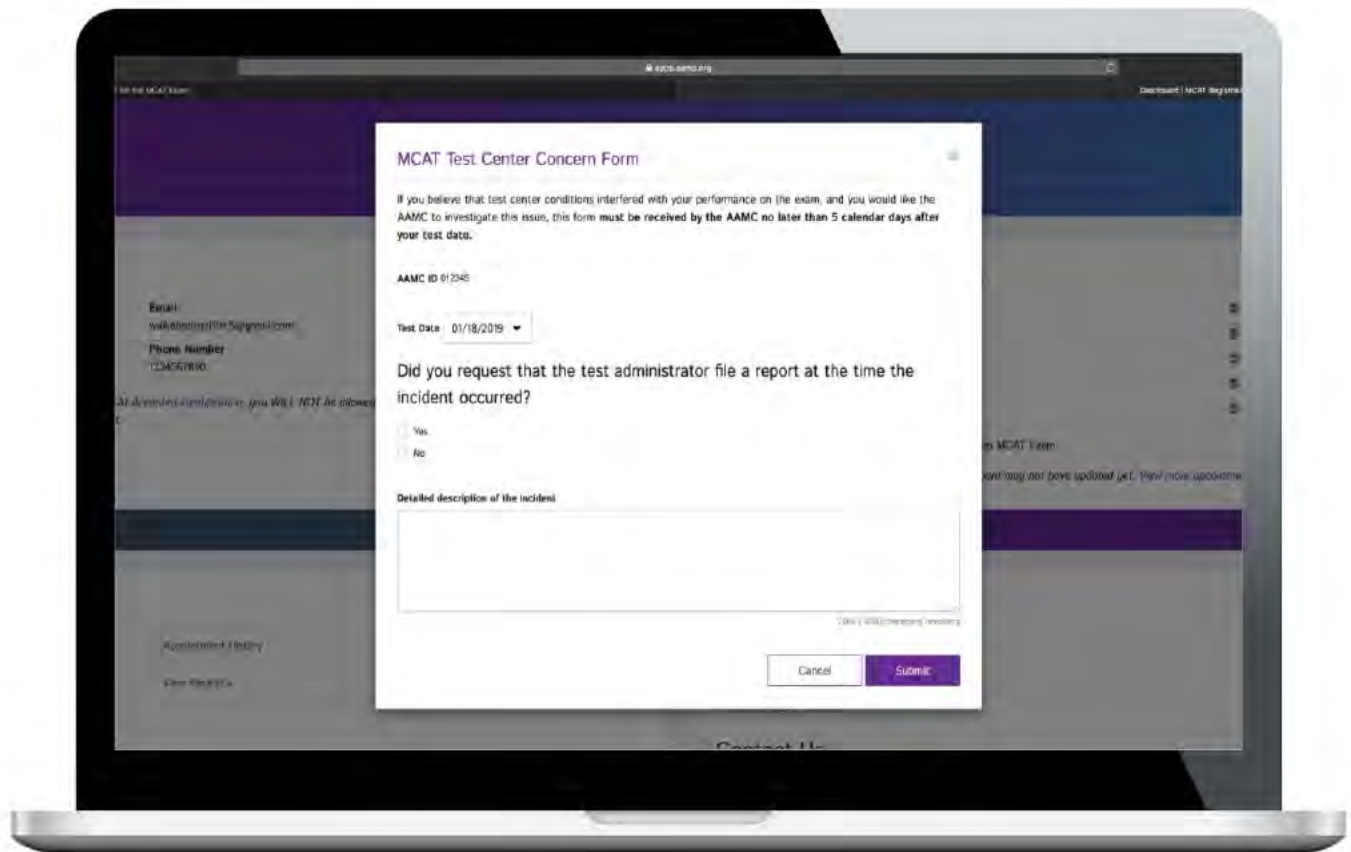
Discussion of the MCAT Exam

The AAMC developed a set of guidelines to help you understand the terms under which you may sit for the MCAT exam, the prohibition on disclosure of exam content, and how you may appropriately share your exam experience.

What IS permitted:
- Commenting on your general exam experience, such as test center conditions or how you felt about a particular test section.
- Describing the exam with the same level of detail as the What's on the MCAT Exam?

What is NOT permitted:
- Describing in more specific detail than the What's on the MCAT Exam?: exam questions, passages, graphics, incorrect responses, correct answers, topic lists, and frequency and order of exam topics.
- Outlining the steps or process to answer a question.

- Speculating about which questions are field-test or experimental questions.
- Assisting anyone else in doing any of the above.

While you may read or hear other guidelines inconsistent with these statements, keep in mind that the information contained herein, and in the binding MCAT Examinee Agreement, is directly from the AAMC. By following these guidelines, it is possible to share your MCAT experience without committing a violation.

Investigation Procedures, Final Report, Arbitration, and Additional Actions

The AAMC reserves the right to investigate you if there is evidence that you may have engaged in any behavior which may be considered detrimental to a fair and secure testing process or impacts the testing environment, security, and integrity of the exam. If you violate procedures or engage in irregular behavior, it will be reported to the AAMC.

The AAMC Policies and Procedures for Investigating Reported Violations of Admission and Enrollment Standards apply and are incorporated into the *MCAT Essentials for Testing Year 2020*.

- If you are the subject of an investigation by the AAMC you shall: fully cooperate with the AAMC investigation, produce all documents and materials requested by the AAMC, and submit to an in-person interview conducted by or on behalf of the AAMC at the association's request. You shall truthfully and completely answer all questions posed during investigative interviews conducted by or on behalf of the AAMC.
- If the AAMC initiates an investigation, it will notify you before issuing an investigation report. Investigation-related communications will be sent to you via e-mail. It is your responsibility to ensure that you have an active e-mail address on file with the AAMC that you check frequently. All responses to the AAMC must be submitted in writing.
- At its sole discretion, the AAMC may elect to send a fact-based investigation report documenting the violation and subsequent investigation, with any attachments provided by the applicant, to legitimately interested parties, both now and in the future.

You will be provided a draft investigative report to review and an opportunity to respond before the final report is issued. If in your response you conclude that the draft report unfairly characterizes the matter under investigation or agreement between the parties on the content and language of the report cannot be reached, you may request arbitration. Arbitration shall be conducted through written submission to the American Arbitration Association in Washington, D.C. **The sole issue for arbitration shall be whether the AAMC acted reasonably and in good faith in making its decision.**

In addition to issuing and disseminating the investigation report, the AAMC may take additional actions for policy or rules violations including, but not limited to:

- Terminating an exam administration.
- Issuing a warning letter to an examinee.
- Cancelling an existing MCAT registration or score.
- Placing MCAT scores on hold.
- Suspending MCAT registration eligibility for a limited period or permanently.

