# Test Center Layout and Environment at Correctional Facilities

This document provides information on facility and environment requirements that your test center must follow to deliver exams through Pearson VUE.

Test centers are required to provide a distraction-free, secure testing environment with continuous candidate surveillance. The exact layout will vary depending on the physical space available and on the number of candidates that will be accommodated. For more information, or for assistance in planning a new testing area, contact your local Pearson VUE office.

| **Note** | Testing can be a stressful experience for many candidates. Even minor noises near the exam delivery room can cause a candidate to feel distracted. Throughout this section, you will find various tips to help you create an environment that will minimize noise distractions. |
|---|---|
| | If there is obvious noise, such as building construction, when a candidate is ready to take an exam, ask the candidate whether he or she will be affected by the noise before the exam is started. If the candidate chooses to go ahead and take the exam, complete an Incident Report for documentation purposes. Refer to **Filing a Report for a Candidate Incident** in chapter 11. |

The following minimum requirements must be met when setting up a test center at a correctional facility:

- Place the test center in a permanently enclosed area that is separate from the rest of the correctional facility. It should be an environment that is clean, comfortable, smoke-free, and conducive to testing. It is preferred that the test center should be in a low-traffic area to avoid the sounds of people talking and moving to and from other rooms. Also, attempt to avoid placing the test center near an area where people gather, such as a cafeteria or busy corridor.

- Provide access for people with disabilities, in compliance with the Americans with Disabilities Act of 1990 (in the United States) or your country-specific requirements.

- Provide an area within the test center for checking in candidates. There should be a workspace for the test administrator where the computer that will serve as your administration workstation is located and where the test administrator will proctor exams. You may also use a live feed video surveillance system or a clear glass viewing window or wall to proctor exams from outside of the testing room. Whichever method is used, it must allow an unobstructed view of each candidate (including their hands) within the testing room.



| Note | **Multiple proctors** are required to monitor exams if more than 15 candidates are taking an exam at one time (1 proctor per 15 candidates). Make sure to provide seating for additional proctors, if necessary. Also, correctional officers are allowed in the testing room, but they are not allowed to proctor or administer exams unless they are certified Pearson VUE Test Administrators. |
|------|---|

- Provide suitable storage for personal belongings, such as a lockable file cabinet. Candidates cannot have personal items, such as pencils and paper, in the testing room.
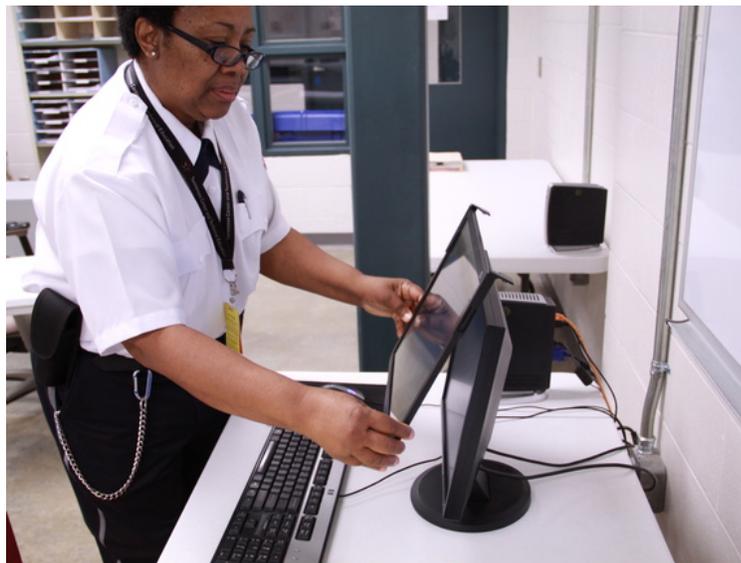


- Provide adequate lighting and ventilation, along with seating and work surfaces. Room lighting should provide sufficient light for keyboard and noteboard while avoiding screen glare.

- Remove any materials (such as wall charts and other reference materials) that could help candidates during the exam.

- Place each delivery workstation on a clean surface that has no obstructions overhead and underneath. If possible, the desk space established for each workstation should approximately measure four feet (1.2 meters) wide. However, if your test center cannot meet the four feet requirement, seat candidates at every other workstation in the testing room when not all the workstations are occupied.

- It is acceptable to have workstations set up in front of each other, as shown in the image below.



- However, it is required for each monitor to have privacy screens that prevent candidates, particularly those who are sitting directly behind another workstation, from seeing exams being taken on other workstations.
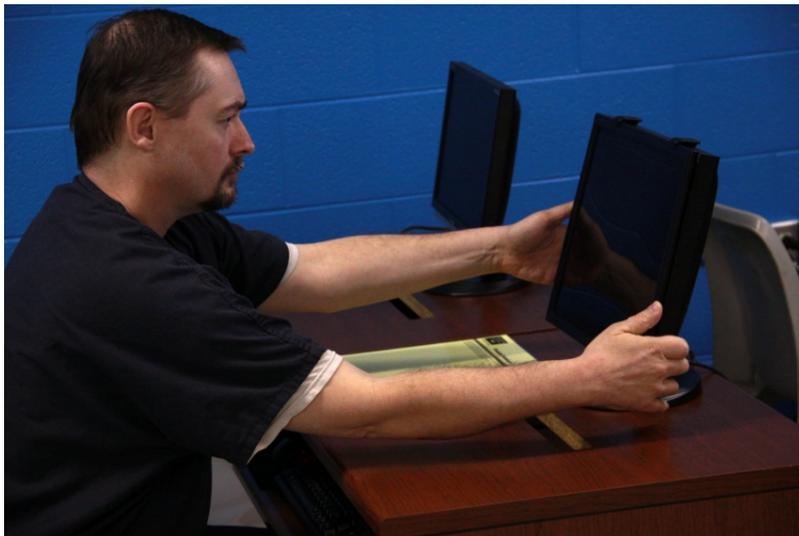
| **Note** | Even though each monitor has a privacy screen, it is still possible for a candidate to see the monitor of another workstation that is setup directly in front of them. Therefore, seat candidates at every other workstation when not all workstations are occupied, as shown below. |
|---|---|



- Monitor positions should be adjustable to allow each candidate to establish a comfortable testing position.



- If possible, provide height-adjustable chairs at each workstation. However, if your site is not able to provide adjustable chairs, non-adjustable chairs are acceptable.

- In the testing room, unplug equipment such as printers, fax machines, copiers, or telephones while testing is in progress.



- Minimize noise and distractions during testing.

**Tips:**

- o While testing is in progress, place a sign alerting personnel and offenders in the facility to be especially quiet near the testing room. For example, you might post a sign that says: **Quiet! Testing in Progress.** Signs can be downloaded from the VUE Support Services (VSS) Web site for printing.

o Headphones that cover the entire ear are successful in blocking most sounds. They should not be connected to any device. Some candidates prefer to use earplugs, although they are uncomfortable for some people.