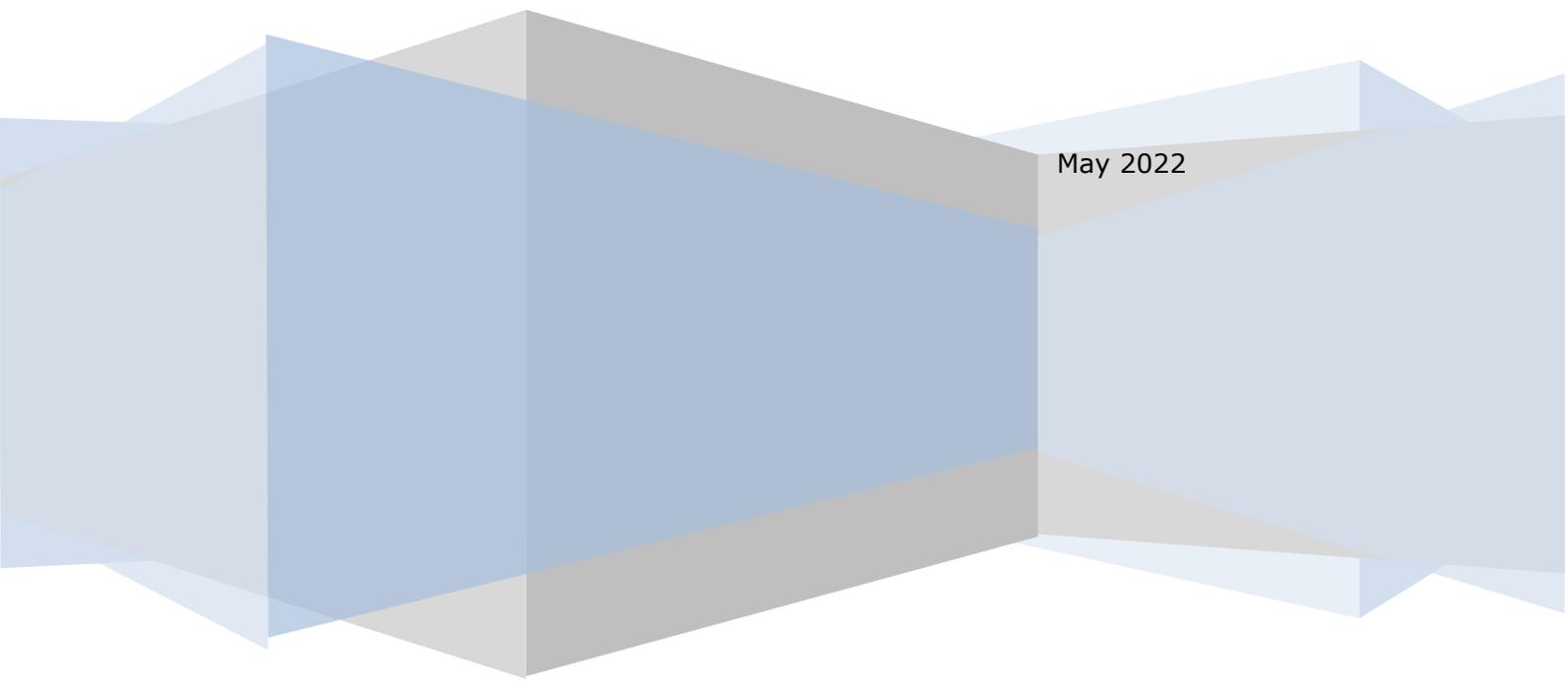


PEARSON VUE EXAMINATION SYSTEM USER GUIDE FOR ABBE CENTRES AND LEARNERS

May 2022



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Useful Information About Pearson VUE and OnVUE

Pearson VUE and OnVUE are the examination platforms that ABBE uses to deliver exams to learners. These systems are operated by Pearson on behalf of ABBE. **Please note** that for this reason, it is imperative you **follow these instructions accurately** as ABBE has limited ability to manage these systems.

