



The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

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Candidate Information – Computer-based Examinations (MCQ) at a Test Centre

This document provides some general information of what to expect on exam day for all of PEBC's computer-based, multiple-choice examinations taken on-site at a Prometric test centre. Candidates must also ensure that they have read and understood the [Candidate Rules of Conduct – Computer-based Examinations \(MCQ\) at a Test Centre](#) as candidates are expected to abide by them. See [Candidate Information – Computer-based Examinations \(MCQ\) using Remote Proctoring](#) for computer-based examinations taken using remote proctoring.

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Prometric Test Centers

1. Candidates can take the **PEBC Pharmacist Evaluating Examination** and **Pharmacist/Pharmacy Technician Qualifying Examination – Part I (MCQ)** at one of Prometric’s secure test centers.
2. To maintain exam security, Prometric Test Center Administrators (TCA):
 - only admit candidates who are approved by PEBC to take the examination
 - screen candidates and personal belongings during registration
 - supervise candidates during registration/check-in by registering candidates and conducting security checks in an area recorded by overhead security cameras
 - supervise candidates in the test room by monitoring the overhead security cameras that are placed above each computer station and regularly walking through the test room

Scheduling and Fees

3. Click *Pharmacist* or *Pharmacy Technician* for information about exam dates and fees.

Exam Dates	Exam Fees
Pharmacist	Pharmacist
Pharmacy Technician	Pharmacy Technician

4. After processing a candidate’s exam application, PEBC:
 - emails an *Invitation to Schedule* an exam appointment with Prometric
 - sends the emails in the order that properly completed applications are received and processed
 - if candidates do not receive their *Invitation to Schedule* by 2 weeks prior to exam date, email pebcinfo@pebc.ca
5. Candidates schedule their exam appointment on [Prometric’s website](#) by selecting the desired date, time and location. Candidates:
 - should schedule their exam appointment as soon as possible after receiving PEBC’s email so that they have the most options
 - can schedule one exam appointment at a time only, i.e. when an exam appointment is rescheduled, the original is cancelled
6. When applying for PEBC examinations, candidates indicate whether they wish to take their exam on-site at a Prometric test centre (and their preferred location) or using remote proctoring. PEBC uses this information to work with Prometric to provide a sufficient number of seats, where possible. However, indicating a preferred location **does not confirm that candidates are able to schedule their exam appointment in that location**. As PEBC cannot guarantee the availability of a preferred location, date or time, candidates:
 - **may be required to travel** to take the examination and are responsible for all costs
 - must regularly check Prometric’s website as availability may change as the exam dates approach
 - must be prepared to take their exam using remote proctoring (see [Candidate Information – Computer-based Examinations \(MCQ\) using Remote Proctoring](#)) or [withdraw](#) (see PEBC’s [refund policies](#)).

7. To withdraw from an exam, cancel the exam appointment on Prometric’s website and then email withdrawals@pebc.ca to notify PEBC as soon as possible.

The subject line of the email must include:

- the PEBC ID number
- the word “Withdrawal”
- the name of the application being withdrawn – include the month and year of the exam, e.g. Evaluating Examination January 2020

The body of the email must include:

- the candidate’s complete name
- the PEBC ID number
- the statement “I wish to withdraw from (add the name of the exam)”
- the reason for the withdrawal
- if you are eligible for a refund (see [Refund Policies](#)), include your current mailing address and the currency required for the refund

8. Candidates may reschedule their exam appointment:

- within the same date range for the current exam, i.e. not for a future exam
- directly through Prometric’s website
- according to the schedule of fees in the chart below

Calendar days before scheduled exam appointment	Fee
30 or more	no fee
3 – 29	approx. \$50 fee paid directly to Prometric (PEBC does not collect or refund any change fees)
0 – 2	change not permitted

Identification

9. Only the following types of government-issued photo identification are accepted:

- Canadian or foreign passport
- Canadian provincial driver’s license
- Canadian provincial photo health card: all provinces accepted
- Canadian permanent resident card

This identification must:

- be original as issued (no photocopies or electronic copies)
- be valid (not expired)
- resemble the candidate’s current physical appearance

10. Candidates must contact PEBC **prior** to exam day if they:

- are unable to provide one of the above government-issued photo IDs
- have any concerns about the ID that they will bring to the examination

Admission & Security

11. Candidates must arrive at the Prometric test center at least 30 minutes before their scheduled exam appointment time.
12. Candidates present one piece of government-issued photo ID (see above).
13. TCA assigns candidates a locker with key to store their personal belongings as bringing any items into the test room is not permitted.
14. The lockers are limited in size. Therefore, candidates:
 - are strongly encouraged not to bring personal items to the test center
 - should review “Required, Permitted & Prohibited” Items below
 - cannot access lockers during the examination including on an unscheduled break
 - may access their beverages and snacks during an unscheduled break by placing them above the lockers or in another designated area of the test center

PEBC and Prometric are NOT responsible for lost, damaged or stolen personal items.

