



# Association of Social Work Boards

## Making an appointment to take an ASWB Social Work Examination at a Pearson VUE Test Center

**Online** \*reservations can be made at [www.pearsonvue.com/aswb](http://www.pearsonvue.com/aswb) 24 hours a day or by phone at 1-877-884-9537. Call center hours are 8:00 a.m. to 11:00 p.m. Eastern time Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern time Saturday, and 10:00 a.m. to 4:00 p.m. Eastern time Sunday.

**\*Reservations for candidates with approved special testing arrangements can be made with Pearson VUE at 1-800-466-0450.\*** Call center hours are 8:00 a.m. to 7:00 p.m. Eastern time Monday through Friday. *Candidates with special testing arrangements must schedule by phone.* Please be prepared to leave a message that you are calling to schedule an ASWB Social Work Exam.

When you make an appointment, be prepared to supply:

- Your first and last name as it appears on the ASWB Authorization To Test
- Your Candidate ID Number from the Authorization to Test
- Your address at the time of registration
- Date of Birth
- The test you want to take—ASWB Associate, Bachelors, Masters, Advanced Generalist, or Clinical

### **Scheduling online** (*Candidates with special testing arrangements must schedule by phone.*)\*

If you schedule a testing appointment online, you will need to provide an e-mail address to receive confirmation of your test date. **Print your receipt when your order is finished before signing out.** You will then receive an e-mail confirmation of your testing appointment from Pearson VUE, with the testing information and directions to the test center. It is your responsibility to look for this e-mail. You are responsible for locating the test center and arriving on time on the scheduled date. If you have to cancel or reschedule an appointment, it is your responsibility to do so within the cancellation guidelines (see Cancelling/Changing an appointment next page).

### **Scheduling by phone**

If you schedule a testing appointment by phone, the date, time, and test center city will be provided during the call. If you provide Pearson VUE with an e-mail address, you will receive an e-mail confirmation of your testing appointment with the testing information and directions to the test center. It is your responsibility to look for this e-mail. If you do not have an e-mail address, you will be mailed a confirmation by Pearson VUE. You are responsible for locating the test center and arriving on time on the scheduled date. If you have to cancel or reschedule an appointment, it is your responsibility to do so within the cancellation guidelines (see Cancelling/Changing an appointment next page). Write down the date, time, and name of the representative helping you.

### **On test day**

Arrive at the test center 30 minutes before your scheduled appointment. Your picture will be taken and your palms will be scanned. You will be required to read and sign the Candidate Rules Agreement. You can preview all of this information on our website at [www.aswb.org](http://www.aswb.org). You must present two ID's to test - one from the primary list and one from the secondary list or two from the primary list. The name on both ID's must match the name on the Authorization to Test from ASWB.

<b>Primary ID</b> must contain your name, a permanently affixed photo, signature, and cannot be expired.	<b>Secondary ID</b> must contain your name, signature, and cannot be expired.
Driver's license Passport Military ID Permanent Resident Visa/Green Card Government issued ID	Any form of ID on the primary list Credit or debit card Social Security card (US) Social Insurance card (Canada) Professional license ID card Work ID Student ID

*Note: If your name has changed, you must present a marriage certificate, divorce decree, or state/local government documents showing the name change.*

**If you do not bring proper ID's to the test center on test day, and do not arrive on time, you will not be allowed to test and you will forfeit the examination fee.**

## **Taking the exam**

You may spend up to 20 minutes in the tutorial, which is not a part of the timed examination. Once the examination is started the timer is set to give you the full amount of time to take the examination. Breaks may be taken at your discretion, but testing time does not stop for breaks. You may not leave the monitored area of the test center except for short bathroom breaks.

Although rare, technical problems, power outages, and environmental problems do occur. You must allow test center staff at least 30 minutes to correct any test delivery or environmental problems. If the problem continues for more than 30 minutes, you have the choice to stay until the problem is corrected or to have your appointment rescheduled. Problems must be reported to Pearson VUE staff at the time of occurrence and reported to ASWB at 1-888-579-3926 within 2 business days of the occurrence. If you do not report the problem to Pearson VUE staff, ASWB will not be able to verify the problem later.