The AAMC may, at its sole discretion, file a civil lawsuit against you for material breaches of the Examinee Agreement that cause damage to the AAMC and/or a third party, or for any other violation of

the AAMC's legal rights. In addition, the AAMC may, at its sole discretion, refer you to one or more federal, state, or local prosecuting attorneys for criminal investigation and prosecution when it has a reasonable basis to conclude that you may have committed a crime in the course of violating the Examinee Agreement

MCAT Scores
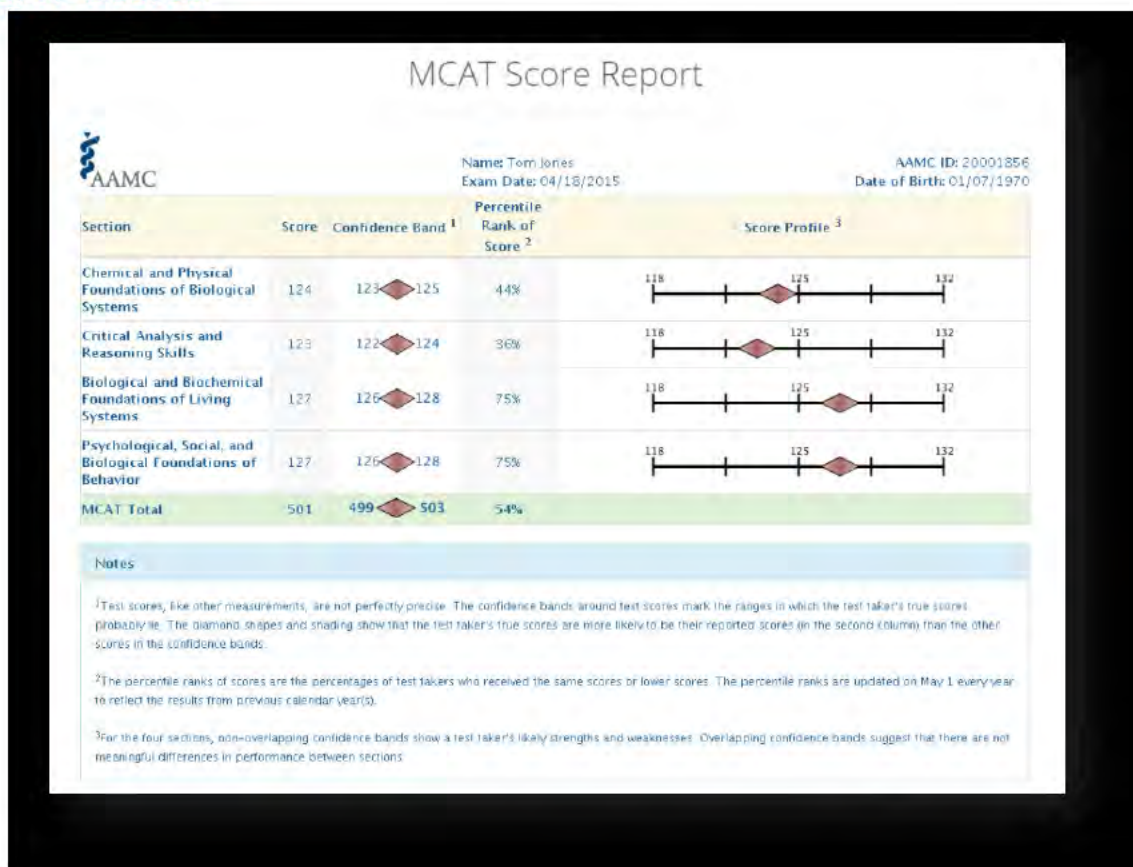
Exam Scoring

You will receive a separate score for each of the four sections of the MCAT exam, as well as a total score.

- Your raw score on each of the four multiple-choice sections is based on the numbers of questions you answer correctly in each section. *There is no penalty for guessing.*
- The raw score for each section is then converted to a scaled score ranging from 118 (lowest) to 132 (highest).
- Your total scaled score is the sum of the four individual section scores and will range from 472 to 528.
- Every test form of the MCAT exam measures the same basic concepts and skills. However, each form is different in regard to the specific questions it uses. While care is taken to make sure that each form is about equivalent in difficulty, one form may be slightly more or less difficult than another. The conversion of raw scores to scaled scores, through a process called equating, compensates for small variations in difficulty between sets of questions and ensures that scores have the same meaning, no matter when you test or who tests at the same time you did.

- A percentile rank is reported along with each section and total score. The percentile ranks of scores are the percentages of test-takers who receive the same or lower scores than you did. Updates to the percentile ranks will be made on May 1 each year. The percentile ranks will be updated with all examinees' scores from the most recent three years.

For additional information on exam scoring, including a short video and an example of a score report, please visit our webpage on MCAT scores.

Receiving and Sending Scores

How to Receive Your Test Scores

Your test scores will be available for viewing no later than **5:00 p.m. ET** on the day of the score release for your exam. You can view your scores by signing in to the MCAT Score Reporting System. You will not see your recent exam date(s) in the history section of the MCAT Score Reporting System until scores are released. See the 2020 Calendars, Scheduling Deadlines and Score Release Dates for tentative release dates.

AAMC staff will not provide scores over the phone or via email. The AAMC is not responsible for any claims for damages resulting from delayed transmission of test scores for any reason.

Score Reporting Through Your AMCAS Application

If you are applying to medical school through the American Medical College Application Service® (AMCAS®), there is no extra step you need to take to add your scores to your AMCAS application. Please note that medical schools want to see your entire testing history, which means that you cannot withhold current or prior scores from your AMCAS application.

If you have taken the exam previously, check the application policies of each school that you are interested in to see if they will accept your previous scores.

As of April 2003, the AAMC has followed a full disclosure policy. This means that all tests taken from April 2003 and beyond will be included in score reports or will be made available through your AMCAS application. Pre-2003 scores that have previously been released to AMCAS will also be included in your AMCAS application.

To contact AMCAS, email amcas@aamc.org or call 202-828-0600.

Score Reporting Through the MCAT Score Reporting System

The MCAT Score Reporting System (SRS) is used to view your test scores, and can be accessed by logging in with the same AAMC account credentials used for the MCAT Registration System.

