

**PROMETRIC RESPONSE TO COVID-19 OUTBREAK  
NORTH AMERICAN TEST CENTER CLOSURES  
FREQUENTLY ASKED QUESTIONS**

**What is the scope of the site closures that have taken place?**

Prometric has made the decision to close all US & Canada testing locations for the period from March 18 through April 15. This decision was made based on receipt of information and guidance provided by the US Centers for Disease Control & Prevention (CDC) meant to reduce the spread of the COVID-19 disease in North America. This recent guidance indicated that people that should avoid congregating in groups of 10 or more. This represented a significant change from prior guidance.

Prometric's primary interest is in ensuring the health, safety and welfare of the individual test takers that appear at our testing locations as well as for the staff that support them on a daily basis.

**Does this site closure policy apply to locations in other geographies?**

No. The current policy is in response to the CDC guidance provided on March 16<sup>th</sup>. It only pertains to the United States, including its territories (Guam, Puerto Rico, US Virgin Islands, and District of Columbia), as well as Canada.

We are actively monitoring the situation in other impacted countries and are modifying our policies based on current information & guidance provided by governmental agencies and health organizations in those regions.

**What site types are impacted by this decision?**

Prometric's guidance for site closures applies to the Prometric testing centers operating in the US and Canada, including corporate and partner testing locations. This includes all of our full-service testing locations in this region, as well as many of the third-party hosted locations that support specific testing programs – such as satellite sites, nurse aide testing locations, and cosmetology practical sites.

For DSST sites that have operating contracts for service delivery at host military or academic institutions in the US or Canada, we are *strongly encouraging* the institution to follow Prometric's policy. We are also advising candidates via the program website [getcollegetcredit.com](http://getcollegetcredit.com) to reschedule their exams after April 15<sup>th</sup>. For institutions outside of North America, they should follow local guidance.

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For Food Safety locations, we are advising proctors and corporate sponsors that we will stop processing requests for testing from March 18 through April 15.

**Can Prometric guarantee that testing will be open on April 16?**

No. What we have learned over the past few weeks is that the COVID-19 pandemic is a highly fluid situation with new information about exposure rates and new transmission statistics available daily. We intend to resume normal operations on April 16<sup>th</sup> but will make a determination on policy as new information is available. Prometric's global leadership team is meeting twice daily to review the situation and determine if policy changes are required. We will share information with our clients as soon as possible since we know there are implications for our partners' organizations as well.

**How will Prometric manage capacity and test appointment availability for dates after the suspension period?**

Prometric has a dedicated, experienced staff of business analysts that use proven tools and techniques to manage our test center availability. These professionals are engaged in our planning process for the time when we can resume normal testing operations in the impacted regions. They have detailed insight into client program requirements and are working collaboratively with the account teams and our site operations leadership team to identify solutions that will satisfy our diverse client requirements. We are committed to using whatever means are available to us to provide maximum testing availability following resumption of testing to best serve the needs of our testing populations.

**How will Prometric manage existing test taker appointments?**

Prometric's global Candidate Cares team is working aggressively to manage all of the candidate transactions as quickly as possible. All impacted individuals should have already received email notification of the need for Prometric to either cancel or reschedule their original testing appointment. This notice was sent to the vast majority of test takers on March 17.

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For most candidates this means that Prometric will reschedule the original appointment to a new date approximately 45 days or further into the future. The candidate will receive notification of the new appointment details and will be provided with instructions on how those individuals can use our self-service tools to make further modifications to their testing appointments – such as finding a date or time that better works with their personal schedule and the realities of their situation.

For select testing programs, Prometric will cancel the original appointment and create a new appointment into the future based on the unique requirements of the testing program. These individuals should also be able to self-serve for appointment modifications if necessary.

For clients with more complex needs, your account team will work with you to find and implement an appropriate solution that satisfies your needs.

**Will impacted candidates be charged a reschedule fee?**

No. Prometric will not charge any impacted candidates reschedule fees as a result of the need to reschedule their appointment.

**Will this activity impact a candidate's ability to schedule a new appointment?**

No it should not. Prometric provides on-line self-service registration and scheduling tools that a majority of test takers use to book their own appointments. We strongly encourage test takers to take advantage of this service, if enabled for their program, as it provides flexibility and convenience for the test takers without having to wait for a customer service representative (CSR). The online tool provides the same information and options that are available to our CSRs.

For those programs that require CSR support, we will continue to provide phone support to the best of our abilities, however, candidates should be aware that wait times will be extended due to the significant increase in call volumes that we are supporting.

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**Does the COVID-19 shut-down policy impact other Prometric functions?**

No. Prometric is a global company with global capabilities, and this action has not impacted our ability to continue operations in support of our clients and individual test takers. Where it is necessary to limit or restrict the ability of our staff to be in close contact with one another (e.g. “social distancing”), we are implementing remote work policies to protect the health and well-being of our staff. In such instances, our team members will have access to the tools and systems necessary to ensure a continuation of services in support of our various stakeholders.

**Can my program be delivered via remote proctoring?**

Prometric has developed an advanced on-line remote assessment solution, ProProctor. This product leverages advanced technologies and an experienced proctoring staff to provide convenient, easy-to-use access to testing programs. Our solution is based on the same delivery technology used in our global test center network – this ensures a consistent experience for your testing population. If you are interested in understanding the steps necessary to enable your program for remote assessment, please reach out to your account team for more information.

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