## **Cancelling/Changing an appointment\***

You may cancel or change your appointment by contacting Pearson VUE 24 hours prior to the appointment time at [www.pearsonvue.com/aswb](http://www.pearsonvue.com/aswb) or by phone at 1-877-884-9537 between the hours of 8 a.m. and 11 p.m. Eastern time, Monday thru Friday, between the hours of 8 a.m. and 5 p.m. Eastern time on Saturday, and 10 a.m. to 4 p.m. Eastern time on Sunday. Candidates with special testing arrangements must cancel by phone. **\*If your reservation was made with special testing arrangements you may cancel or change your appointment by contacting Pearson VUE 24 hours prior to the appointment time at 1-800-466-0450 between the hours of 8 a.m. and 7 p.m. Eastern time, Monday thru Friday. If you are scheduled to test on a Monday or Tuesday, you must call before 7 p.m. Eastern time on the Friday before your appointment. If your testing accommodations include assistive personnel (reader, scribe, or sign language interpreter) we request that you provide 2 business days notice in order to cancel or reschedule your appointment.**

It is your responsibility to cancel or change the appointment within the cancellation/change guidelines. It is also your responsibility to keep the e-mail you receive from Pearson VUE or keep a record of the date, time, and the name of the representative if cancelled or changed by phone. Be aware that while your authorization to test may be valid for one year, your authorization to test may contain an expiration date as required by a particular jurisdiction. If your authorization to test contains a board-imposed expiration date, you cannot take an examination after this expiration date without first contacting your jurisdiction board and ASWB.

## **Changes to registration**

Changes made to the ASWB Examination registration will result in a \$30 processing fee.

## **Refunds**

Examination fees will not be refunded. You may reschedule your examination date within the applicable guidelines (see Cancelling/Changing an appointment above) without additional charge. Cancellations will not result in a refund.

## **No-shows**

If you do not show up for your examination at the scheduled time and have not cancelled within the guidelines (see Cancelling/Changing an appointment above), you will forfeit your examination fee and authorization to test. You will not be permitted to schedule another examination date until you have first reregistered with ASWB and paid for another examination.

## **Late arrivals**

You will not be seated if you arrive late for your examination. Late arrivals will be treated as no-shows (see above).

## **Excused absences**

It is possible to have your absence or late arrival excused by ASWB if extenuating circumstances made it impossible for you to keep your examination appointment. ASWB may excuse absences due to illness (either you or an immediate family member), death in the immediate family, or disabling traffic accident.

All requests for excused absences must be in writing, accompanied by supporting documentation, and submitted to ASWB within 30 days of the missed appointment. Where applicable, excuses must be on official letterhead. Stamped signatures will not be accepted. Copies and faxes will not be accepted. If you think your absence might qualify as an excused absence, you should call ASWB at 1-888-579-3926 immediately after the missed appointment for further details.

If you are excused by ASWB, you may reschedule your examination after payment of a \$150 rescheduling fee and receipt of a new authorization to test. If your absence is not excused by ASWB, you will be required to reregister and pay the full examination fee before you will be allowed to take the examination.

## **Inclement weather, natural disasters**

Test centers may be closed, or may experience delays during severe weather, natural disasters, or other emergency(ies). For information on test center closings call Pearson VUE at 1-877-884-9537. Examination appointments that the test center cancels in such circumstances may be rescheduled at no cost. Contact ASWB for rescheduling information. If the test center is open and you do not arrive on time for your appointment, your exam fee will be forfeited.

## **Pearson VUE Test Center Regulations and Procedures for taking an ASWB Social Work Examination**

ASWB reserves the right to invalidate test scores of examinees when there is reason to believe that the scores are invalid and/or they were not achieved under standard test conditions. **Irregular behavior will be reported to ASWB and your jurisdiction board and your score will be invalidated.**