15. Candidates review the *Prometric Test Center Regulations* provided at the test center (sample in *Appendix 1*).
16. TCA invites candidates for the security check-in on a first come, first served basis at the test center based on their scheduled exam appointment time. The TCA:
 - confirms the candidate’s identity by matching the candidate’s appearance to the government-issued photo ID
 - scans the candidate’s fingerprints (3 times for both index fingers)
 - captures a digital photograph of the candidate

All candidate biometric information is kept secure and strictly protected by Prometric.

- observes the candidate:
 - emptying their pockets
 - raising their pant leg above the ankle
 - raising their shirt sleeve above the wrist
- inspects the candidate’s eyeglasses to ensure they do not contain a recording device
- scans the candidate with a metal detector
- takes the candidate’s signature

Public health guidelines may require changing or cancelling any of the above processes such as fingerprint scanning or using a metal detector. Candidates may be required to bring their own mask (medical masks or face coverings) and wear the mask at all times while in the test centre. If required, candidates who do not bring a mask are not allowed to test. Prometric will not give candidates any masks. Please note that masks with exhale valves are not permitted in the test center.

See Prometric’s [social distancing guidelines](#) for more information about current requirements.

17. To confirm the identity of a female candidate who wears a veil covering her face, a female TCA:
 - takes the candidate to a private area

- asks the candidate to lift her own veil
- scans over the head covering with a metal detector to confirm that there are no concealed prohibited items

The metal detector does not emit any harmful radiation. Extensive research by Garrett, the metal detector manufacturer, has produced NO information indicating that using this product has adverse effects on pregnancies or unborn children.

18. All security check-in steps are conducted in an area recorded by overhead security camera.
19. TCA escorts candidates into the test room and to their computer workstations.
20. Candidates are recorded at their computer workstations throughout the duration of the examination via overhead security cameras.

Apparel

21. Candidates are strongly encouraged to dress for fluctuating temperatures in test rooms.
22. Coats, jackets and other outerwear are **not** allowed at candidates' seats in test rooms. Therefore, candidates must:
 - place outerwear in their locker or hang outerwear in the waiting area of the test center
 - hang light clothing items removed for comfort such as sweaters, cardigans, scarves, etc. on candidates' chairs (not place in laps or on the workstation desktops)

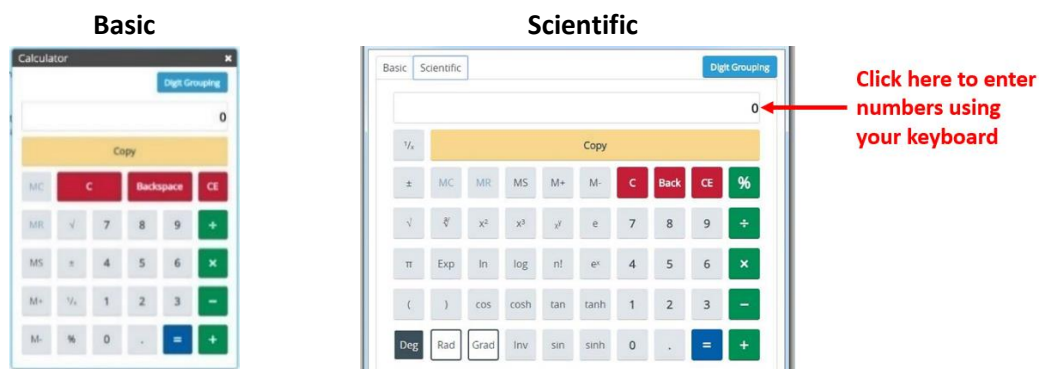
Required, Permitted & Prohibited Items

23. Required and permitted items are subject to inspection by the TCA. Visit the [Prometric website](#) for a list of pre-approved personal items that candidates are permitted to bring into the examination, including medical, assistive and mobility devices. Personal items that are permitted into the examination or require an exam accommodation may be different for Part II (OSCE/OSPE). See [About the Examination – Part II \(OSCE\): Candidate Personal Items](#) or [About the Examination – Part II \(OSPE\): Candidate Personal Items](#).
24. Prohibited items are not allowed at any time during the examination. The TCA instructs candidates to remove any prohibited item(s) at check-in. If a prohibited item is detected in the test room during the examination, the TCA may terminate the examination immediately.

