


Dear Candidate,

The following is some important information regarding your Prometric exam experience. More information can be found at asq.org/cbt.



EXAM ARRIVAL

- **Plan to arrive 30 minutes before your scheduled appointment** to allow time for check-in procedures. If you arrive late, you will not be allowed to test and will forfeit your exam fee.
- **Please bring your valid ID (For a list of valid ID requirements click here).** Your first and last (surname) name on your ID must match the name on your exam appointment. **No expired IDs** will be accepted. Should you need to update your name, please contact cert@asq.org at least six days prior to your exam appointment.
 
- **All exams are OPEN BOOK.** All references must be bound; **no loose-leaf paper is allowed.** For more information on what can be brought to your exam, including our calculator policy, please visit [our FAQs page](#).
- **All exams administered via CBT contain pretest questions.** Of the total questions presented to candidates, 10-15% are considered pretest questions. Pretest questions do not affect the score but are used in examinations as an effective and legitimate way to test the validity of future examination questions.
- **No food, water, cell phones, electronic notepads/devices, watches, or medication are allowed in the test center.** You will be asked to place all of these items in your locker when you arrive. You may access your locker at any time to retrieve your food and beverage items or your medication. Your exam clock will not stop.
- **Prometric has firm security procedures that all candidates must adhere to including wanding and inspection of accessories.** This is standard practice across the world to all examinees at every Prometric testing center. Prometric administers high stakes exams to many partners and it is their responsibility to protect every partner's entity and every examinee. For more information about Prometric security procedures please visit the [Prometric website](#).
- **Prometric Appointment Length of Time:** Your appointment duration will depend on which ASQ exam you are taking. Exam times range from 2.5 – 5.5 hours. Each timed appointment will consist of a brief tutorial, scored exam questions, and unscored pretest questions. You may take a break at any time during your appointment, but the time clock will not pause during breaks. **ASQ takes these factors into consideration when determining the appropriate time frame for each exam.**

PROMETRIC EXAM EXPERIENCE

Once you are seated at your computer station, you will walk through a short tutorial. This will provide important information about your CBT exam features, including marking exam items to look back at, highlighting and strikethroughs, and moving back and forth through your exam.

The **NEXT** button is used to move to the next item on your exam. The **FINISH** button means you want to end your exam. Please do not click **FINISH** until you are absolutely sure you are ready to end your exam and submit all of your answers. You cannot go back once you have clicked **FINISH**.

To experience a Prometric exam demo, [click here](#).

When you have completed your exam, Prometric will email you your exam results for all exams except Master Black Belt and new piloted exams/updated Bodies of Knowledge.

Approximately seven days after your exam appointment you will receive official results from ASQ with a link to a survey.

Reschedule/Cancellation: If you wish to change your exam appointment date or time, you must do so at least five days prior to your appointment. [More information about our reschedule/cancellation policy can be found here.](#)

Good luck on your upcoming exam!

Kind regards,

Certification Offerings



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