You can use the MCAT Score Reporting System to release your scores to institutions not participating in the AMCAS service. Additionally, you can print official score reports to send to whomever you wish. Recipients can verify your printed official score reports online, and there is no additional charge to examinees to use this system.

You may also send electronic score reports to participating institutions. New MCAT scores will be released to the institutions for one year after your initial release.

MCAT exam scores from 1991 to the present may be accessed through the MCAT Score Reporting System. Per our full disclosure policy referenced in the previous section, all tests taken from April 2003 and beyond will be included in electronic score reports. If you wish to submit a score from a test taken prior to 2003, you must utilize the "Print Score Report" capability in SRS.

False or inaccurate claims made to the AAMC, any institution, or any other entity related to scores or their submission to various entities is a violation of AAMC policy that is subject to Investigation Procedures.

Test Question Challenges

Please notify the AAMC **no later than five (5) calendar days following your exam** if you believe a question was flawed, ambiguous, or redundant/repetitive.

Submit a MCAT Test Question Challenge through the MCAT Registration System. Challenges received after five calendar days will not be investigated.

The AAMC will provide a written response via email to test question challenges submitted in a timely manner. You may expect a written response within two to three weeks from the date we receive your correspondence.

Rescoring

The AAMC maintains a variety of quality control procedures to ensure the accuracy of scores and score reporting, and the possibility for error in the scoring process is rare. However, if you believe that a scoring error has been made, you may request that your answers be rescored by hand.

The AAMC will respond to your email request within three (3) weeks of its receipt. The response letter will either confirm your original scores as reported or inform you of the corrected scaled scores for each test section. We will not disclose your raw scores or provide any additional feedback on your exam performance.

Rescoring Fees (USD)	$65

To request a rescore, submit an MCAT Rescore Request through the MCAT Registration System **no later than 30 calendar days after the score release date**. After submitting a Rescore Request, you will receive an invoice for payment via email. A Rescore Request is not complete until full payment is received.

Contacting Us

AAMC customer service specialists are available to assist you with the registration process, test-day procedures, and score reporting. To help ensure resolution of your question or concern before your test date, **contact us no later than the Silver Zone scheduling deadline associated with your test date.** Please allow two business days for a reply to your email.

> MCAT Program
> Association of American Medical Colleges
> 655 K St., NW Suite 100
> Washington, DC 20001-2399
>
> Telephone: 202-828-0600
>
> Contact Form: aamc.org/contactmcat
>
> Hours:
> Monday-Friday, 9:00 a.m.-7:00 p.m. ET
> Closed Wednesday, 3:00-5:00 p.m. ET
> On MCAT test days, staff are available at a minimum 7:30 a.m.-11:30 a.m. ET.

These hours are subject to change. Please visit the MCAT website for the most up-to-date information.

The months of June, July, August, and September are peak testing months. During this time, you may experience wait times that are longer than usual.

Scheduling Deadlines

All exams begin at 8:00 a.m.	All deadlines are at 11:59 p.m. local test center time.		
	GOLD ZONE DEADLINE	**SILVER ZONE DEADLINE**	**BRONZE ZONE DEADLINE**
Jan. 17	Dec. 19, 2019	Jan. 2	Jan. 9
Jan. 18*	Dec. 20, 2019	Jan. 3	Jan. 10
Jan. 23	Dec. 25, 2019	Jan. 8	Jan. 15
March 14	Feb. 14	Feb. 28	March 6
March 27*	Feb. 27	March 12	March 19
April 4*	March 6	March 20	March 27
April 24	March 26	April 9	April 16
April 25	March 27	April 10	April 17
May 9*	April 10	April 24	May 1
May 15	April 16	April 30	May 7
May 16*	April 17	May 1	May 8
May 21*	April 22	May 6	May 13
May 29	April 30	May 14	May 21
June 5	May 7	May 21	May 28
June 19	May 21	June 4	June 11
June 20	May 22	June 5	June 12
June 27	May 29	June 12	June 19
July 7	June 8	June 22	June 29
July 18	June 19	July 3	July 10
July 22**	June 23	July 7	July 14
July 23	June 24	July 8	July 15
July 31	July 2	July 16	July 23
Aug. 1	July 3	July 17	July 24
Aug. 7	July 9	July 23	July 30
Aug. 8	July 10	July 24	July 31
Aug. 13**	July 15	July 29	Aug. 5
Aug. 14	July 16	July 30	Aug. 6
Aug. 15**	July 17	July 31	Aug. 7
Aug. 22**	July 24	Aug. 7	Aug. 14
Aug. 27**	July 29	Aug. 12	Aug. 19
Aug. 29	July 31	Aug. 14	Aug. 21
Sept. 3	Aug. 5	Aug. 19	Aug. 26
Sept. 4	Aug. 6	Aug. 20	Aug. 27
Sept. 5**	Aug. 7	Aug. 21	Aug. 28
Sept. 11	Aug. 13	Aug. 27	Sept. 3
Sept. 12	Aug. 14	Aug. 28	Sept. 4
*This date is not available at Canadian test centers.			
**This date is only available at Canadian test centers.			

Appendix B. Pearson VUE Documents

B.1. AAMC candidate confirmation email

PLEASE DO NOT RESPOND TO THIS E-MAIL

This e-mail contains important information about the exam(s) you scheduled, the location and the rules. Please ensure these details are correct. If any information is not correct, please contact Pearson VUE immediately.

Appointment Details

Order Number: 0000-1111-2222

Exam:	**Exam Series - Exam Title - Exam Language (LangCode)**
Candidate:	Salutation Candidatefirst Candidatemiddle Candidatelast Suffix
AAMC ID:	123456
Registration ID:	38383838
Date:	Wednesday, September 2, 2020
Time:	08:00 AM Central Daylight Time (Time shown is test center local time.)
Test Center Location (Directions shown below)	PEARSON PROFESSIONAL CENTERS - NONAME CITY (DISTRICT 1) 999 ADDRESS LINE ONE CITY STATE 55555 COUNTRY

Admission Policy

We ask that you arrive at the test center 30 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary check-in procedures. Please be prepared to show an MCAT-Accepted ID (see MCAT Essentials and the MCAT website for more information). If you arrive late to your appointment, you may be refused admission and exam fees will be forfeited.

