



PTE Academic Coronavirus (COVID-19) update for IACAC (International Association for College Admission Counselling)

March 2020 Update

As efforts to control the Coronavirus outbreak carry on, our primary focus is on ensuring the health and safety of our employees, customers and learners.

We continue to monitor the global situation daily, following advice from governments and local authorities.

Many of our locations remain open for testing, with the following health & safety measures in place:

At our Pearson owned test centres, we are following recommendations from the CDC and World Health Organization for preventing the spread of Coronavirus

We will continue to:

- Make hand sanitizer available
- Increase our cleaning and disinfecting regimens in between all testing appointments
- Provide tissues to candidates upon arrival at the test centre

What candidates should know

- Wash your hands or utilize hand sanitizer upon arrival at the test centre
- Please cover your nose and mouth in case of sneezing or coughing
- You will be asked to acknowledge that you have not been in contact with any affected persons and that you are not exhibiting any symptoms
- If you are unwell or exhibiting symptoms, such as fever and/or respiratory difficulties, please reschedule your testing appointment in advance
- Some regional test centres may require candidates to provide a temperature check upon arrival

Coronavirus has affected test centres and test takers in certain locations. As the situation continues to evolve, we are advising test takers to keep up to date with the latest information regarding test centre closures here <https://home.pearsonvue.com/coronavirus-update>

Furthermore, we are generally advising test takers to:

- Check your Government's official advice if you think you may be subject to travel restrictions. We recommend you do this before booking or travelling for a test.
- If you think your test centre location may be closed or at risk of closing please actively monitor your email account as you should automatically be sent a cancellation notice in advance.

Cancellations due to Coronavirus - Test takers who paid with a voucher can rebook using the same voucher code, or a full refund will be issued if payment was made by credit card to Pearson VUE.