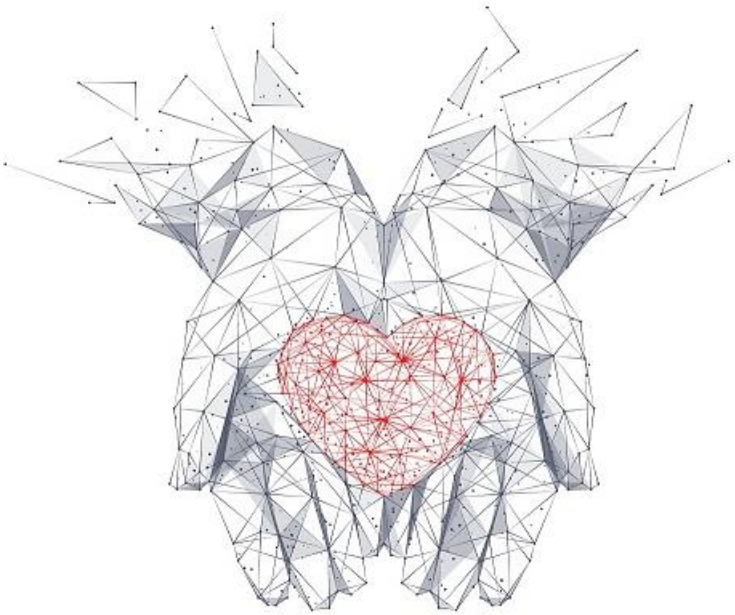
psb
Psychological Services Bureau



# Candidate Handbook

## Information for PSB Test-Takers

## Using PearsonVUE

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# INTRODUCTION

This handbook is designed for candidates where pre-admission testing is part of the entry into one of the many health occupations educational programs. It describes the process of applying for and taking a Psychological Services Bureau (PSB) Examination as part of the admissions process.

**Psychological Services Bureau, Inc. (PSB)**

Psychological Services Bureau (PSB) exams are designed to help prepare health occupations educational programs and their applicants to make thoughtful and effective choices when confronted with career educational decisions. These decisions will affect both the program and the applicants' ability to meet the demands of tomorrow.

Psychological testing in the selection process for career education programs is proven to be constructive and beneficial to both the applicant and the institution to which admission is sought. PSB tests are designed exclusively for healthcare education programs. All examination content is carefully tested and proven to be effective. PSB tests give healthcare programs detailed, unbiased, culturally minimized information about prospective students. Our tests measure prospective students' specific developed abilities, knowledge, and skills.

Tests are designed to assist in selecting and placing people in situations where personal assets are maximized. The results obtained from psychological tests may be used as a tool or device to help determine unique individual potential. Acceptance and positive utilization of this information can lead to a happy, productive, and satisfying training and subsequent work experience.

# ELIGIBILITY

Eligibility to test is determined by the program/school receiving results. The program/school will approve testing by providing PSB with the candidate contact information and PSB will send an email to the candidate with instructions for registration through an online application.

# REGISTRATION AND SCHEDULING

1. Pre-Registration for your exam must be made with PSB through your invitation to register email. You will be asked to confirm/provide your name, email, cell phone number, and the program applied for your prospective school. This information is used to set up your test and, if needed, to alert you of any change.

2. Once your pre-registration and payment has been received by PSB, PearsonVUE (PV) will send an authorization to test email inviting you to schedule your exam date, time, and location. This email should be received within one business day. PSB exams are provided through PVs web portal therefore PV must be aware of your intent to complete the PSB exam and requires that you create a test-taker account to schedule the exam in the PV system. The email will contain your PSB ID and a link to their website.

3. Once you receive the email, follow the link provided or go to http://www.pearsonvue.com and select "Test-Taker", then "Schedule A Test" at the top left of the PV site. Then under "Ready, Set,

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Test" enter "PSB" and select "Psychological Services Bureau (PSB)" when displayed. On the next page choose "Create Account" under the PSB logo on the right. You will need to enter your name and PSB ID as they appear in the authorization to test email received from PV to create your account.