What is the Difference?

Pearson VUE can be split into two different systems: Pearson VUE test centres and Pearson OnVUE the online e-proctored service. They shall be referred to as both their full title and as 'Pearson VUE' (test centres) and 'OnVUE' (the online e-proctored service) for the remainder of this document.

Pearson VUE test centres are physical venues where a learner can sit an exam in a controlled environment. The exam is delivered via a computer in a room with invigilators and under examination conditions.

Due to the fact that Pearson VUE test centres have a set limit on the number of people that can be take an examination at any one time, they are typically less available to book than OnVUE.

OnVUE is the online e-proctoring service that allows learners to take their examinations in the comfort of their own homes. It has strict requirements of both the space in which a learner completes their exam as well as the computer on which it is completed. The most important points are that **LEARNERS SHOULD NOT USE A WORK COMPUTER** and **LEARNERS SHOULD BE ALONE** for the duration of the examination. For a full list of the requirements, please visit Pearson's dedicated page for ABBE learners (<https://home.pearsonvue.com/abbe/onvue>) and read the various headings as shown below in red:

The screenshot shows the Pearson VUE website for ABBE learners. The page includes the Pearson VUE logo, navigation links, and a main heading 'Online testing for ABBE'. Below this is a large image of a woman in a yellow top looking at a laptop. At the bottom, a dark blue banner contains a red-bordered box with the text 'The OnVUE experience: Check out the information below to start your online testing experience off on the right foot.' and a list of links: 'Perform a system test', 'Exam rules / testing advice', 'ID requirements', 'Additional information', 'Pearson VUE testing policies', 'FAQs', and 'Contact us'.



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Instructions for Centres

The following instructions are for ABBE Centres only. Instructions for learners can be found further on in this document.

In order for learners to book an examination, it is essential that the following instructions are completed by the centre beforehand:

- Register learners on Parnassus. This must be completed a **minimum of 7 days** before a learner attempts to book an examination
- Request examination vouchers via ABBE Enquiries. Each learner will require their own unique examination voucher. Please ensure that you have submitted the request as instructed (with the learner's full name(s), ABBE learner number(s), and the examination/qualification title in the request). This request should be made a minimum of one week in advance of when the voucher is required. We aim to respond within 5 working days of receiving a voucher request
- ABBE will provide you with a unique voucher for each learner. It is imperative that the correct voucher is given to the correct learner. ABBE will provide this information in the response to the request
- Once you have received the vouchers for your learners, you should pass them on to the learner alongside their ABBE Learner Registration Number (the code assigned to each learner on Parnassus that appears as such: ABBE00000XXXXX) (they will require both in order to book an examination)



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Instructions for Learners

The following instructions are for Learners that wish to book an examination via the Pearson Vue or OnVUE systems. The first part (How to Create a Pearson VUE Account) is relevant to all learners that have not taken an examination using the Pearson Vue or OnVUE systems before.

This document explains how you will firstly create an account with Pearson Vue. The instructions will then split into Pearson VUE instructions and OnVUE instructions to book your exam via your chosen method.

How to Create a Pearson VUE Account

Any learner that wishes to take an examination, regardless of whether they wish to do so via a test centre or OnVUE, must first create an account.

In order to create an account, your centre should have provided you with your ABBE learner number:

- a 14 digit alphanumerical code that appears as shown: ABBE00000XXXXX

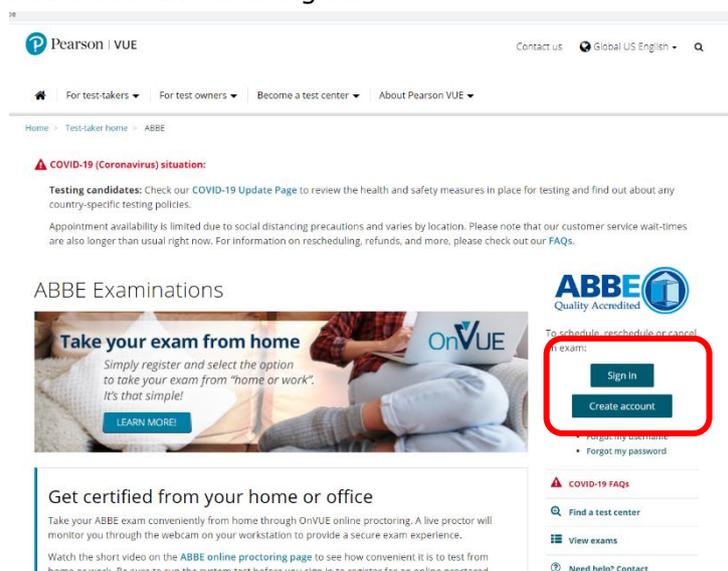
and with your Pearson examination voucher:

- a 12 digit alphanumerical code

If your centre has failed to provide you with one or both of these pieces of information, you should contact them.

Upon receipt of your voucher code and learner number, you can create an account with Pearson and book your examination.

- Firstly, visit the ABBE website (www.abbeqa.co.uk) and click the Book Exam button. This can be found in the top right corner of the ABBE home page.
- You will be taken to Pearson's page for ABBE learners (home.pearsonvue.com/abbe). On the right side of the screen you will see two buttons: 'create account' and 'sign in'



- Click the 'create account' button. You will then be redirected to the account creation page



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(https://wsr.pearsonvue.com/testtaker/profile/create/SignUp.htm?clientCode=ABBE&locale=en_US) where you will be prompted to enter your First Name, Surname and ABBE ID (this is your 14 digit ABBE learner number).

All fields are required.
Enter information on this page in the Roman alphabet. (Alphanumeric)

New users, please sign up for a web account
You will need your ABBE ID to complete the sign up process.

* First Name / Given Name:

* Last Name / Surname / Family Name:

* ABBE ID:

Returning users, please sign in
If you have a username and password, please [sign in](#).

[Next](#)

Please note you should enter your name exactly as it appears on your passport or legal identification. Enter any middle names in the 'First Name / Given Name' box. Enter your ABBE learner code with the first four characters (ABBE) capitalised. Press next only once you have entered and **double checked** your details.

- Following this, your details will be crosschecked and if everything is correct, you will be taken to the next steps where you will have to provide some personal details. Please ensure that you fill this section out accurately as ABBE cannot amend incorrectly entered details and it could lead to significant delays for yourself. ABBE recommends thoroughly checking all data before proceeding to the next steps.
- Once you have completed the process, you will receive email confirmation from Pearson containing your account password. This usually happens within a matter of minutes but can take up to 24 hours.

Upon receipt of this email confirmation, you have successfully created a Pearson account. With this, you will now be able to book your exam either at a Pearson VUE test centre or via the OnVUE system.



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How to Book an Exam at a Pearson VUE Test Centre

Before attempting to book an examination, please ensure you have created an account with Pearson VUE and that you are able to sign in to your account. **PLEASE NOTE** Pearson VUE test centres have maximum capacities that vary centre to centre. To avoid disappointment, ABBE recommends you attempt to book your exam at least 14 days in advance of the date that you wish to undertake the exam. This should allow more flexibility in the date and time of your choosing and also ample time to address any issues that may arise.

To sign in to your account, visit the ABBE website (www.abbega.co.uk) and click the 'Book Exam' in the top right corner of the ABBE home page. You will be redirected to the ABBE page of Pearson. Click sign in on the right hand side and enter your login information as provided by Pearson. If your details are correct, you will be greeted with your dashboard. Here you will be able to see a heading titled 'Schedule an exam'. Under this heading, you should see the exam you wish to take. If you cannot see your exam, contact ABBE Enquiries and if possible, provide screenshots of your dashboard and we will attempt to resolve this issue.