Required	Permitted	Prohibited
Provided by test centre <ul style="list-style-type: none"> • Desktop computer with onscreen scientific calculator • Dry erase boards and markers • Keyboard • Locker Key • Mouse 	Provided by test centre on request <ul style="list-style-type: none"> • Ear plugs • Noise-dampening headphones to minimize noise distractions • Two tissues Brought by candidate: <ul style="list-style-type: none"> • Eyeglasses, if required 	<ul style="list-style-type: none"> • Food, beverages (other than water) • Hair accessories (unless for religious reasons) • Jewelry (subject to inspection) • Notebook, paper, pen, pencil, highlighter, etc. • Outerwear, hat • Physical calculator

<p>Brought by candidate:</p> <ul style="list-style-type: none"> • Government-issued photo ID <p>All materials issued by TCAs must be returned at the conclusion of the examination</p>	<ul style="list-style-type: none"> • Medications or medical devices (presented at check-in to the TCA; without any packaging, inserts or related written material) • One clear, container/plastic bottle of water, label removed • List on Prometric website 	<ul style="list-style-type: none"> • Published materials and other testing aids • Purse, wallet, bag, briefcase • Smartphone / Cell phone, pager, all other electronic devices including any wearable technology • Watch
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25. Candidates should be familiar with the use of a mouse and keyboard. If you are taking the Pharmacist Evaluating Examination or the Pharmacy Technician Qualifying Examination – Part I (MCQ), there is a brief tutorial about how to use Prometric’s computers and the testing platform, before the examination begins. If you are taking the Pharmacist Qualifying Examination – Part I (MCQ), there is no tutorial before the exam begins, but a similar [tutorial](#) is available on the PEBC website.
26. Physical, hand-held calculators are prohibited. On the testing platform, use the onscreen calculator for calculations. Practice using the calculator in the demo tutorial from the PEBC website or a computer’s calculator application to get more comfortable with the onscreen tool.
27. The onscreen calculator has both *Basic* and *Scientific* calculator options:
- if the scientific calculator takes up too much space on the screen, switch to *Basic* until *Scientific* functions are needed, as the *Basic* calculator is much thinner
 - for both *Basic* and *Scientific* calculators: to use the keyboard to input the numbers rather than clicking the onscreen buttons, use the mouse to click inside the data input field inside the calculator window, then type the numbers and mathematical functions using the keyboard



28. Formula sheets are available as an online reference in the Pharmacist [Evaluating](#) and [Qualifying](#) examinations and therefore do not need to be memorized. Molecular and atomic weights will be supplied when necessary. For the [Pharmacy Technician Qualifying](#) Examination, any relevant formulas will be provided with the questions and therefore do not need to be memorized.
29. Other items may be allowed into the examination only with prior approval by PEBC by submitting a [Request for Exam Accommodations](#) before the application deadline.

