

At PSI, our top priority continues to be the health and safety of our staff, customers, clients, and the communities we service. We have an internal task force that now meets each business day to monitor the situation with Novel Coronavirus (COVID-19), and we are in close communication with our testing partners around the world.

We want you and your candidates to feel confident when coming to take an exam with PSI. As a result, we have made some changes to our rescheduling guidelines and our security procedures, and we have also enhanced our current site-cleaning program. Below are some highlights of our changes within operations in the interest of our customers' and employees' health and safety:

Rescheduling

Please have candidates contact Candidate Support Services if they need to reschedule an exam due to illness, are exhibiting flu like symptoms, or have been directed to self-quarantine by their local health authority. If a candidate arrives at a testing center and is exhibiting flu-like symptoms, the candidate will be denied admission to the test center and may be required to reschedule. We are monitoring Test Center Capacity so that we can increase availability once COVID19 has been contained.

Site Procedures and Cleaning

Test Center Administrators (proctors) have always cleaned candidate workstations, keyboards, and mice between use by all candidates. Currently, we are expanding our cleaning and disinfecting program. We have also set expectations for heightened hygienic practices within the testing centers and we are implementing additional QA audits to ensure the application of these new procedures. Additionally, PSI sites will provide and distribute antibacterial wipes and hand sanitizer to help ensure candidates have a safe and healthy experience.

Test Center Administrators and PSI employees have also been instructed to stay home if they are exhibiting flu like symptoms. If they are sick with a fever, they will immediately be sent home and advised to seek medical attention by a doctor.

Face Masks

Following CDC and WHO guidelines, PSI will not allow candidates to wear facemasks at owned and operated test centers in the US. Third party sites will determine and follow their own policies and guidelines.

Closed test centers in affected areas will continue to be tracked and updated on our website <https://www.psonline.com/important-notice-update-concerning-covid-19-coronavirus/>. This information is updated Monday through Friday at 12 pm PDT.