

UAT-UK Test Incident Policy

UAT-UK and Pearson VUE aim to ensure that your test goes ahead in the best possible way. However, occasionally, things can go wrong, and tests can be disrupted or, in very rare instances, stopped entirely. When this happens, we have procedures in place to put things right and ensure that candidates are not disadvantaged.

This policy is intended for those candidates who are affected by circumstances that came about **during their test**. If you know of illness, injury or personal circumstances that might affect your test sitting ahead of your test booking, you should refer to the **UAT-UK Special Consideration Policy** instead.

1. General Principles

- 1.1 In most cases, for example an unexpected fire alarm, the test centre will endeavour to minimise the disruption and allow you to continue and complete your test.
- 1.2 If there is a significant and obvious disruption to your test, the incident will be logged by test centre staff. **Where possible, you should ask a member of staff at your test centre for the case ID number**. If you do not get an ID number, it may be hard to verify what has happened.
- 1.3 For other disruptions, that test centre staff may not be aware of, you should always report these to an invigilator during your test so they can be logged. You should ask for, and make a note of your case ID number.
- 1.4 If you fall ill during your test, you should inform an invigilator as soon as possible, regardless of whether or not you continue to test. You request a case ID number so we can verify the time you fell ill. You should then contact the **UAT-UK office**.

2. Making an Incident Investigation Request

- 2.1 Where test centre staff were unable to adequately resolve the incident during testing, Pearson VUE may follow up with you after your test, and in which case, customer services will contact affected candidates shortly after the test sitting.

- 2.2 However, in most cases, the issuing of an incident case number does not automatically result in UAT-UK or Pearson VUE taking any action unless the candidate requests an incident investigation.
- 2.3 Candidates should submit their incident investigation request as soon as possible after testing. This can be done by phone or email to Pearson VUE Customer Services. Requests submitted more than **5 days** after the test date will not normally be accepted.
- 2.4 Candidates who fell ill during their test should notify the UAT-UK office as soon as possible after testing. This can be done by completing our online form, and submitting an enquiry relating to our **Special Consideration Policy**.
- 2.5 When making your request, you must provide:
 - Your case ID number
 - A brief explanation of the incident
 - Which part of the test you were sitting when the incident occurred
 - Any action taken by yourself or the test centre staff
 - An estimate of any test time lost (if relevant)

3. Incident investigation requests that will be considered

For those testing in a centre:

- 3.1 The following reasons for raising an incident investigation request will normally be accepted by UAT-UK and Pearson VUE:
 - 3.1.1 Technical issues with Pearson VUE owned hardware or software
 - 3.1.2 Significant disruption caused by another candidate in the test centre
 - 3.1.3 Significant noise disruption from outside the test centre
 - 3.1.4 A fire alarm or anything else that causes evacuation from the test centre
 - 3.1.5 Loss of power to the test centre

3.2 UAT-UK and Pearson VUE will **not** normally accept investigation requests that relate to the issues listed below.

3.2.1 Normal levels of noise due to usual test centre conditions, for example, other candidates entering or leaving the room or using keyboards, or test centre staff providing general assistance to candidates.

3.2.2 Where access to the test is refused due to late arrival or where the incorrect ID is presented – see the **UAT-UK Admission and ID Policy**.

For those testing via OnVUE (online proctored service):

3.3 Any technical problems relating to the software only will be accepted (hardware remains the responsibility of the candidate). You may also report any unavoidable and significant disruption to your test environment.

3.4 UAT-UK and Pearson VUE will **not** normally accept investigation requests that relate to the issues listed below.

3.4.1 Any technical issues encountered with the candidate's own hardware or equipment.

3.4.2 Any disruption to their test environment that could have been avoided.

3.4.3 Where access to the test is refused due to late check-in or where the incorrect ID is presented, or a parent/guardian is not present with the correct ID – see the **UAT-UK Admission and ID Policy**.

For ALL candidates

3.5 All candidates should report any issues encountered that affect agreed access arrangements.

3.6 Appeals against test scores will **not** be permitted by UAT-UK or Pearson VUE. The TMUA and the ESAT are both computer-based tests which are marked automatically in the system. Rigorous checks are made to ensure that the scoring system is applied accurately.

3.7 Admission decisions are made by each respective institution and any concerns about these decisions should be addressed to the University

to which you applied. UAT-UK will not involve itself in any appeals against admission decisions.

3.8 UAT-UK and Pearson VUE will **not** normally accept investigation requests that relate to the issues listed below.

3.8.1 Problems that were not reported at the time of testing and cannot therefore be evidenced.

3.8.2 Issues reported to UAT-UK or Pearson VUE later than **five days** after the test sitting.

3.8.3 Injury, illness, or personal circumstances that were known ahead of testing and therefore should have been reported under the **Special Consideration Policy**.

3.8.4 Lack of access arrangements, if not arranged and approved in advance of their test under the **Access Arrangements Policy**.

4. What happens next?

4.1 UAT-UK or Pearson VUE will not, under any circumstance, make an adjustment to any test score.

4.2 Where a candidate fell ill during a test and reported this accordingly, UAT-UK will handle it under the **Special Consideration Policy**.

4.3 Following receipt of an incident investigation request, except for incidents falling under clause 4.2, Pearson VUE will investigate the incident, and report back to the candidate with one of the following outcomes:

4.3.1 Pearson VUE may decide to take no further action if the test incident is not deemed to have had a significant impact on the test sitting.

4.3.2 Where the circumstances of a test incident are deemed have had a significant impact on the test sitting, Pearson VUE may decide to liaise with UAT-UK about adding a note to the candidate's test result, which will be visible to the respective institutions to which the candidate applied. It will then be up to the institution to decide how to take account of this in the interpretation of the test score.

4.3.3 In extreme cases only, where there is clear evidence of significant disruption to a candidate's test resulting in sizable

delay or time loss, Pearson VUE is authorised to offer the candidate an opportunity to retest at no additional cost.

- 4.4 Candidates should note that in circumstances outlined in 4.3.2, each university institution retains discretion to take account of these circumstances however they see fit, within their admissions processes and decision-making procedures.
- 4.5 Candidates who wish to raise a complaint about any aspect of service from Pearson VUE, including the handling of a test incident or subsequent investigation, should raise this with **Pearson VUE Customer Services** directly in the first instance either by phone or email.
- 4.6 Candidates who are unhappy with the outcome of the Pearson VUE investigation may request their case to be further reviewed by the **UAT-UK office**. This request must be made within **2 days** of the outcome of the Pearson VUE investigation. The decision of the UAT-UK office is final.

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