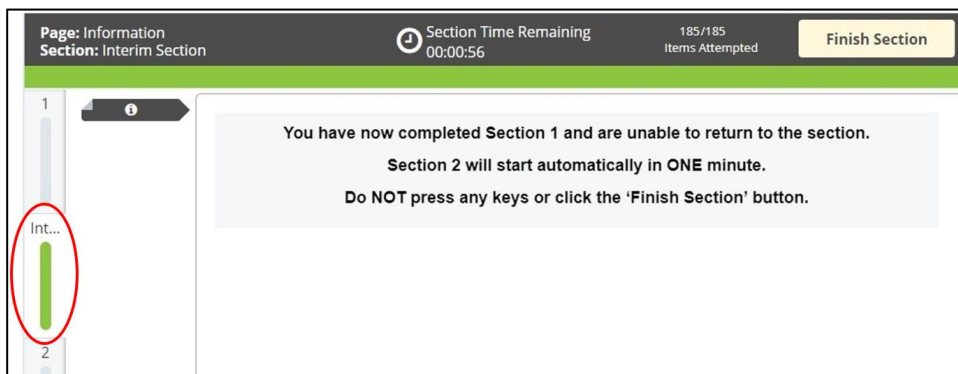
Seating & Start Times

30. Prometric test rooms typically have 15-20 computers.
31. Candidates should expect to start their examination immediately after being checked in if there is a computer terminal available, even if they arrive early. However, note that at busy times, it may take up to 30 minutes after a candidate's exam appointment time to be seated. This will not impact a candidate's total testing time and they will receive the full testing time regardless of when they are seated at the computer terminal.
32. Food/snacks, beverages (excluding water), watches, candidates' own calculators and all other electronic devices are **prohibited** in the test room. If food/snacks or beverages are required for medical or religious reasons, candidates must submit a request for [exam accommodations](#) to PEBC before the exam deadline date and receive PEBC approval.

Examination Overview

Pharmacist Evaluating and Pharmacy Technician Qualifying Part I – (MCQ) Examinations Only

33. Examinations are divided into 2 sections with an equal number of questions in each section. The questions are balanced in length, complexity and types of questions / cases. All answers to questions are recorded directly on the computer by clicking the box with the desired response.
34. Each section is timed individually and candidates receive the same amount of time for each section. Candidates do not receive additional testing time if either section is completed more quickly, i.e. for sections finished early, any remaining time in that section is not carried forward to the next section.
35. Sections 1 and 2 are divided by a one-minute *Interim Section* ('Int') to prevent candidates from accidentally ending their examination. During the *Interim Section*, the testing platform automatically moves candidates from Section 1 to Section 2 as there are no scheduled breaks during the examination. Candidates do not have to do anything and should not touch their mouse or keyboard.



36. The total exam duration includes a brief *Tutorial* at the beginning, the one-minute *Interim Section* in the middle, and a *Post-Exam Survey* at the end of the examination. Skipping the tutorial or the survey, or finishing them quickly, does not give candidates additional testing time.

Pharmacist Qualifying Examination Part I – (MCQ) Only

37. The Pharmacist Qualifying Examination – Part I (MCQ) uses Linear-on-the-Fly (LOFT) testing. LOFT is an automated exam construction model that automatically assembles questions from a large pool of questions to make a unique exam for each candidate. LOFT uses very specific criteria to ensure that the exam is a valid and reliable assessment of competence.
38. By using LOFT, the exam has only 1 section of 200 questions with no *Interim Section* in the middle.
39. The total exam duration includes a *Post-Exam Survey* at the end of the examination. Skipping the survey, or finishing it quickly, does not give candidates additional testing time.
40. The Pharmacist Qualifying Examination does not include a tutorial. Instead, candidates should review the [interactive demo tutorial](#) on the PEBC website. Note that there is only one testing section, though the tutorial mentions more.

Exam Duration and Sections Summary

	Evaluating Examination (Pharmacist)	Qualifying Examination – Part I (MCQ)	
		(Pharmacist)	(Pharmacy Technician)
About Exam Day	Pharm Eval	Pharm Qual	Pharm Tech Qual
Total Duration	~ 4 hours 15 min (including <i>Tutorial</i> , <i>Interim Section</i> & <i>Survey</i>)	~ 4 hours 30 min (including <i>Survey</i>)	~ 3 hours 45 min (including <i>Tutorial</i> , <i>Interim Section</i> & <i>Survey</i>)
# of Sections	2 x 118 min	1 x 260 min	2 x 100 min
Question Types	stand-alone & case-based questions	stand-alone & case-based questions	stand-alone questions
# of Questions	200 (all scored)	200 (150 scored + 50 pre-test)	150 (120 scored + 30 pre-test)
Click to Experience an Interactive Demo Tutorial	Pharm Eval Demo	Pharm Qual Demo	Pharm Tech Qual Demo
Formula Sheet	Yes	Yes	No

Unscheduled Breaks

41. There are no scheduled breaks during the examination. To take an unscheduled break, candidates may stand up and leave the test room, e.g. to have a drink/snack within the test center or use the washroom, but must inform the TCA before leaving the TCA workstation area. The TCA will note the time the break started and finished. Candidates must complete all security checks when returning. The exam timer (*Section Time Remaining* clock) on the screen continues to count down.

