

# Pearson VUE Trades Exam Frequently Asked Questions

## **How do I schedule a Pearson VUE exam?**

You must submit an application and be eligible for an exam in order to schedule. Once you have been notified that your application status is in “Pending Exam”, you may proceed. Log into your LicenseE account, go to “My Applications” click on the “Actions” tab and you’ll see “Schedule Exam” in the dropdown menu. Under “How would you like to take your exam?” select “Pearson VUE Location”. Selecting Pearson VUE Location will send your exam request to Pearson VUE.\* Once approved, you will receive an e-mail to schedule your exam. If you do not receive correspondence from Pearson VUE within 48 hours, please submit a support ticket in LicenseE.

\*Please note, once you select Pearson VUE Location, you will not be able to revert to a DSPS exam location.

## **How do I pay for my Pearson VUE exam?**

Once your exam authorization has been received by Pearson VUE, you will receive an email from Pearson with instructions for exam payment and scheduling.

## **What can I bring to my Pearson VUE exam?**

Only the reference materials listed on the exam information page for your credential will be permitted. To find the list for your exam, visit the [Professions Page](#), select your credential, and then select "Exam Information" on the lefthand side of the page. Exam materials can also be found here: [DSPS Permitted Trades Exam Materials](#)

For all exams printed notes are allowed, as long as they are three hole punched and placed in the binder. Printed code can only be brought into the exam if it is bound together in a three-ring binder. Tabs are acceptable if they come with a bound code book. Three ring paper dividers with tabs are permitted. Items that are not allowed include loose papers, removable tabs, sticky notes and paperclips.

Highlighters and architect or scale rulers are permitted for plumbing exams only. Do not highlight your reference material as it will not be permitted at future exams.

## **How can I review my Pearson VUE exam?**

Exam review requests are processed by Pearson VUE. You may request an exam review through your Pearson VUE account.

If you took your exam at a Pearson Professional Center, you must review your exam at a Pearson Professional Center.

You may bring the same reference materials that you were permitted at your exam. Highlighters are NOT permitted at an exam review. You may choose to bring sticky notes or paper clips to mark your reference materials to study. Sticky notes and paper clips must be removed before your next exam.

### **How can I contest a question on a Pearson VUE exam?**

If you believe a question on the exam needs to be reviewed by the department, you may contest it during your exam or exam review. Follow these steps:

- Raise your hand during your exam or exam review.
- The exam proctor will come to you. Tell them the question you want to contest. You will not be permitted to submit any written response regarding the exam question.
- The question you contested will be marked for review by the department. After the question is reviewed, you will be notified by department staff of the result within 21 days.

### **I failed my exam. How do I request an exam retake with Pearson VUE?**

You must request an exam retake in your LicensE account. Log into your LicensE account, go to “My Applications” click on the “Actions” tab and you’ll see “Schedule Exam” in the dropdown menu. Under “How would you like to take your exam?” select “Pearson VUE Location”. DSPTS will send the authorization directly to Pearson VUE. You will be contacted by Pearson VUE to schedule and pay for your exam retake.

### **Who do I contact to resolve an issue with my experience at a Pearson VUE testing location?**

Contact Pearson VUE Customer Service:

Phone: (877) 244-0231

E-mail: [pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)

For information about exam accommodations, what to expect at the testing center, exam reservations and all other Pearson VUE questions, please see the [Pearson VUE Trades Candidate Handbook](#)