

# AAVSB – VTNE Program Directors COVID-19 Update

**Important - This is an update to previous communications - this memo is dated 3-19-2020.**

The health and safety of our employees and candidates is of utmost importance to the AAVSB and our testing partner, PSI. Most of the following information is being shared with candidates as well.

**Due to the outbreak of COVID-19, PSI has made the difficult decision that all PSI owned and operated test centers in the U.S. will be closed beginning March 20 – April 13. This does not necessarily include sites owned by third parties – those sites will be making their own opening and closing decisions.**

If closed, the specific date to reopen will depend on circumstances that are changing daily. To confirm if a testing center is closed or open, please visit the PSI website. PSI will continue to update the list of closed sites on their [COVID-19 site here](#). This list will be updated daily at 2:00 pm central time.

At this time, the March/April exam window has been extended through **June 15, 2020 (this is longer than originally communicated)**. This will affect both the Initial Verification School report and the Official CVTEA School Score Report which will be delayed.

- PSI is working to contact candidates who are scheduled earliest; then moving on to other candidates scheduled in future weeks. The call center is working through those reschedules now.
- Candidates can reschedule up to and including the day of testing at no penalty. In most cases, this can be done online, without needing to call the PSI call center. Candidates can also call PSI to reschedule at: 1-833-256-1419, but may experience long wait times. The exam window has been extended through June 15, 2020.
- Candidates need to watch their email for communication from PSI or the AAVSB. We recommend white listing our addresses or checking junk mail routinely as well. Please monitor our social media channels and website for updates.

## Closed Test Sites

All test center closures are posted on the PSI website at <https://www.psonline.com/important-notice-update-concerning-covid-19-coronavirus/>.

## Testing

Be assured PSI has fully reviewed all test center operations and continues to mitigate the risk of spread of the virus at their testing locations. If you arrive at a testing center exhibiting flu-like symptoms, you will be denied admission to the test center and will be required to reschedule.

Per PSI, “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.” Following CDC and WHO guidelines, PSI will **not** allow candidates to wear face masks at owned and operated test centers in the US.

Please watch for updates on the [VTNE Homepage](#) under News & Updates near the bottom of the page, or on [Facebook](#) and [Twitter](#).