The *Section Time Remaining* clock does not stop during an unscheduled break and candidates do not receive additional time to take an unscheduled break.

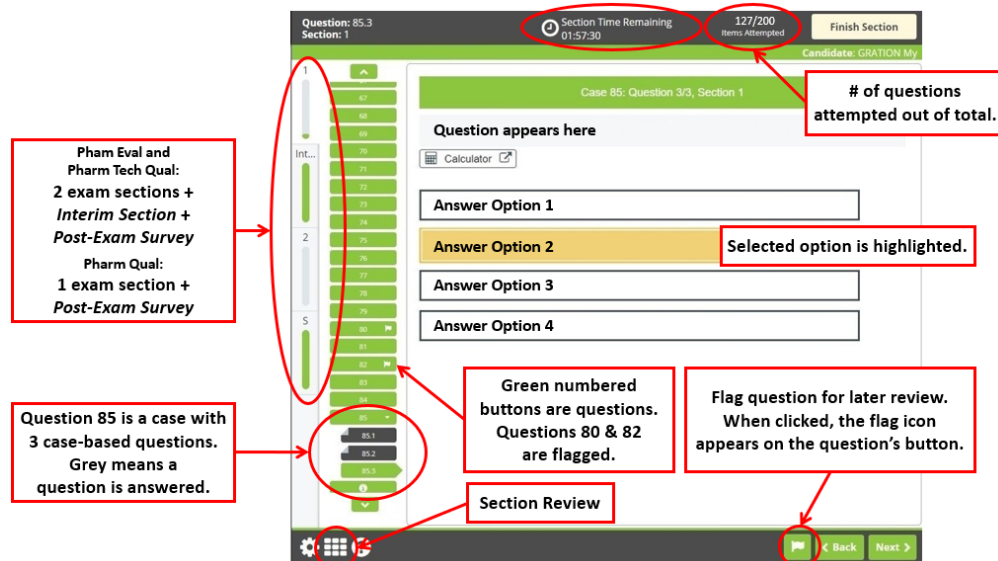
Examination Questions

42. Questions may be:
- individual (stand-alone) questions (**all examinations**)

- case-based questions: two or more questions relating to a single case (**Pharmacist examinations only**)

43. Each question (and case) is identified by a green numbered button on the left-hand side of the screen (see the diagram below displaying buttons for questions #67 – #85). See any question or case by clicking on its button. Scroll through the buttons by clicking the arrows on both ends of the buttons or using the scrolling ball on the computer mouse. To do this, place the mouse pointer on the buttons and use a finger on the scrolling ball to quickly move through the buttons.
44. Case-Based Questions (**Pharmacist Examinations Only**): Cases typically have 2 – 4 questions related to a scenario. Clicking on a case button shows the questions relating to that case. Each case-based question is identified by its own single button. For example, in the diagram below, button #85 is a case (identified by a down arrow next to the number 85) with 3 questions. Clicking on button #85 shows the 3 questions, numbered 85.1, 85.2 and 85.3 to indicate that they relate to the same case.

For further clarity, each section of the Pharmacist Evaluating Examination has 100 questions and the Pharmacist Qualifying Examination has 200 questions in total; however, the final button is not numbered '100' or '200' because of the case-based questions. The final button is a smaller number depending on the total number of cases with case-based questions in that version of the examination.



Time Allotments & Tracking Progress through Examination

45. The total amount of time remaining for each section is shown at the top of the screen as *Section Time Remaining*:
- the section and/or the examination ends when the time remaining reaches zero; candidates cannot answer any more questions after that and do not receive credit for any unanswered questions
 - three warnings appear on the screen for a few seconds prior to the end of each section and/or the examination when there is the following amount of time remaining:

Evaluating & Pharmacy Technician Qualifying Warning Before End of Section	Pharmacist Qualifying Warning Before End of Examination
30, 15 and 5 minutes	2 hours, 1 hour and 15 minutes

46. In order to help track progress through the examination, the *Items Attempted* displays the number of questions attempted out of the entire examination (see chart above for total number of questions in each examination). For example, 127/200 means 127 questions have been attempted out of a total of 200 questions
47. To help candidates navigate between questions, click the *Section Review* icon on the bottom left hand side of the screen. By using the filters, candidates can easily see which questions still need to be answered and quickly jump to any question. Click the padlock symbol on the *Section Review* to lock it in place on the screen. This functionality can be viewed in the demo tutorial.
48. As all items are weighted equally, candidates should flag any questions they are unsure about and come back to them before completing the section. Marks are not deducted for incorrect answers.