4. After you have created a PV account you will then be able to schedule your exam*. If you are still signed into your PV account, you can skip to the next step.* If you are not still signed in, please follow the steps above except this time choose "Sign In" under the PSB logo on the right.

***Please be sure to use a computer to schedule the exam and to test as a cellphone will not work***

5. Once signed in you will see the question "Do you have a private access code?" Select it and enter the private access code you received in your PSB invitation to register email. On the next page confirm the exam name (your school controls exam availability, equipment, and internet status). Select "Next" at the bottom right. *If you are testing at your school, please skip to step 6.*

- If testing offsite at a PV testing Center choose the location(s) you wish to test at, then select "Next". Select the day and then time from the availability that works best with your schedule. *Proceed to step 6.*

- If testing at home with PearsonVUE Agree to online exam policies, there should be 4 boxes that you need to select before selecting 'Next'. The following page should give you your exam details which would just be the exam you are registered to take select 'Next' and that will bring you to the page where you select your appointment date and time. Choose the option that works best from you from the availability shown then select "Next". *Proceed to step 6.*

6. Confirm the exam name, your contact information and if applicable your appointment date, time, and location. Then select "Proceed to Check Out." and click "Accept" to agree to policies. Finally, click "Submit Order". The next page should note "You are booked!" You can now logout, you are all set for your exam!

7. After you have scheduled your exam through PV, you will receive a confirmation email. This email will include the exam date, time, and location.

## CANCELLATION AND RESCHEDULING

If you provide at least 48 hours advance notice, you may reschedule one (1) time, without penalty charges, and your fee may be transferred to your new examination date. You may not give your examination reservation to another person.

**REFUNDS**

Once payment of exam fees is received, **NO REFUNDS WILL BE ISSUED.**

**ABSENCE POLICY**

Since unexpected situations occur, we will consider excusing an absence from a scheduled examination for the following reasons:

- Illness of yourself or a member of your immediate family
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

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### WEATHER EMERGENCIES

The examination will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the test site inaccessible or unsafe, the examination will be delayed or cancelled. If the examination is cancelled, you may re-schedule at no additional cost.

## EXAM DAY

### CHECKING IN

You must arrive 30 minutes prior to your scheduled examination time.
You will be required to present proper identification.

### WHAT TO BRING

Examinees **must** present a photo ID to take a PSB Examination.
Examinees may also bring a pencil and paper into the room if none are provided.
The paper should be turned in to the proctor when testing is complete.
***NO personal belongings (purse, cell phone, etc!) or other materials will be allowed.***

### PROPER IDENTIFICATION

You are required to bring a form of **current, not expired,** official, signature-bearing photo identification to the test site. Photocopies of identification will NOT be accepted. Examples of proper identification include:

- Driver's license
- State-issued identification card
- School-issued identification card
- Passport
- Alien registration card
- U.S. Passport Card accepted without signature

The name on your identification must be the same as the name you used to register for the examination, including suffixes. If your name has changed, you must log on to your account at least nine (9) calendar days prior to your scheduled exam and follow the instruction you are given there. Be prepared to provide official government documentation of the name change.
**If you do not bring proper identification, you will not be allowed to test, and your examination fee will not be refunded.**

### SECURITY AND CHEATING

If you give help to or receive help from anyone during the examination, the examination will be stopped. The incident will be reported to the DSHS for review, and your examination will not be scored (see Testing Policies). Please note that all examination questions, each form of the examination, and all other examination materials are copyrighted by and the property of PearsonVUE. Consequently, any distribution of the examination content or materials through any form of reproduction, or through oral or written communication, is strictly prohibited and punishable by law. Anyone who removes or tries to remove examination materials or information from the test site will be prosecuted.

