

Pearson VUE update

Eyeglass policy

February 5, 2015

Overview

Pearson VUE upholds a high level of security for safeguarding the testing programs offered by our exam sponsors. To maintain this high level, we are continually evaluating our technology and processes to ensure that we are adequately addressing existing and emerging security threats. New technology advancements in eyewear, such as Google Glass, camera glasses and spy glasses, and the availability of this technology have been identified as security risks.

As a result, we conducted a pilot to improve our processes to visually inspect candidate eyeglasses during the admissions process and created specific training on how to identify eyeglasses with built-in technology. The purpose of the pilot was to field test the change in process for visually inspecting all candidate glasses for built-in technology.

Feedback from participating test administrators (TAs) confirmed the pilot to be a success.

What we learned from the survey results

TA feedback revealed that the policy and process tested was not difficult to follow and that candidates did not complain about the policy or process. We also received suggestions of how to improve the policy, process and the training we provided and are implementing some of those recommendations.

The updated policy and process change

Currently, the policy & procedure (P&P) guides that TAs reference state that eyeglasses are considered a comfort aid item, which means they are allowed in the testing room following visual inspection to ensure security. We define visual inspection in the guide as "examining the item without directly touching it and without asking the candidate to remove the item."

The eyeglass inspection process will change so that TAs ask every candidate wearing glasses to remove the glasses and show them (not hand them over) to the TA for better viewing. TAs won't be allowed to touch the glasses, even if a candidate offers, for legal and liability reasons. Candidates must store Google Glass with personal items or place them in their vehicles in order to continue with the check-in process. If a TA suspects the candidate is wearing camera or spy glasses after visual inspection, or if the candidate refuses to store the Google Glass, the TA will follow the candidate misconduct process, which is outlined within the P&P guides, and follow any client-specific processes for handling misconduct.

Next steps

Pearson VUE's Channel Quality Documentation and Training team will be updating its current P&P guides and TA training materials to support this new policy and will provide specific details on what to look for, in order to help TAs better identify Google Glass, camera glasses and spy glasses. We will also add more information on what suspicious behaviour to look for when proctoring to further help TAs identify possible misconduct.

The new policy will be effective on March 9. To allow time for TAs to review the training and documentation, we will communicate the policy changes and training material to company-owned centers globally towards the end of February. Global third-party test centers will receive a communication about the policy change in the April channel newsletter.

Further refining our eyeglass policy and introducing additional focused training will reduce the risks associated with eyeglasses enabled with built-in digital capture technology.