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Help Prepare Your Candidates for Exam Day



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Ensuring candidates know what to expect can help ease their stress, increase their confidence, and improve their overall testing experience. For test owners, that can mean increasing candidate satisfaction scores and pass rates, which can unlock additional revenue streams to help grow your program.

Many test-takers' livelihoods, professional advancement, and professional development depend on the results of the exams they take. Add to that the time and money investment that test-takers need to prepare themselves for the test experience. Between study materials, coursework, the cost of the exam itself – and the fact that their careers may depend on how they perform – taking a test can be a stressful and anxiety-inducing time for candidates.



How should I prepare for my test?



"To help you properly prepare your candidates for their exam day, we've assembled a list of frequently asked questions common among test-takers to provide candidates with the most seamless testing experience possible."

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Universal Questions



"What kind of pre-test communication should I expect?"

- Share with candidates when and how they should expect to receive exam information, from an exam scheduling confirmation and test-day reminders to scoring and frequently asked questions.

"How will I know if my test is canceled or postponed?"

- Cancelations happen and, unfortunately, can cause additional stress for candidates as a result. By level-setting upfront how your program will communicate status changes if their exam needs to be postponed or canceled, candidates are prepared to monitor the proper communication channels so they do not miss the announcement.

"What if I'm sick on test day?"

- Explain your organizations' policies related to illness and what steps the candidate should take to reschedule properly.

"Where do I take my test?"

- For in-person exams, provide test-takers with detailed instructions on finding the test center. For remote exams, provide instructions prompting candidates how to access their exam, what (if any) software should be downloaded prior, and any applicable system/bandwidth requirements they should consider when choosing their remote testing location.

"What should I wear on test day?"

- Outline specific clothing that is and isn't permitted for candidates to wear on exam day. Particular items to consider are baggy garments, jewelry, smartwatches, etc.

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Universal Questions



"Can I take a pre-test?"

- Let your testing candidates know if your program offers the opportunity for a dry run of the exam experience before their actual exam, explain pre-test policies, and let them know how to sign up for a test drive.
- Test candidates who are well prepared for the exam itself, in addition to the topic of the exam, feel more confident. The testing experience can be improved by seeing the physical space, undergoing the check-in process, familiarizing themselves with the equipment, and taking a brief test with example question types.

"How should I prepare for my test?"

- Provide test-takers a timeline of how long they should expect to spend studying, when to start, and how to spend their final hours leading up to exam day.

"When will I learn my test results?"

- How quickly candidates receive their test results ultimately depends on the types of questions included in your exam. For example, exams with auto-graded, multiple-choice questions can deliver results quicker than exams with essay questions. Set expectations for candidates so they know when to expect their test results based on your specific program.

"If I'm not happy with my results, can I retake the test?"

- Explain your program's retake policy, along with an outline of any additional documentation required, fees, or if there is a mandatory waiting period before completing a retake examination.

"What happens when I'm done with my test?"

- Provide guidance on what happens when a test-taker is complete with their exam: who do they need to contact and how, will there be a post-exam survey that they need to complete, etc.

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In-Center Testing Questions

"What are the COVID-19 policies?"

- Provide specific test center information and safety procedures that your testing provider has implemented regarding COVID.
- Outline any mask expectations, social distancing requirements, additional sanitation measures in place, any applicable vaccination requirements, etc.

"What is the check-in process like?"

- Highlight your testing partners' test center procedures, including; security measures, required paperwork or identification, entry screening, etc.
- Provide clear communication to test-takers on how early they should arrive at the test center before their scheduled exam time.

"What materials can I bring? Can I have scratch paper?"

- Highlight what personal items are not permitted during testing and what candidates must store during the exam.
- Explain where candidates will store personal items during the test and how often test-takers may access these items during their examination if allowed. For example, Prometric centers provide lockers for this purpose.

"What kinds of personal breaks will be allowed? What if I have to leave the room?"

- Explain what materials test candidates will be able to use in the testing environment and who will provide them, such as; note boards and markers, paper and pencils, etc.

"What happens when I'm done with my test?"

- Explain your program's specific policies on the number and duration of breaks, if applicable.
- Address what happens if a candidate is not allowed a break but must request an unexpected leave from the examination room.
- Explain your program's policies for food, water, medication, etc.

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Remote Testing Questions



"What kind of computer do I need?"

- Provide information on specific technology requirements that your testing partner recommends, including test access software such as web browsers, operating systems, internet connection speed, etc. In addition, consider offering candidates a system readiness check to be completed before taking the exam to ensure the candidate's equipment meets all system requirements correctly.

"What happens if my internet connection breaks?"

- Explain your program's policy if a test-taker loses connection to the exam and what steps they should take. In addition, guidance on best practices to obtain maximum internet signal strength could also be of benefit, including tips such as: locating the candidate's computer close to the internet router, ensuring all additional Wi-Fi usage is halted for the duration of the exam (video games, music streaming, etc.), and, where possible, considering connecting to the internet directly via Ethernet cable.

"Where do I have to take my test?"

- Illustrate the environment that a candidate needs for successful testing, including aspects such as: ensuring the workstation is clear of unnecessary clutter, completing the exam in a secluded room, and removing all possible distractions during the examination.

"What kind of security do I have to go through?"