- You will ***not*** be allowed to eat, drink, or smoke in the testing room. Breaks are allowed during the examination but time will ***not*** stop. You may eat in the monitored area of the testing center only if approved for special accommodations. You will ***not*** be allowed to leave the test center after you begin the examination.
- You cannot take personal items, including but not limited to, cellular phones, hand held computers/personal digital assistants (PDA's) or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats (and other head coverings), bags, coats, books, notes, pens or pencils into testing room. All personal items must be stored in a secure area as indicated by test center staff or returned to your vehicle. All electronic devices must be turned off before storing them in a locker. You will be asked to pat your back pockets and turn out your front pockets to ensure nothing is in them.
- Dress comfortably as room temperatures can vary. It is wise to bring a sweater or sweatshirt or dress in layers.
- There are no scheduled breaks during the examination. During testing, the timer will remain running during any unscheduled breaks, therefore, it is in your best interest to use the restroom or otherwise address personal needs prior to beginning the test. You must remain in the testing center and may leave only to use those restroom facilities that are closest to the testing room.
- You are not permitted to leave the floor or building for any reason. If you are discovered to have left the floor or building, you will not be able to proceed with the examination. You will be reported to ASWB and the jurisdiction board, your score will be invalidated, and the examination fee will be forfeited.
- You may ***not*** refer to any testing aids, including but not limited to, dictionaries and notes, and these materials are ***not*** permitted in the testing room. This includes paper of any kind, pens, calculators, books, pamphlets, rulers, highlighter pens, stereos or radios with headphones, any electronic devices, or keyboards. You should leave such materials at home. Studying is not allowed in the test center.
- You will be required to read the Candidate Rules Agreement and provide a digital signature. A copy of this agreement is on our website at [www.aswb.org](http://www.aswb.org) under examination security. Please review and be familiar with this agreement prior to testing.
- Your palm(s) will be scanned. A video tour of what to expect during your testing experience at one of the Pearson Professional Centers, including the palm vein scan, is available on the website at [www.pearsonvue.com/aswb](http://www.pearsonvue.com/aswb).
- You will be required to provide identification upon leaving and re-entering the testing room and your palm will be scanned.
- Access to the testing room will be restricted to test center personnel and examinees. Visitors, children, spouses, family or friends are not allowed in the test center.
- The test administrator will assign you to a computer testing station. You will not be permitted to select your own station. You must follow the directions and verbal instructions of the testing staff.
- Once the tutorial starts, you are considered to have tested even if you quit your examination session and do not complete the examination.
- You must review the screen that asks you to verify your name and the level of examination you are taking. Report any errors to test center personnel. If you take the incorrect examination you will be required to re-register with ASWB and pay the full examination fee to take the correct examination.
- The clock on the bottom right corner of the computer screen is the official timekeeper of the examination and will start when you finish the tutorial. There are instructions for removing the clock from the screen if you wish.
- An erasable note board booklet, marker, and headphones are provided by the test center. Ear plugs are available upon request.

**-SEE REVERSE SIDE FOR AFTER TEST INFORMATION-**

## After you have taken the test

Your test results will be forwarded to the board in the jurisdiction in which you wish to be licensed. Generally, if you had to obtain that board's permission to take the examination, the board will contact you regarding your licensure status after you take the test.

### The following jurisdiction boards will contact you after passing the ASWB examination:

AB	AK	AL	AR	AZ	BC	CT	DC	DE	FL
GA	HI	IA	ID	IL	IN	KS	LA	MA	MD
ME	MI	MN	MS	NC	ND	NM	NV	NY	OK
OR	PA	RI	SC	SD	TN	TX	UT	VA	VI
VT	WA	WI	WY						

### Contact the following jurisdiction boards for license status:

CO	KY	MT	NE	NH
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### Contact the following jurisdiction boards for license application:

MO	NJ
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### Other jurisdiction instructions:

OH	Fax score report to board at 614-728-7790
WV	Board will contact you in 30 business days if applicable

### **WARNING**

*During the registration and testing process, you agreed to contractual and other legal obligations regarding the Association of Social Work Boards (ASWB) social work licensing examination program and the consequences of non-compliance and/or breach of such terms and conditions. These agreements addressed the purpose of taking the examination, conduct at the testing site, and available remedies. You have also affirmed your understanding of the following:*

- The content of this examination is confidential, belongs to the Association of Social Work Boards (ASWB), and is protected by copyright, trademark and intellectual property rights.*
- No part of the materials conveyed during this examination administration may be copied, downloaded, reproduced, photographed, stored, distributed, used or transferred to any individual or group, through any means, including verbally, without the express, prior written consent of ASWB. Sharing this information is a violation of your signed agreement, copyright laws, and professional ethics, and will result in legal action being taken against you.*