Completing a Section / Finishing the Examination

49. After answering the last question in a given section, candidates confirm that all questions are answered before proceeding to the next section or finishing the examination:
- a warning pop-up appears indicating any unanswered questions
 - these pop-ups also appear after clicking Next on the last question of a section
 - candidates are required to confirm the intention to finish the section and/or the examination 2 times before proceeding to the next section

For Pharmacist Evaluating and Pharmacy Technician Part I – (MCQ) Examinations only:

After moving onto the next section, candidates cannot return to the previous section to review answers or make changes. TCAs cannot restart the exam section for the candidate to complete.

50. To indicate completion of the entire examination, click the *Finish* button on the top right-hand side of the screen. Warning pop-ups appear to confirm the desire to end the examination. The examination cannot be restarted once the examination has been finished.

Asking for Help

51. If candidates need any help, they must raise their hand and remain seated:
- a TCA will come into the test room to help
 - if the TCA does not see a candidate's hand raised after a few seconds, the candidate should stand up at the workstation with their hand raised to get the TCA's attention
52. TCAs are unable to answer any questions related to the content of the examination; however, they will note any issues for PEBC follow-up as necessary.
53. The testing platform may take a moment to move from one question to the next. The timer pauses when moving between questions, so candidates do not lose any time.

54. On rare occasions when the computer becomes unresponsive, candidates must raise their hand immediately to alert the TCA who will restart the computer. Candidates can be sure that:
- the computer captured all their responses
 - they do NOT lose any time on the examination

Request for Exam Accommodations on Exam Day

55. PEBC must receive a [Request for Exam Accommodations](#) before the exam application deadline:
- a completed, signed *Request for Exam Accommodations* form
 - if applicable, supporting documentation, such as the *Health Professional Assessment and Recommendations* form (for medical issues)
56. If a situation that requires exam accommodations arises after the exam deadline date and before exam day, e.g. recent injury requiring the use of an assistive device, candidates must contact PEBC immediately in order for such a request to be considered. Last minute requests for exam accommodations, made at the test center on exam day, cannot be accommodated.

Emergency Procedures & Other Extraordinary Circumstances

57. Before the examination, candidates should check these sites for special notices:

PEBC Website	Pharmacist Latest News	Pharmacy Technician Latest News
	Emergency Procedures & Other Extraordinary Circumstances	
Prometric website	www.prometric.com	

58. PEBC posts advisory information when circumstances arise at any time before an upcoming PEBC exam date which may affect the scheduling arrangements for the examination.
59. Check local information for any public transportation service interruptions, road detours, etc. when planning travel on exam day.

Illnesses & Extraordinary Personal Circumstances on Examination Day

60. **Candidates are strongly encouraged not to attempt an examination and to withdraw if, prior to the examination, they are ill or have other extraordinary personal circumstances, i.e. bereavement, recent physical injury, etc. that may affect their exam performance. Click [here](#) for full details on how these situations are managed.**
61. If illness or another type of emergency arises after arriving at the test center, candidates must inform a TCA **immediately**.
62. [Waiver Forms](#) (*Continuation of Examination or Discontinuation of Examination*) are provided to candidates to read, in order to decide and agree to continue or discontinue the examination:
- candidates sign two copies of the appropriate form, indicating their choice
 - one signed form is provided to PEBC; the other is provided to the candidate before leaving the exam
63. Candidates must notify PEBC as soon as possible after arriving at the test center if they are withdrawing (not yet started) or discontinuing the examination.

64. See [Withdrawal](#), [Discontinuation](#) and [Refund](#) policies.

Examination-related Issues on Examination Day

65. Candidates must submit any verbal complaints or concerns about any aspect of the examination, i.e. process, facilities, administration, etc. to a TCA on exam day for immediate attention, correction if possible, and documentation on a report to PEBC.
66. Candidates must also document their complaints or concerns in the *Post-Exam Survey* that is presented upon completion of the examination.
67. If candidates feel that a specific matter that was documented on exam day requires further action or response by PEBC, PEBC must receive their complaints or concerns within 7 calendar days after the close of the examination.

Any complaints or concerns not documented by candidates at the test center are not considered as part of the [PEBC Process for Complaints, Concerns and Appeals](#).