No personal items may be taken into the testing room with the exception of disposable gloves (optional) and self-provided facemasks (required.) This includes all bags, books, notes, phones, pagers, watches and wallets.

Reschedule Policy

If you wish to reschedule your exam, you must do so prior to the Bronze Zone Deadline through the MCAT Registration System or by contacting Pearson VUE. All rescheduling fees are waived until further notice. Please review the MCAT website for more details on deadlines and fees.

Please be advised that all deadlines fall on the noted day at 11:59 pm local test center time.

Cancellation Policy

If you wish to cancel your exam, you must do so prior to the Bronze Zone Deadline through the MCAT Registration System or by contacting Pearson VUE at aamc.org/contactmcat.

If you cancel before the Bronze Zone Deadline associated with your exam date, you will receive a full refund of base registration fees found on the MCAT website. The Bronze Zone Deadline is the last date to reschedule or cancel a reservation and the last date to edit registration information such as name, address, consents, etc.

Please be advised that all deadlines fall on the noted day at 11:59 pm local test center time.

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

Please review the specific health conditions and testing requirements for your country on our Coronavirus Update page before your exam appointment. By scheduling your test appointment, you agree to comply with these requirements. You will be asked to acknowledge these conditions and requirements upon arrival at the test center. You are required to bring and wear a face mask while at the test center and while taking your exam. Candidates without a face mask will be denied testing services. You must briefly remove your mask during the check-in process. If you refuse to wear a face mask or if you are sick or you have been in contact with an ill person, do not go to the test center — please reschedule your exam online for a later date.

AAMC MCAT Official Prep

Prepare for the MCAT exam with MCAT official prep resources and products written by the developers of the actual MCAT exam. Learn how to build your own Study Plan, and review the study schedules, strategies, personal challenges, and dos and don'ts shared by students on How I Prepared for the MCAT® Exam. Visit our website to learn about free resources and low-cost official practice products that will help you at every stage of your preparation.

Additional Information

Neither the AAMC nor Pearson VUE will be held responsible for expenses incurred beyond the cost of the exam, including but not limited to travel expenses and lost wages on the day of the exam.

Our goal is to make your exam experience a pleasant one. Please feel free to contact us with your comments or questions at aamc.org/contactmcat.

Sincerely,

Pearson VUE

Directions to Test Center

Center: PEARSON PROFESSIONAL CENTERS - NONAME CITY (DISTRICT 1)

How to get there: On the corner of 19 and 37

B.2. Pearson VUE website

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.

⚠ **Face masks are now required while testing at Pearson VUE-owned test centers.** More information»

Updated: September 3, 2020

Latest health & safety requirements   Country-specific testing information

Candidate FAQs (/Test-takers/Resources.aspx?ot=collapse156)

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. Appointment availability is limited due to social distancing precautions and varies by location, but some test centers in the United States have extended their hours to be open nearly 24 hours a day. When you schedule your exam, be sure to note whether you've chosen a.m. or p.m. (e.g., 12:00 a.m. midnight or 12:00 p.m. midday).

Our customer service wait-times are long right now as we work to help candidates across the globe. Please go to our FAQs (/Test-takers/Resources.aspx?ot=collapse156) 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 (/test-takers.aspx) to speak to the customer service team associated with your program.

Latest health & safety requirements 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 testing candidates and our staff. **We ask candidates to comply with the health and safety guidelines outlined below to keep fellow candidates safe.**

⚠ **Face masks are now required while testing at Pearson VUE-owned test centers.** More information»

What candidates need to know:

You will not be admitted to the test center and should reschedule your exam if…   **Unless…**

You will not be admitted to the test center and should reschedule your exam if…	Unless…
1　You have **tested positive** for COVID-19:	- You have been symptom-free and fever-free for at least 72 hours without the use of fever reducing medicine **AND** - At least **14 days** have passed since your last exposure, or you have received two negative COVID-19 test results in a row, 24 hours apart
2　You are currently **experiencing or have experienced one or more associated symptoms** within the **last fourteen (14) days**: - shortness of breath - cough - fever - chills - sore throat - loss of smell	You have been symptom-free and fever-free for at least 72 hours without the use of fever reducing medicine
3　You **live with or** have had **close contact** with someone who has confirmed or suspected COVID-19. *Medical and healthcare professionals - please see exception below.	At least **14 days** have passed since your last exposure
4　Have been or are under home quarantine or centralized observation by government or healthcare authorities	At least **14 days** have passed since your quarantine or centralized observation has been lifted by the government or healthcare authorities

*Medical and healthcare professionals where *both* the medical/healthcare professional and the patient were wearing the appropriate personal protective equipment (PPE) are an exception.

Important candidate information

- You will be asked to acknowledge that you meet the above health requirements and that you will follow health and safety guidelines while testing.
- You must bring and wear your own face mask while you're at the test center and throughout your exam. A surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. We are unable to provide face masks to candidates. Candidates without a face mask will be denied testing services. See <u>country-specific face mask exceptions</u> for the United Kingdom.
- You may be asked to stay > 6 feet away from other people in the waiting area. Please follow the test administrator's guidance during the admissions process.
- 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.
- Depending upon local requirements, some test centers may require candidates to provide a temperature check upon arrival.
- It is your responsibility to ensure there are no travel restrictions in place for the location where you want to take your test. If you travel to test in another state or country with travel restrictions in place, you may be turned away.

Health and safety measures at Pearson VUE test centers:

- 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 disposable gloves if they choose
- Remind candidates to wash their hands or utilize hand sanitizer upon arrival at the test center
- Enforce local social distancing requirements

For additional country specific measures, please review the individual country information below. We also encourage our third-party test centers to implement these precautionary measures.

Country-specific testing information

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	⌄

Bahrain   ⌄

Brazil   ⌄

Canada   ⌄

China (Mainland)   ⌄

Denmark   ⌄

France   ⌄

Germany   ⌄

Greece   ⌄

India   ⌄

Israel   ⌄

Italy   ⌄

Japan   ⌄

Malaysia   ⌄

Mexico   ⌄

New Zealand   ⌄

Philippines   ⌄

Saudi Arabia   ⌄

South Africa   ⌄

Singapore   ⌄

South Korea   ⌄

Spain	⌄

Turkey	⌄

United Arab Emirates	⌄

United States	⌄

United Kingdom	⌄

Close window

(https://home.pearsonvue.com/coronavirus-update?rss=covid-19-updates)

Country-specific testing information

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

Some of our Pearson VUE-owned and operated Pearson Professional Centers (PPCs) are available for testing in Australia. Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.
We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who have the ability to operate within Australia.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

Please wear a face mask or face covering in the test center and while taking your test to protect yourself and others. We are unable to provide face masks to candidates.