- Provide a walkthrough of security expectations specific to your program. In addition, make sure the test-taker is clear on how long they should expect the security check-in process to last to avoid taking away from examination time.
- Explain what paperwork is required, acceptable forms of identification, and any other pieces of information the candidate should be prepared to provide.
- Describe what the inspection process includes and how it will be conducted remotely. Inspection items can include pocket checks, eyeglass checks, removal of jewelry, etc.

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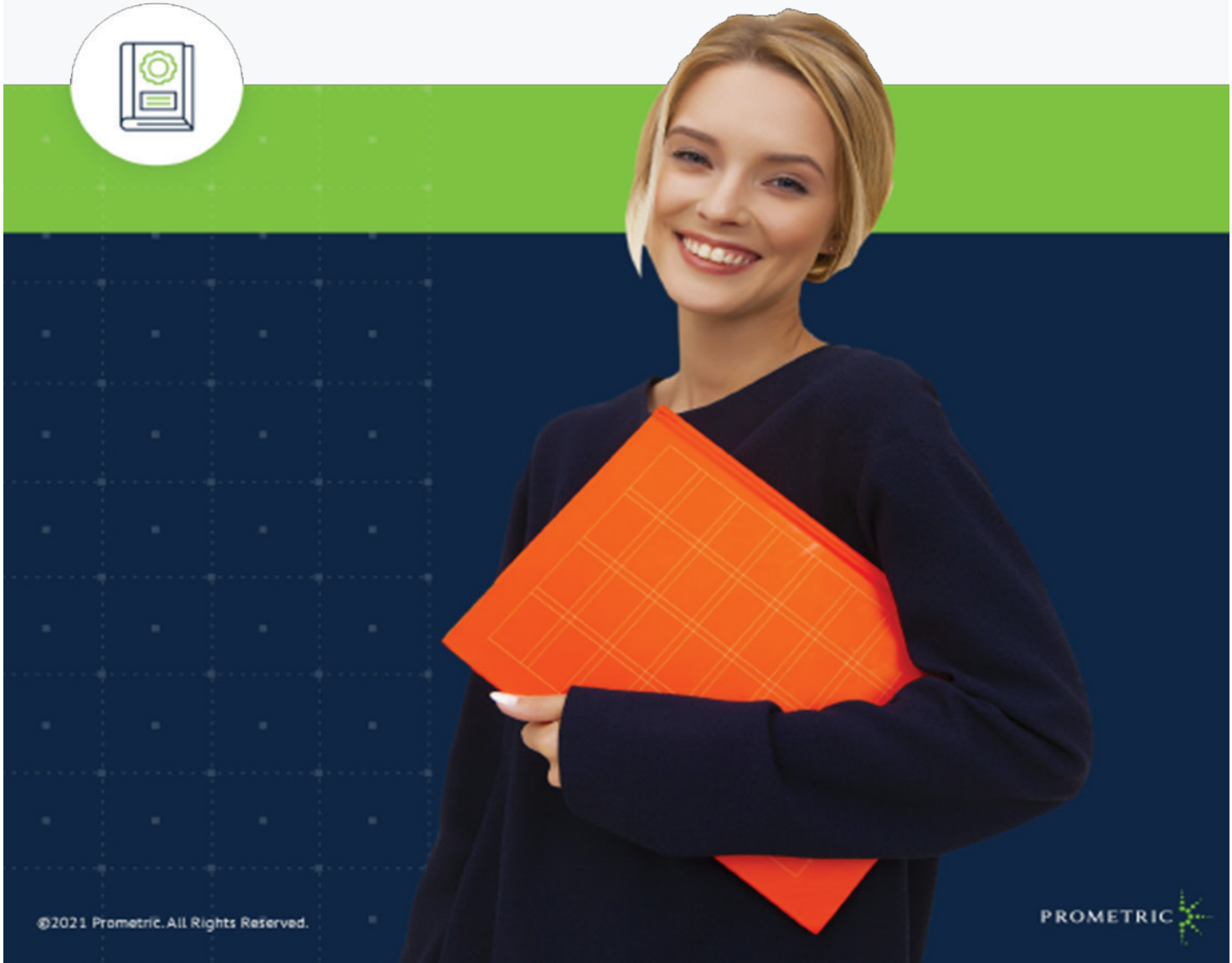
Remote Testing Questions

"What materials can I bring? Can I have scratch paper?"

- Explain what materials test candidates will be able to use in the testing environment and who will provide them, such as paper and pencils or a virtual notepad.

"What kinds of personal breaks will there be? What if I have to leave the room?"

- Explain your program's specific policies on the number and duration of breaks, if applicable.
- Address what happens if a candidate is not allowed a break but must request an unexpected leave from the examination room.
- Explain your program's policies for food, water, medication, etc.



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About Prometric

Prometric is a leading provider of technology-enabled testing and assessment solutions to many of the world's most recognized licensing and certification organizations, academic institutions, and government agencies. We support more than 7 million test takers annually at our testing locations in more than 180 countries around the world. We have over three decades of experience working with clients of all sizes across a multitude of industry sectors to develop and deploy innovative test development and test administration solutions that address evolving market needs. As a result, we have the market expertise, organizational stability, and demonstrated capability to ensure the successful implementation, administration, and future growth of your testing program.

Prometric is committed to being forthcoming and transparent about what candidates can expect on test day in order to help minimize anxiety, increase confidence, and lead to optimal test-taker outcomes.



Ready to learn how a Prometric partnership could benefit your candidates?

Chat with us now.

For additional information about Prometric testing and assessment solutions by visiting prometric.com or by calling one of our solutions specialists toll free at 1-877-725-3708.

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