

How do I make an exam reservation?

You must make a reservation either online or by phone.

You will be asked to provide your name and other demographic information, the examination you wish to take, and the date and time of the examination you prefer.

Online Reservations

To make an online reservation for an examination go to www.pearsonvue.com/leha. First-time users are required to create an account. You will need to fill in all required fields, which are preceded by an asterisk, on the online form in order to create an ID and be assigned a password. Step-by-step instructions will follow on how to make a reservation for an examination.

You **must** make a reservation at least one (1) calendar day before the desired examination date.

Reservations are made on a first-come, first-serve basis.

Phone Reservations

Call Pearson VUE Customer Service at **(888) 204-6203** at least one (1) calendar day before the examination you want dependant on space available. Customer Service is available Monday through Friday 7 a.m. to 10 p.m., Saturdays 7 a.m. to 4 p.m. and Sundays 9 a.m. to 3 p.m. (Central Time).

Reservations are made on a first-come, first-serve basis.

Are walk-in exams permitted?

No. Examinations are held only by reservation.

May I make reservations for more than one exam date?

No. You may make only one reservation at a time.

May I change or cancel an exam reservation?

You must telephone Pearson VUE at least two (2) calendar days before the examination. **If you absent from or late to the examination, and you have not changed or canceled with proper notice, you will forfeit the examination fee.** Therefore, you should not make a reservation unless you are certain you will be able to take the examination.

Refunds for credit/debit cards are immediate, while refunds for electronic checks and vouchers will be processed in two to three (2-3) weeks.

What is the exam fee?

The examination fee is \$70 for the **Risk Assessor, Inspector and Supervisor** examinations. The fee applies to both first-time candidates and retakers, and must be paid at the time of reservation by credit card, debit card, or electronic check. If you cannot use any of these payment options, you should contact Customer Service to arrange to purchase a voucher. **Payment will not be accepted at the test center.**

Where will the exam be given and how long is the exam?

The examination is held at various Pearson VUE Test Centers across the country. Candidates may test five days a week in many locations.

- Inspector – 2 hrs.
- Risk Assessor – 1.5 hrs.
- Supervisor – 2 hrs.

What must I bring to the Pearson VUE Test Center?

- Two (2) forms of valid signature identification, one of which **MUST** be photo-bearing

What if there is a weather emergency?

If severe weather or a natural disaster makes the test center inaccessible or unsafe, the examination may be delayed or canceled. Candidates may call Pearson VUE at (800) 274-2615 for details on cancellations during severe weather.

What is the absence policy?

If you are unable to attend your examination, you may be excused for the following reasons:

- Illness of the candidate or of the candidate's immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

All candidates seeking an excused absence must submit written verification and supporting documentation of the situation to Pearson VUE within 14 business days of the original examination date. **If you are absent from your examination and have not changed or canceled according to policy, you will forfeit the examination fee.** Requests should be sent to the following address:

**Pearson VUE/ Customer Service
PO Box 8588
Philadelphia, PA 19101-8588**

May I use a calculator?

You may use a calculator that is silent, hand-held, battery-operated, without paper tape printing capabilities, and without an alphabetic keypad. Computer-type calculators are strictly forbidden.

Are there outlines available?

Outlines are available at www.pearsonvue.com/leha. Scroll down to the bottom of the page for the file link.