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.

Brazil

Our Pearson VUE-owned and operated Pearson Professional Center (PPC) is available for testing in Sao Paulo, Brazil. 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 Brazil.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

Canada
Some Pearson VUE-owned and operated Pearson Professional Centers are available for testing in Canada. We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who have the ability to operate within Canada.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

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

In order to be admitted into the test center, candidates must acknowledge both that they meet certain health requirements and that they will follow health and safety guidelines while testing.

- You must show your health monitor app (updated on the date of the test) before entering the test center (you may have to show to building landlord in addition to Pearson VUE).
- You will have your temperature taken with a contactless thermal sensor at your forehead (this may be taken by building landlord in addition to Pearson VUE). If your temperature is above 37.3 Celsius, you will be asked to reschedule your exam for a different day (free of charge).
- Bring and wear your own face mask in the testing room. The mask will be inspected prior to entering the test room.
- Stay > 1m away from other people in the waiting area and during the admissions process.

*Please note that the test center will log the temperature data and health code of test-takers for two months. However, if 1) you dispute with regard to attendance of the test in 2 months 2) you are suspected to be infected or 3) there is a request from authorities, then your health log will be maintained until no longer reasonably required.

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 China. 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.

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 have the ability to operate within Denmark.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

France

Our Pearson VUE-owned and operated Pearson Professional Centers (PPCs) are available for testing in France. We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who have the ability to operate within France.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

Germany

Our Pearson VUE-owned and operated Pearson Professional Centers (PPCs) are available for testing in Germany. We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who have the ability to operate within Germany.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

Greece

Some Pearson VUE-owned and operated Pearson Professional Centers are available for testing in Greece. We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who have the ability to operate within Greece.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

India

Some Pearson VUE-owned and operated Pearson Professional Centers are available for testing in India. Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.
In order to be admitted into the test center, candidates must acknowledge both that they meet certain health requirements and that they will follow health and safety guidelines while testing.

- You are strongly encouraged to show your Arogya Setu App (updated on the date of the test) on a best-effort basis before entering the test center. You will not be admitted to the test center if the App shows you are at risk.
- You will have your temperature taken with a contactless thermal sensor at your forehead. If your temperature is above 37.5 Celsius, you will be asked to reschedule your exam for a different day (free of charge). Please note that the test center will take record your body temperature if it is above 37.5 degree Celsius and you are asked to reschedule your exam.
- You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates. However, test-takers may

be required to remove it during registration and ID checks and after any toilet breaks to confirm their identity.

- Stay > 2 yards away from other people in the waiting area and during the admissions process.

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

Israel
Our Pearson VUE-owned and operated Pearson Professional Center (PPC) is available for testing in Israel. 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.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

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

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

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 Japan.

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".

Malaysia

Pearson VUE does not operate a company-owned test center in Malaysia. 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 Malaysia.

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

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

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.

New Zealand

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

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

Philippines

Test delivery is currently suspended at the Pearson VUE-owned and operated Pearson Professional Center (PPC) in Manila. 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.

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 Philippines. 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.

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.

South Africa

Our Pearson VUE-owned and operated Pearson Professional Center (PPC) is available for testing in Johannesburg, South Africa. We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who have the ability to operate within South Africa.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

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 traveling from another country and have not quarantined for the required 14 days, please reschedule your exam.
- 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.

[South Korea](#)

Our Pearson VUE-owned and operated Pearson Professional Center (PPC) is available for testing in South Korea. 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 South Korea.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our [FAQ page](#) for more information.

[Spain](#)

Our Pearson VUE-owned and operated Pearson Professional Centers (PPCs) are available for testing in Spain. We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who have the ability to operate within Spain.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our [FAQ page](#) for more information.

Turkey

Our Pearson VUE-owned and operated Pearson Professional Center (PPC) is available for testing in Istanbul, Turkey. 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.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

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.

United States

Our Pearson VUE-owned and operated Pearson Professional Centers are available for testing in the United States. We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who have the ability to operate within the United States.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

You must bring and wear your own face mask while at a Pearson VUE-owned test center and throughout your exam. Any surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. Candidates without a face mask will be denied testing services. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. However, some test centers are extending their hours to be open nearly 24 hours a day. When you schedule your exam, be sure to note whether you've chosen a.m. or p.m. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

United Kingdom
Some Pearson VUE-owned and operated Pearson Professional Centers are available for testing in the UK. We will continue to deliver exams to any independent third-party test centers (PVTC and PVTC Selects) who have the ability to operate within the UK.

If you exhibit symptoms upon arrival at the test center, you may be asked to reschedule your exam for another time when in full health.

We strongly recommend that you wear a face mask or face covering in the test center and while taking your test to protect yourself and others. We are unable to provide face masks to candidates.

Please note: availability is limited at this time because we are following social distancing guidelines and government guidance. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam and visit our FAQ page for more information.

COVID-19 (Coronavirus situation) update on various pages throughout the PearsonVUE.com website including the home page and test-taker home page as of September 3, 2020

COVID-19 (Coronavirus) situation:

Testing candidates: Check our **COVID-19 Update Page** to review the health and safety measures in place for testing and find out about any country-specific testing policies.

Appointment availability is limited due to social distancing precautions and varies by location. Please note that our customer service wait-times are also longer than usual right now. For information on rescheduling, refunds, and more, please check out our **FAQs**.

Frequently asked questions

These are frequently asked questions about the general Pearson VUE testing experience. Get answers specific to your test from your exam program's homepage.

COVID-19 (Coronavirus) scheduling and rescheduling

Q. When will test centers reopen?

A. Test delivery is now available at some Pearson VUE test centers. We are opening testing availability up as quickly as possible in a manner that's safe for our candidates and employees by following local social distancing requirements. Find your exam program on the test-taker homepage, then log in to your account to search for a test center that's open near you.

Q. Why can't I find appointment availability?

A. We are opening testing availability up as quickly as possible in a manner that's safe for our candidates and employees. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam.

Appointment availability continues to change due to COVID-19, so be sure to check back regularly to see if and when new time slots become available. You can always reschedule for a sooner appointment if possible.

Some test centers in the United States are extending their hours to be open nearly 24 hours a day. When you schedule your exam, be sure to note whether you've chosen a.m. or p.m. (e.g., 12:00 a.m. midnight or 12:00 p.m. midday).

