PVTC Facility Requirements

The following sections provide information on facility and environment requirements that your test center must follow in order to deliver exams through Pearson VUE.

Provide a quiet testing environment

Test centers are required to provide a distraction-free, secure testing environment with continuous candidate surveillance. If your test center is already administering exams, the layout of your office may be sufficient as long as it meets the requirements below. If you are setting up a new test center, the exact layout will vary depending on the physical space available and on the number of candidates that will be accommodated. For more information, or for assistance in planning a new testing area, contact your local Pearson VUE office.

Note

Testing can be a stressful experience for many candidates. Even minor noises near the exam delivery room can cause a candidate to feel distracted. Throughout this section, you will find various tips to help you create an environment that will minimize noise distractions.

If there is obvious noise, such as building construction, when a candidate is ready to take an exam, ask the candidate whether he or she will be affected by the noise before the exam is started. If the candidate chooses to go ahead and take the exam, complete an Incident Report for documentation purposes. Refer to *"Filing a Report for a Candidate Incident"* in chapter 11.

Facility requirements

The following minimum requirements must be met when setting up a test center:

Test Center building & surrounding area

- Provide adequate parking and/or access to public transportation.

- Provide access to people with disabilities, in compliance with the Americans with Disabilities Act of 1990 (in the United States) or your country-specific requirements.

Candidate check-in and waiting area

- Provide an area separate from the exam delivery room for checking in candidates. There should be a workspace for the test administrator where the computer (must be a desktop workstation) that will serve as your administration workstation is located.

- The ESP Security kit will be connected to this administration workstation that will be used for check in. (If purchasing the ESP security kit through Pearson VUE, you must be an approved site with a Site ID number before making this purchase.)

- There should also be seating for candidates who are waiting.

Lockable storage

- Provide lockers or other suitable storage for personal belongings, such as a lockable file cabinet, closet or backpacks with locks.

- The candidate cannot take items such as pagers, paper, books and briefcases into the exam delivery room. See *"Storing Personal Belongings"* in the policy & procedures guide for details.

- Lockable storage must be outside the exam delivery room.

Exam delivery room area

- Provide an enclosed, professional environment that is clean, comfortable, smoke-free and conducive to testing.

- Place the exam delivery workstations in a permanently enclosed area that is separate from the rest of the office space. It should be in a low-traffic area away from any training rooms in use to avoid the sounds of students talking and moving to and from the classroom. Also, avoid placing the exam delivery room near an area where people gather, such as a student cafeteria or busy corridor.

    Tips:

    o Insulate the exam delivery room to minimize noise. In addition to insulated walls, an insulated ceiling will help minimize noise.

    o Commercially available acoustic privacy systems (or "white noise" generators) use sound-masking technology to effectively mute external noise. These may be helpful in areas where traffic or street noise is sometimes a problem.

- Provide adequate lighting and ventilation, along with comfortable seating and work surfaces. Room lighting should provide sufficient light for keyboard and noteboard while avoiding screen glare.

- In the exam delivery room, remove equipment such as printers, fax machines, copiers or telephones while testing is in progress.

- Minimize noise and distractions during testing.

  Tips:

  o While testing is in progress, place a sign alerting people in your office to be especially quiet near the exam delivery room. For example, you might post a sign that says: **"Quiet! Testing in Progress."**

  o Headphones that cover the entire ear are successful in blocking most sounds. They should not be connected to any device. Some candidates prefer to use earplugs.

Workstation setup

- Place each exam delivery workstation on a clean surface that has no obstructions overhead and underneath. The desk space established for each workstation should measure approximately four feet (1.2 meters) wide. Only one workstation should be placed on each four feet (1.2 meter) of space.

- Separate candidates within the exam delivery room. Separate exam delivery workstations with at least four feet (1.2 meters) of empty space on all sides, or use privacy partitions.

If you are using partitions, please follow these guidelines:

- Though optional at Pearson VUE Authorized Test Centers (PVTCs), if you are using privacy partitions, which will create privacy and also absorb sound between workstations, you are required to have permanent partitions or walls that are at least 1.5m (5') in height from the ground up and extend outward from the wall at a 90 degree angle. Desktop partitions are acceptable as long as the height measured from the floor is at least 1.5m (5').

  Note If using partitions, the partitions must allow an unobstructed view of each candidate (including their hands) within the exam delivery room.

3 Candidate proctoring/monitoring options are available

Note

Please note you must only meet one of the 3 options below.

1. **Clear glass viewing window or wall**

   o Proctor sits outside the exam delivery room and looks through the window to monitor candidate testing.

2. **Live feed video surveillance system**

   o You must configure camera(s) inside the exam delivery room with a video monitor outside the exam delivery room. The proctor sits outside the exam delivery room and uses the video surveillance equipment to view candidates during testing.

3. **Proctor inside exam delivery room**

   o The test administrator is seated within the exam delivery room. The Proctor cannot have a computer inside the exam delivery room. They may be provided a desk and a chair.

Note

Whichever surveillance method is used, it must allow an unobstructed view of each candidate (including their hands) within the exam delivery room. See *"Proctoring an Exam"* in the policy and procedure guide for more information.

Note

Multiple proctors are required to monitor exams if more than fifteen candidates are taking an exam at one time (1 proctor per fifteen candidates).