### TESTING POLICIES

*Lateness:* You must arrive thirty (30) minutes before the examination starts. If you are late for your scheduled examination, or do not bring all of your required items (see What to Bring), you will NOT be allowed to test, and your examination fee will NOT be returned.
**Testing times are approximate. Please plan to spend the day.**

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*Electronic Devices*: Cellular phones, beepers, or any other electronic devices are not permitted to be used and must be turned off during testing, and there is no place for storage of personal belongings at the Regional Test Sites.
*Study Aids:* You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examination. PearsonVUE is not responsible for lost or misplaced items.
*Eating/Drinking/Smoking:* You are not permitted to eat, drink, or smoke during the examination. You may bring food and beverage however these items are not permitted to be consumed in the testing areas.
*Misconduct:* If you cause a disturbance of any kind or engage in any kind of misconduct, you will be dismissed from the examination and reported to your school.
*Guests/Visitors:* No guests, visitors, pets, or children are allowed in any test sites, including specified candidate waiting areas.

## TEST RESULTS

Exam results are provided to the school please give your school one to two business days after you have completed the exam before you contact them. Some schools will provide a free a copy of your test result, however if your school does not provide one, another option you can consider is to create a Testing Account with PSB and purchase a copy of your test result through the account. If you tested recently you should have an email from PSB that will guide you in the process of setting up the Testing Account but you can also just go to https://psbtests.com and through 'Student Testing Account Sign Up' create your account. Please let us know how we can be of assistance.

## IMPORTANT PRELIMINARIES

We have reviewed the process of scheduling and taking the exam but there are important preliminaries that should be addressed. Some candidates may be interested in preparing for the test content and others may have need of accommodations.

### ACCOMMODATIONS

Candidates must submit requests for accommodations to their school which will then share the request with PSB when the exam is approved, and all requests must be approved before the exam appointment.

### TEST PREPARATION

Candidates for PSB tests can access a variety of test preparation materials and candidate services by creating a student account. Through the student account practice exams, test taking hints, FAQ's, and test transcripts are available. To manage your privacy and obtain the other resources, create your account here.
Please be aware that keeping your contact information updated will allow PSB to notify you should there ever be a data breach. Also, you have the right to request your personally identifiable data (name, email, phone) be removed from the test result, however it is to your advantage, and will benefit your school, to allow the information to be available to the school up to a year after you graduate and then you can accomplish removing personally identifiable information through your account. Your school expects your test result to be available to them for at least three years from the date taken, so please consider that when making a request to remove your name from the test record.

If we can be of any assistance, please contact PSB at **support@psbtests.com**.
**We look forward to providing you with the exam!**

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## EIGHT STEP QUICK REGISTRATION GUIDE

1. Your program/school will provide PSB with contact information, then you will receive A PSB Test Pre-Registration Email.
2. Do NOT use a mobile device to attempt to register or test, that will not succeed.
3. Use the link in the email to pre-register, then save the private access code from that email for use later (in step 7).
4. Wait for an Authorization to Test email that should arrive within 24 hours.
5. When the Authorization to Test email is received, confirm that the name of the Authorized Candidate exactly matches the ID you will present to the test proctor. If not, contact PSB at support@psbtests.com.
6. If the Authorized Candidate name matches with your ID, then gather that name, the PSB ID in the Authorization to Test email and the private access code saved from the PSB email.

**** Do not use a mobile device to register or to test, that will not succeed. Please use the computer you will take the test with for both. ****

7. Go to the link in the email, http://www.pearsonvue.com. When there, click on "For test-takers" at the top, then "Schedule an exam" in the dropdown. Find "Ready, set, test" and enter PSB in the box beside it, then click on the company name it brings up. On the page that opens, look for "Create account" and click on it. Enter the first and last name of the authorized candidate, the PSB ID and the private access code when asked for it.
8. Following these steps should create your PearsonVUE account successfully and allow you to schedule the exam.

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