Q. Can I travel to a different state/jurisdiction to take my test?

A. It is your responsibility to ensure there are no travel restrictions in place for the location where you want to take your test. If you travel to test in another state or country with travel restrictions in place, you may be turned away.

Q. Am I required to wear a face mask?

A. Yes, you must bring and wear your own face mask while you're at the test center and throughout your exam. A surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. We are unable to provide

face masks to candidates. Candidates without a face mask will be denied testing services. You will be asked to briefly remove the mask during the check-in process to take the required candidate photo. See [country-specific face mask exceptions](#) for the United Kingdom.

Q. I would like to take my exam sooner. Is that possible?

A. Your online candidate profile is the most up-to-date place to check test availability and schedule your exam. If you don't see any appointments, please keep checking back, as we will continue to add availability and open more test centers as local guidelines change.In the United States, some test centers are extending their hours to be open nearly 24 hours a day. When you schedule your exam, be sure to note whether you've chosen a.m. or p.m. (e.g., 12:00 a.m. midnight or 12:00 p.m. midday).

As a result of COVID-19, we are experiencing a high number of customer service inquiries, so unless you experience a system error when searching for an appointment, the easiest and most efficient way to book your exam is through your online candidate profile.

Q. Why has my exam been moved to another location?

A. Due to the continued concern around the COVID-19 outbreak, the decision was made to suspend exam deliveries at the test center where you are currently scheduled in accordance with guidance from health and government organizations. We have moved your exam to a temporary appointment-holding test center to allow you time to reschedule your appointment to a date and location convenient to you.

You should have received an email informing you of this change, but in some circumstances this can end up in your spam folder or be blocked by the recipient's email provider.

Before your currently scheduled appointment date, please reschedule your exam, free of charge, through your online candidate profile.

Q. Why was my exam canceled?

A. We have been actively monitoring the spread of COVID-19 (coronavirus) and implementing measures to help protect your health and safety. At this time, we believe that the appropriate action was to close your Pearson VUE-owned test center to do our part to slow the pandemic and keep our employees and candidates safe. Please be aware we may have to extend the closure if it is not yet safe to resume testing based on local conditions.

Pearson VUE Authorized Test Centers have been directed to follow guidance from local governments and health authorities, which could also have had an impact on your exam appointment.

Q. My exam was canceled, but my friend's exam wasn't. Why is that?

A. At Pearson VUE-owned test centers that are open, we are following social distancing requirements. Test centers may need to limit workstation availability to ensure that local social distancing requirements can be maintained between candidates, which is why some exam appointments have been canceled at test centers that are open for exam delivery at this time.

We encourage Pearson VUE Authorized Test Centers that are still open and operational to follow guidance from local governments and health authorities, including social distancing requirements, at their test centers.

Q. Will I get a refund if my exam is canceled?

A. If your exam payment was processed through Pearson VUE, you will receive a full refund, regardless of cancellation window.

Candidates whose exam payment was processed through their exam sponsor will either receive a refund or an extension as determined by exam sponsor.

Q. When can I reschedule my exam?

A. You can attempt to reschedule your exam online now. You'll only be able to register for an exam if testing is available on that date. If you do not see an appointment available for a specific date at a specific test center, testing may not yet be available there due to local conditions. Please check back regularly for updated availability.

Q. Where can I find test delivery information specific to my country?

A. You'll find the most up-to-date information about test delivery by choosing your country from the menu on our COVID-19 webpage.

Q. I am scheduled to take my exam at a third-party test center, and I'm worried it is going to be closed. What should I do?

A. At this time, some of our independent 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. If your exam is affected by scheduling changes at a third-party test center, you will receive a standard cancellation notice alerting you. If you do not receive any notice from the test center, you can assume that your exam is still moving forward as scheduled.

Q. Why was my cancellation notice so delayed?

A. As the situation surrounding COVID-19 continues to change rapidly, we are doing our best to make timely decisions to protect the health and safety of you and our employees. This is an unprecedented event impacting the daily operations of all industries, and we are working diligently to communicate with you as soon as the information is available for us to do so. Thank you for your patience and understanding as we work to do the best we can in these circumstances.

Q. My window to certify is expiring soon. What should I do?

A. We understand you may be on a deadline to take your exam. If you cannot find seat availability due to significant scheduling changes in response to COVID-19, please reach out to your university or exam sponsor about next steps. Please keep the exam cancellation email you received from Pearson VUE.

Q. What health and safety measures are you taking at your test centers?

A. We implemented a strict cleaning regimen at all company-owned Pearson Professional Centers. This includes providing hand sanitizer to candidates upon entering the test center and sanitizing the surface and equipment of each workstation after the end of every appointment. Any equipment used during the check-in process is also sanitized after every use.

We are also implementing social distancing requirements, which may vary by country. Test centers may need to limit workstation availability to ensure that a safe distance can be maintained between candidates.

We strongly encourage third-party test centers to implement the same processes.

Q. How can I find the latest information on test delivery during this pandemic?

A. Please visit our [COVID-19 webpage](#) regularly for updates.

General FAQ accordion content from https://home.pearsonvue.com/Test-takers/Resources.aspx as of September 3, 2020. <mark>*The COVID-19 specific content has been highlighted.*</mark>

General

Q. How do I find the homepage for my exam program?

A. From the test-taker homepage, use the search bar to type your program name or acronym or select the name from the alphabetical list.

Friendly tip: You should search for the name of the testing organization who develops and owns the exam you're taking. For example, if you're taking the exam to become an Emergency Medical Technician (EMT), the testing organization is the National Registry of Emergency Medical Technicians® (NREMT). Search for NREMT to get started!

Q. How do I contact Pearson VUE customer service?

A. First, visit your exam program's homepage to find answers to FAQs about your exam program. If you still have questions, you can find the contact details for your dedicated customer service team on your homepage.

<mark>**Q. Am I required to wear a face mask?**</mark>

<mark>A. Yes, you must bring and wear your own face mask while you're at the test center and throughout your exam. A surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. We are unable to provide face masks to candidates. Candidates without a face mask will be denied testing services. You will be asked to briefly remove the mask during the check-in process to take the required candidate photo. See country-specific face mask exceptions for the United Kingdom.</mark>

<mark>**Q. What happens if my test center closes?**</mark>

<mark>A. If you are impacted by a test center closure, you will receive an email with information on how to reschedule your exam.</mark>

<mark>Friendly tip: Be sure to keep your email address up to date in your account profile and don't forget to list us as an approved sender!</mark>

Q. I have an issue on test day. What should I do?

A. Please inform the test administrator as soon as the issue occurs. A case will be filed, with most cases investigated and resolved within 3-5 business days.

