



## Making an appointment to take an ASWB social work examination at a Pearson VUE test center

Reservations may be made online\* at [www.pearsonvue.com/aswb](http://www.pearsonvue.com/aswb) 24 hours a day or by phone through the call center at **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 testing overseas may be made at [www.pearsonvue.com/aswb](http://www.pearsonvue.com/aswb). Regional call center information is also available on this website.

**\*Candidates with special testing arrangements must schedule by phone. Call 800.466.0450** during call center hours of 8:00 a.m. to 7:00 p.m. Eastern time Monday through Friday. Please inform the representative 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
- Your date of birth
- The exam listed on the Authorization to Test—ASWB Associate, Bachelors, Masters, Advanced Generalist, or Clinical

### Scheduling online

When you schedule a testing appointment online, you will need to provide an email address in order to receive confirmation of your test date. **Print your receipt when your order is finished before signing out.** Pearson VUE will email a confirmation of your testing appointment with the testing information and directions to the test center. It is your responsibility to look for this email. 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 on the next page.) **Please note: Candidates with special testing arrangements must schedule by phone.**

### Scheduling by phone

When 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 email address, you will be sent an email confirmation of your testing appointment with the testing information and directions to the test center. It is your responsibility to look for this email. If you do not have an email address, Pearson VUE will send you a confirmation by 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 on the next page.) **Write down the date, time, and name of the representative helping you.**

### On test day

Please arrive at the test center 30 minutes before your scheduled appointment to allow time for check-in and security procedures. Your picture will be taken and your palms will be scanned for identification purposes. You will be required to read and sign the Candidate Rules Agreement. You may preview all of this information at [www.aswb.org/exam-candidates/registered-candidates/](http://www.aswb.org/exam-candidates/registered-candidates/). You must present two forms of ID that match your FIRST and LAST name as it appears on the Authorization to Test from ASWB. One must be from the primary list and one from the secondary list, or two must be from the primary list.

<b>Primary ID</b> must contain your name, a permanently affixed photo, and signature, and cannot be expired.	<b>Secondary ID</b> must contain your name and 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 (U.S.) Social Insurance card (Canada) Professional license ID card Work ID Student ID

*Note: If your name has changed since you registered for an exam, the original marriage certificate, divorce decree, or court order document must be presented with the primary ID.*

**If you do not bring proper IDs 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 will have a total of 4 hours (240 minutes) to complete your exam. Appointment times include an additional 30 minutes to allow for check-in at the test center, the tutorial (which you may spend up to 20 minutes reviewing), and completion of a survey at the end of your exam. The clock on the bottom right corner of the computer screen is the official timekeeper of the examination. After you finish the tutorial, and begin the exam you will need to click on the clock icon to display the clock. The clock displays the time remaining on the exam. 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, noise, and environmental problems do occur. You must allow test center staff at least 30 minutes to correct the problem. 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 888.579.3926 within two business days of the occurrence. If you do not report the problem to Pearson VUE staff at the time of occurrence, ASWB will not be able to verify the problem.

## **Cancelling/Changing an appointment**

You may cancel or change your appointment without penalty by contacting Pearson VUE up to 24 hours before the appointment time. Cancellations and changes may be made online at [www.pearsonvue.com/aswb](http://www.pearsonvue.com/aswb) or by calling 877.884.9537 between the hours of 8:00 a.m. and 11:00 p.m. Eastern time Monday through Friday, 8:00 a.m. and 5:00 p.m. Eastern time on Saturday, and 10:00 a.m. and 4:00 p.m. Eastern time on Sunday. **Please note: Candidates with special testing arrangements must cancel/change an appointment by calling 800.466.0450 between the hours of 8:00 a.m. and 7:00 p.m. Eastern time Monday thru Friday. If you are scheduled to test on a Monday or Tuesday, you must call before 7:00 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 two business days' notice.**

It is your responsibility to cancel or change your appointment within these guidelines. Failure to do so will result in forfeiture of your examination fee and authorization to test. **When cancelling/changing online, print your receipt when your order is finished before signing out. When cancelling or changing an appointment by phone, keep a record of the date, time, and name of the representative you speak with.** It is also your responsibility to keep the email you receive from Pearson VUE. Be aware that while your Authorization to Test may be valid for one year, it may contain an earlier expiration date as required by a particular jurisdiction. If your Authorization to Test contains a board-imposed expiration date, you may not 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 US\$30 processing fee.

## **Refunds**

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

## **No-shows/Late arrivals**

If you do not show up for your examination at the scheduled time and have not cancelled or rescheduled 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 reregistered with ASWB and paid for another examination. You will not be seated if you arrive late for your examination. Late arrivals will be treated as no-shows.

## **Excused absences**

It is possible to have your absence or late arrival excused by ASWB if extenuating circumstances make 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. When 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 888.579.3926 immediately after the missed appointment for further details.

If you are excused by ASWB, you may reregister for a reduced fee of US\$150 and receive a new authorization to test. You may reregister at the fee of US\$150 up to one year after the approval of the excused absence. 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 emergencies. For information on test center closings, please call Pearson VUE at 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. (See No-shows/Late arrivals above.)