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**Q: If I scheduled my exam already before the virus delay and got a confirmation from Pearson Vue at that time, do I need to re-confirm with them that my appointment is still valid?**

**A:** If you have not received a cancellation notice, then your appointment should still be valid. You can login to your account on the Pearson VUE site to confirm, [www.pearsonvue.com/afp](http://www.pearsonvue.com/afp).

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**Q: If we already have an appointment is there a chance it gets moved or adjusted due to the occupancy constraints?**

**A:** Should Pearson VUE need to close a testing center, then your appointment could get canceled.

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**Q: My exam time is early in the morning at 9. In my country we have a curfew up to 9 o'clock in the morning. In this case, I will not be able to reach exam center. What should I do?**

**A:** You should try to reschedule your exam to a later time in the day. If you are unable to find a time to reschedule then you will need to cancel your appointment at least one full business day (24 hours) in advance to avoid the no-show fee (\$85). Your exam will then be moved to the December 2020 – January 2021 testing window if you have not tested by July 31st.

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**Q: I am trying to make an appointment but get the message that there are no testing dates available and they say to call back. If I do not get a date will this move to the next window?**

**A:** Continue to check back as often as possible. Appointment availability changes minute by minute and Pearson VUE is working hard to increase the number of testing sites available. If you are unable to test by July 31st, then we will move your registration to the December 2020 – January 2021 testing window. There is no fee. You will receive a new Authorization to Test email in late August.

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**Q: Is the appointment availability really updated simultaneously? Or are there updates to availability every day? I.e. midnight check online for new appointments.**

**A:** Appointment availability is updated in real time. Unfortunately, there is no specific time we can provide that is best to check.

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**Q: If we have a scheduled appt, can we still be turned away?**

**A:** There is a possibility that Pearson VUE will need to cancel your appointment if they need to close the test center. You will receive an email if this is the case. You could be turned away at the test center if you do not have a mask or if your ID does not match the name on your registration.



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**Q: If my area is in lockdown at exam time ...then what will be the scenario?**

**A:** If Pearson testing centers are closed by local government, your appointment will be canceled, and your registration will be moved to the December 2020 – January 2021 testing window.

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**Q: If no seats open up within the June-July testing window, will my eligibility automatically roll over into the December-January testing window? Can I make that switch now?**

**A:** Yes, in August we will defer everyone who did not test by July 31st to the December 2020 – January 2021 testing window. We will not be processing any deferrals until August. You will receive a new Authorization to Test email in late August.

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**Q: Am I able to cancel my appointment in this window and schedule for the next testing window in December without paying another registration fee?**

**A:** Yes. If you have not taken the exam by July 31st, we will move your registration to the December 2020 – January 2021 testing window. There is no fee. You will receive a new Authorization to Test email in late August.

The only possible fee is if you do not cancel your appointment with Pearson VUE at least one full business day (24 hours) in advance. Those who do not cancel within that time frame are charged a no-show fee (\$85) by Pearson VUE.

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**Q: What happens if I still decide to take the test in July and fail? Would my exam defer or not to the next testing window, December 2020 – January 2021?**

**A:** If you decide to take the exam in June-July then you would not be eligible for a deferral because you took the exam. If you take the exam in June-July and fail, you will need to submit a re-registration application and fee to test in a future window.

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**Q: If we take the test in June – July 2020 testing window but failed, can we take the December – January exam without cost?**

**A:** No. If you do not pass the exam you will need to submit a re-registration and \$250 fee to test in the December 2020 – January 2021 testing window.

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**Q: What is the probability to get the results for those who take the June-July 2020 exams?**

**A:** The probability is high – only 12% of candidates registered for the exam need to take it in order to provide the data we need. However, should there be large scale test center closings again, it is possible that not enough candidates will be able to test.

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**Q: If the results of the June – July 2020 testing window do not come out, then would we be allowed to re-take the exam in the December 2020 – January 2021 testing window - if we feel we are better prepared?**

**A:** Candidates will not be able to re-take the exam until they have received their results from the June-July window.



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**Q: So, I will know if I pass for sure by September? So, I can retake in December?**

**A:** We feel fairly confident that we will be able to have results by September and allow candidates to re-register for the December 2020-January 2021 window, if necessary, but we will not know for certain until enough candidates have actually taken the exam to provide the data we need.

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**Q: If worst-case scenario happens, and not enough people take the test to provide data for the standard setting, how would I know if I failed and need to retake in December?**

**A:** If the worst-case scenario happened and less than 12% of candidates registered for the 2020A testing window take the exam, we would not be able to provide scores for candidates in the June-July 2020 or December 2020-January 2021 windows until March of 2021. In that scenario, candidates in the June-July 2020 testing window would not be permitted to take the exam again until after they find out their results. In this worst-case scenario, 2020A candidates would not be able to re-test until June-July 2021 testing window.

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**Q: Other programs have made the decision to postpone their spring exams, why is the AFP not postponing the exam window?**

**A:** We considered canceling the testing window but we had many people contacting us who wanted the opportunity to earn the credential as soon as possible, whether it was to gain the knowledge to help their company through the crisis or to be able to put it on their resume to stand out from other job applicants during a time of high unemployment. We decided to go forward with the testing window but allow people to defer if they were not able to get an appointment or were not comfortable going to a testing center.

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**Q: Is there a possibility to extend the June – July 2020 window till August or September?**

**A:** Extending the testing window is something we are still considering but extending the window will further delay the results. If we were to extend the window until the end of August, candidates would not receive results until the end of October, which does not give a lot of time for candidates to study if they need to re-take the exam in the December 2020 – January 2021 testing window.

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**Q: Why is the AFP not considering using the passing score for the last testing window in the event they do not get enough students in both situations discussed? As oppose to making everyone wait 9 months for their result which does not make much sense.**

**A:** This is a new exam so the previous passing score would not be valid. There are new, untested questions on the exam. We will need to do an analysis on those questions to determine whether or not they are valid and how difficult they are in order to set the passing standard.

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**Q: Are you considering in home exam monitoring?**

**A:** Yes, we investigated it but were advised by the company that provides the online proctoring (OP) service that we should NOT consider OP with this exam because of the new material on the exam and the potential security risks.



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**Q: What day in September will we find out the results and how will we be notified?**

**A:** We do not have an exact date yet. Results will be uploaded to your AFP certification application. Three years ago, we were able to upload the scores during the third week of September and mailed hard copies the following week. If we need to hold the standard setting meeting online, rather than in person, the process will probably take a little longer as an online meeting will need to be spread out on more days than an in person meeting.

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**Q: Will Window A & Window B be of similar difficulty level?**

**A:** Yes. Part of the work that will be done after the close of the June-July window is to statistically equate the exam so that candidates are held to the same standard regardless of when they take the exam or which version they take.

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**Q: Will white boarders and markers still be provided?**

**A:** Yes, candidates will still receive a white board and marker if they request one.

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**Q: Historically, what has been the passing average for this exam?**

**A:** The percentage of candidates who pass the exam range from 43% to 57%. The overall passing rate for the CTP exam varies from testing window to testing window depending on how candidates perform compared to the passing standard for the exam.

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**Q: If you have special accommodation can you check availability online, or do you have to call?**

**A:** Special accommodation candidates should make an appointment by calling Pearson VUE's Accommodations Scheduling Department.