Q. I have more questions!

A. We have dedicated customer service teams available to help you throughout your testing experience. Visit your [exam program's homepage](#) for answers to FAQs specific to your exam.

Scheduling an exam

Q. How do I schedule an exam?

A. You can do this online! Visit your exam program's homepage and sign in to select the exam you'd like to schedule.

Friendly tip: You can select up to three test centers to compare appointment availability.

Q. How do I reschedule or cancel an exam online?

A. Visit your exam program's homepage and sign in. Select the exam you'd like to reschedule or cancel from 'Upcoming Appointments.' You will receive an email confirming any changes to your appointment. Don't forget to click 'Confirm Reschedule' on the final screen to ensure your changes have been saved.

Friendly tip: Refer to your original appointment confirmation email to see whether there are any fees or deadlines for rescheduling or canceling your exam.

Q. Why can't I find appointment availability?

A. We are opening testing availability up as quickly as possible in a manner that's safe for our candidates and employees. Please log in to your online candidate profile to search for a variety of dates and locations to schedule your exam.

Appointment availability continues to change due to COVID-19, so be sure to check back regularly to see if and when new time slots become available. You can always reschedule for a sooner appointment if possible.

Some test centers in the United States are extending their hours to be open nearly 24 hours a day. When you schedule your exam, be sure to note whether you've chosen a.m. or p.m. (e.g., 12:00 a.m. midnight or 12:00 p.m. midday).

Q. Can I travel to a different state/jurisdiction to take my test?

A. It is your responsibility to ensure there are no travel restrictions in place for the location where you want to take your test. If you travel to test in another state or country with travel restrictions in place, you may be turned away.

Q. My exam requires authorization. How long is the authorization period?

A. These vary per testing program. You should receive an email or letter with authorization details. Don't worry: our website will prevent you from scheduling outside of your eligibility window.

Q. My exam is not available at my preferred testing location. What should I do?

A. Test centers vary in terms of the days and times they're open and the exams they deliver. If your exam is not available at your preferred test center or date/time, please try an alternative date or search for other test centers.

Friendly tip: You can select up to three test centers to compare appointment availability.

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Test center procedures during the COVID-19 pandemic

A reference guide from Pearson VUE

These are challenging times, and it's critical that we all do the best we can to stay safe and healthy and to protect those around us during the COVID-19 pandemic. The following material outlines the health and safety procedures and best practices we are following in Pearson VUE-owned test centers. For the most up-to-date information about Pearson VUE's practices and country-specific information, please visit PearsonVUE.com/Coronavirus-update. While these are our recommended procedures and we encourage you to also implement them to the best of your ability, your business is responsible for the associated costs of these measures.

Please follow your local and government guidelines for operating safely. **If you require testing candidates to follow additional safety measures that are not government-mandated, such as wearing face masks or having their temperatures checked, please detail these requirements in the 'directions' section of Site Manager so it is displayed in candidate confirmation letters.**

Per standard process, please follow the site closure process if you need to close your test center and if you're unavailable for test appointments.

Facility measures

Enhanced general cleaning	• Increase the frequency of general overall cleaning to cover every day the test center is operational. • Ensure adequate supplies of essential cleaning, hygiene, and protective items.
Cleaning high touch points	• Ensure that high touch points in communal areas, such as door handles, door plates, and lockers are cleaned at least hourly.
Cleaning workstations	• Clean every testing workstation, keyboard, mouse, touchscreen, headphones, exhibit, note boards / note booklets, and pens after use by a candidate. • Clean the admissions devices and signature pad after each use by candidate. • Clean the admissions and proctor workstations, keyboard, mouse, desk, and chair arms regularly and between each shift change.
Provision of essential items	• Ensure that tissues/Kleenex, soap, hand sanitizer, and paper towels are readily available for staff and candidates to use.
Entry signage	• Place approved signs outside the test center to advise candidates of safety and social distancing requirements both outside and inside the test center. Please see sample signage from Pearson VUE and the CDC at the end of this document. Globally, you may also reference the WHO and other appropriate health organizations for samples.
Distancing: waiting area	• Require a minimum of 6 feet (U.S.) or 2 meters (in all directions) between candidates. • Use tape or signage to denote the specific seats in the waiting area that can be used. • In smaller test centers, it may mean only permitting a certain number of candidates in the waiting room at any one time.

Facility measures, cont.

Distancing:
admin area
	• State that candidates must be as far away as possible from the test administrator without impacting the ability to perform adequate checks.
	
	• Denote with tape or signage the point at which candidates should stand in proximity to the admin desk.
	
	• Candidates should be given a printed (not laminated) copy of the rules agreement.
	   - If the client admissions step does not require a candidate's digital signature, the candidate will need to provide their signature on the printed rules agreement, which you should retain.
	   - If the client admissions step does require a candidate's digital signature, you should provide a printed copy of the rules agreement, which can then be disposed of.
	
	• Candidates should be asked to hold their identification at arm's length so that the test administrator can review it but without touching it.
	
	• Devices such as signature pads, UV lamps, passport readers, etc., should be positioned further away but still within the line of sight of the test administrator.
	
	• Candidates should be asked to hold their identification under the UV lamp or passport readers without the test administrator having to touch it.
	
	• Candidates should sign the digital signature pad; this must be wiped down after each use.
	
	• If you're allowing or requiring face masks in the testing room, candidates will have to briefly remove the face mask for inspection, which you could do during the check-in photo process.

Distancing: **proctor/invigilation area**	• State that candidates must be as far away as possible from the test administrator without impacting the ability to perform adequate checks. • Denote with tape or signage the point at which candidates should stand in proximity to the proctor. • Instead of handing out exhibits as per usual process, place the necessary exhibits at the assigned workstation prior to the candidate entering the testing room. • Ask the candidate to leave the exhibits at the workstation at the end of their test. • Clean and collect all exhibits after the test.
Distancing: **testing room**	• Require a minimum of 6 feet (U.S.) or 2 meters (in all directions) between candidates. • Adjust testing capacity to allow for proper social distancing. • Seat candidates at a maximum possible distance away from each other using every second or third workstation as necessary. • Consider dividing candidates into separate rooms should the test center layout allow. • Ensure that no more than the maximum permitted number of candidates are in the room as per local government mandates.