Examination Results

68. Within 24 hours of checking out of the examination, Prometric emails candidates a *Notice of Completion* that also serves as their official receipt for the examination. Please keep this email as PEBC does not provide other official receipts.
69. A list of candidates who have successfully passed their examination is posted (by PEBC identification number) on the PEBC website by noon on the results day.
70. PEBC emails exam results, in the days following the results day, to the email address provided by the candidate on their exam application form (unless candidates advise PEBC otherwise in writing). For reasons of confidentiality, results are not released by telephone or fax.
71. For more information about Examination Results, click:
- [Pharmacist Evaluating Examination](#)
 - [Pharmacist Qualifying Examination](#)
 - [Pharmacy Technician Qualifying Examination](#)

Prometric Test Center Regulations

Candidates are required to be professional, civil and respectful at all times while on the premises of the test center. All exams are continuously monitored by video and audio recording, physical walk-throughs, and through the observation window. The Test Center Administrator (TCA) is authorized to dismiss you from the test session for a violation of any of the Test Center Regulations, including exhibiting abusive behavior towards the TCAs or other candidates. If you are found to have violated any of the regulations during your exam, the TCA is required to notify Prometric and your test sponsor. Prometric, alone or in conjunction with your test sponsor, shall then take any further action necessary to sanction your conduct, up to and including invalidation of your test score and/or pursuit of civil or criminal charges.

CONFIDENTIALITY OF EXAM CONTENT/SYSTEMS

- The computer-based test delivery system, tutorial, exam content, and survey are the unpublished, confidential, and proprietary materials of Prometric and/or your test sponsor.
- Communicating, publishing, reproducing, or transmitting any part of an exam, in any form or by any means (e.g. verbal, electronic, written, etc.) for any purpose is **strictly prohibited**.
- **ANY** reproduction or disclosure will result in the immediate filing of civil and/or criminal charges against you and anyone directing or conspiring with you.

TEST CENTER CHECK-IN PROCEDURES & BREAKS

- Original, valid (unexpired), government issued photo & signature bearing identification is required in order to take an exam. Validity and the number of acceptable IDs are predetermined by your test sponsor.
- You will be scanned with a metal detector wand prior to every entry into the test room. You will be required to raise your pants legs above your ankles, empty and turn all pockets inside-out and raise shirt sleeves above your wrists **prior to every entry** into the test room.
- If you are wearing eyeglasses you will be required to remove them for visual inspection to ensure they don't contain a recording device. Large jewelry items must be stored in your locker due to concerns over concealed recording devices.
- Exams may have scheduled or unscheduled breaks, as determined by your test sponsor. Each time you leave the test room you must sign-out.
- The TCA will inform you what is permitted during exam breaks, specifically regarding whether access to your locker, and access to cell phones and notes within it, is permitted or not. All candidates must inform the TCA before accessing a stored item during a break, including medicine. Repeated or lengthy departures from the test room will be reported to the test sponsor.
- Upon return from a break, without exception, you must go through all security checks, present valid ID, sign-in and, if required by the test sponsor, provide a fingerprint to be re-admitted to the test room.

PROHIBITED ITEMS AND EXAMINEE CONDUCT IN THE TEST CENTER

- ***Weapons are not allowed in any Prometric Test Center.***
- Unauthorized personal items may not be brought into the test room. Such items include, but are not limited to: outerwear, hats, food, drinks, purses, briefcases, notebooks, watches, cell phones, electronic devices, or wearable technology.
- Written notes published materials and other testing aids are **strictly prohibited** in the test room, except where allowed by your test sponsor. Test center staff will refer to the applicable Client Practices for allowances.
- Written notes or electronic devices discovered in the test room will be confiscated by the Test Center Administrator.
- Only soft ear plugs (with no wires/cords attached) and center-supplied tissues are permitted in the test room.
- All materials issued by the TCA must be returned at the conclusion of testing. Used scratch paper must be returned before new scratch paper will be issued by the TCA during your exam.
- Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc., must be hung on the examinee's chair, not placed in laps or on the workstation desktop. Outerwear such as heavy coats, parkas, rain coats, etc., is not permitted in the test room.
- Talking to other candidates in the test room, referring to their screens, testing materials or written notes is strictly prohibited.

Note: Client/test sponsor practice policies shall supersede these regulations if a conflict exists.