Candidate measures

Observation of notices	• Advise all candidates that they must observe the guidance detailed on the signs and notices located around the test center.
Self turn-away	• Candidates are advised via the sign on the test center door not to enter the test center if they have potentially been exposed or are exhibiting symptoms.
Declaration of wellness	• Candidates must be advised that, by signing the digital signature pad, they are confirming that within the past 14 days, they have not exhibited COVID-19 symptoms and have not been in close proximity to anyone who was either diagnosed with COVID-19 or who was exhibiting symptoms.
Reschedule/ cancellation	• If a candidate is positive for COVID-19, the test center must notify Pearson VUE so that we can communicate with the test sponsor.
Face masks	• If masks are required, the candidate must be notified in the confirmation email as well as on the door sign before entering the test center. Masks must be inspected before the candidate enters the testing room. • Test centers may provide masks, but they must be single-use masks in unopened packaging.
Gloves	• A candidate may wear disposable gloves throughout their test, but must demonstrate to the administrator that nothing is hidden in the gloves • Gloves will not be provided by the test center.
Hand sanitizer	• Place the bottles in the admission and proctor station for both candidate and staff to use. Remind candidates to use hand sanitizer before the admission process and going to the test lab.
Hand washing	• Test center will require candidates to wash their hands before entering the testing room.
Kleenex/hand tissue:	• Offer to every candidate as needed.

Staff measures

Self-isolation if exposed	• If a member of test center staff has been potentially exposed due to travel or contact with an infected person, they must self-isolate at home for 14 days and notify their manager immediately.
Self-isolation if diagnosed	• If a member of test center staff has been diagnosed with Covid-19, they must self-isolate at home for 14 days (minimum) or until they are well and notify their manager immediately.
Don't work if high risk	• If a member of test center staff falls into a high-risk category due to age or underlying health condition, it is strongly recommended that they do not work.
Assign a person in charge	• Designate one member of the test center staff to be the person in charge of pandemic prevention measures. • This person to ensure that all required measures have been fully implemented. • Designated person to provide feedback to manager should measures not be effective.
Complete an emergency response plan	• Create a plan to notify the relevant health authority if candidate or staff diagnosed with COVID-19.
Temperature checking	• Consult with your HR staff to determine if checking the temperature of test center staff upon entering the building is appropriate. • Temperature must be taken using a digital thermometer that doesn't require contact, e.g. laser. • Staff with a temperature above 100°F or 37.7°C must not work and must return home and monitor their symptoms.
Face masks	• Test center staff must wear face masks. • Face masks should be provided to test center employees by the test center.
Gloves	• Test center staff may wear disposable gloves. • Disposable gloves should be provided by the test center.
Scheduling	• Test center should only staff 2-3 employees at a time in the test center.

Attention testing candidates:
Important test center procedures regarding COVID-19

By appearing to test, you certify that:

- You have not been diagnosed with COVID-19 or been in close personal contact with someone who has a confirmed COVID-19 diagnosis.

- You have had no flu-like symptoms in the last 14 days, such as fever or chills and a cough, sore throat, or shortness of breath.

- You have not travelled internationally within the last 14 days or been in close personal contact with someone who has travelled internationally within the last 14 days.

If you meet the above requirements and enter the test center, please follow the guidelines below and be aware of the practices in place to protect yourself and other candidates.

Requirements and guidelines from

- Wash your hands in the restroom upon arrival at the test center.

- Use hand sanitizer upon guidance from test center staff before admissions process and before entering the testing room.

- Use the tissue provided to cover your nose and mouth in case of sneezing or cough.

- You may bring and wear a medical or non-medical face mask. The mask will be inspected prior to entering the test room.

- If use of a face mask is required by local authorities or the test center, you may not enter this facility without a face mask.

Our test center staff is following strict cleaning regimens after each admission session and exam session, including disinfecting all items that candidates come into contact with.

With the above measures, we can work together to ensure a clean and hygienic testing environment.
Thank you in advance for your cooperation.

ATTENTION

Testing candidates and test administrators must use hand sanitizer before entering testing room.

This is part of our policy to help protect you, your fellow candidates, and our test center employees.

Learn more about our testing policies during the pandemic at PearsonVUE.com/coronavirus-update

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Attention Pearson VUE testing candidates:

Important test center procedures regarding COVID-19

Please review and agree to the following requirements before entering the test center. If you cannot agree to the following, do not enter the Pearson Test Center. Please reschedule online or contact your exam sponsor with questions.

You will not be admitted to the test center and should reschedule your exam if…	Unless…
1. You have **tested positive** for COVID-19:	• You have been symptom-free and fever-free for at least 72 hours without the use of fever reducing medicine **AND** • At least **14 day**s have passed since your last exposure, or you have received two negative COVID-19 test results in a row, 24 hours apart
2. You are **experiencing** (or have **experienced) one or more associated symptoms the last fourteen (14) days:** • shortness of breath • cough • fever • chills • sore throat • loss of smell	• You have been symptom-free and fever-free for at least 72 hours without the use of fever reducing medicine
3. You **live with or** have had **close contact** with someone who has confirmed or suspected COVID-19. *Medical and healthcare professionals - please see exception below.*	• At least **14 days** have passed since your last exposure
4. Have been or are under home quarantine or centralized observation by government or healthcare authorities	• At least **14 days** have passed since your quarantine or centralized observation has been lifted by the government or healthcare authorities

Medical and healthcare professionals where the medical/healthcare professional was wearing the appropriate personal protective equipment (PPE) and the patient was wearing a face covering are an exception.

If you meet the above requirements and enter the test center, please follow the guidelines below and be aware of the practices in place to protect yourself and other candidates:

You must wear a medical or non-medical face mask. The mask will be inspected prior to entering the test room.

➢ **Requirements and guidelines from Pearson VUE:**
- **Wash your hands in the restroom upon arrival at the test center.**
- **Use hand sanitizer upon guidance from test center staff before admissions process and before entering the testing room.**
- **Use the tissue provided to cover your nose and mouth in case of sneezing or cough.**
- **Always wear your face mask.**

Our test center staff is following strict cleaning regimens after each admission session and exam session, including disinfecting all items that candidates come into contact with.

We hope that with the above measures we can ensure a clean and hygienic testing environment.

➢**Thank you in advance for your cooperation.**

NOTICE

FACE MASKS REQUIRED

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