Once you are signed in and can see your examination under the 'Schedule an exam' heading, you are ready to book your exam:

- Click on the exam you wish to book (under the schedule an exam heading)
- Click 'At a test centre' and you should be greeted by some information and links to more in depth information. ABBE recommends you take the time to familiarise yourself with this information as it is critical to the smooth running of your examination
- Once you have familiarised yourself with the various information regarding what to expect from your exam, click Next in the bottom right corner
- You should now see a page confirming the examination you wish to take, the cost of the exam (ignore this as your voucher will negate the cost) and the language in which your exam will be taken. Ensure the name of the exam is correct and that it will be taken in English-UK. If both are correct, click Next in the bottom right corner
- You will now see the 'Find a test centre' page. Enter a postcode, city or address in the search bar to find centres nearby. You can select a test centre(s) that is/are ideal for you by ticking the checkbox to the right of the name of the centre in the menu to the left of the map. Once you have selected all the centres that would be ideal, click next in the bottom right corner.
- You will now see a page with a list of your selected centres on the left and a calendar on the right. Dates that have availability are shown as opaque and are clickable. Those with no availability are greyed out. Select a date and click next in the bottom right corner.
- You will then see a list of available times. If no time on your chosen date is ideal, scroll up and select another date. If you see a time that works for you, click it and you will be directed to a confirmation page.
- Review the appointment date, time and location as well as your contact information. It is important that you have entered your full name as it appears on your ID or you may not be able to sit your exam.
- Once you are satisfied that all the information you have entered is correct and that your exam date, time and location are acceptable, click Proceed to checkout in the bottom right corner. A window will then appear with important information and policies relating to your exam. ABBE recommends you thoroughly read and understand this information before proceeding.



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- Once you have read and understand the policies, click accept at the bottom of the pop-up window.
- You will now see a payment page as shown below. You should see a pale green box with a total cost shown. Directly below the 'ESTIMATED TOTAL DUE' you will see a drop down arrow next to the words 'add voucher or promo code'. Click it and enter your exam voucher code in the text box that appears. Click apply and you should see that the price drops to £0. If your voucher does not work, contact ABBE Enquiries (abbeenquiries@bcu.ac.uk) and we will organise assistance for you. **DO NOT ENTER ANY PAYMENT INFORMATION!**

Enter payment and billing

Order Total

Subtotal:	70.00
Estimated Tax:	14.00
ESTIMATED TOTAL DUE:	GBP 84.00

Add Voucher or Promo Code ▼
 What is this?

Required information is marked with an asterisk (*).

Card Details

We accept the following cards:

- If all works out and the price drops to £0, scroll down and click Next in the bottom right corner
- This is the final step. Simply submit your order and you should receive confirmation that you have successfully booked your exam. If for any reason this does not work, you should be prompted to either rebook at a different time or date, or shown an error message of some description. If it is the former, simply rebook at a different time referring to these instructions if you need. If it is the latter, contact ABBE Enquiries (abbeenquiries@bcu.ac.uk) and provide as much detail as you can about what went wrong (screenshots are preferable) and we will assist.



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How to Book an Exam at Home Using Pearson OnVUE

Before attempting to book an examination, please ensure you have created an account with Pearson VUE and that you are able to sign in to your account. **PLEASE NOTE** Pearson OnVUE does not have maximum capacities due to the nature of remote invigilation. To avoid disappointment, ABBE recommends you attempt to book your exam at least 14 days in advance. This should allow more flexibility in the date and time of your choosing and also ample time to address any issues that may arise.

To sign in to your account, visit the ABBE website (www.abbega.co.uk) and click the 'Book Exam' in the top right corner of the ABBE home page. You will be redirected to the ABBE page on the Pearson system. Click sign in on the right hand side and enter your login information as provided by Pearson. If your details are correct, you will be greeted with your dashboard. Here you will be able to see a heading titled 'Schedule an exam'. Under this heading, you should see the exam you wish to take. If you cannot see your exam, contact ABBE Enquiries and if possible, provide screenshots of your dashboard and we will attempt to resolve this issue.

Once you are signed in and can see your examination under the 'Schedule an exam' heading, you are ready to book your exam.

- Click on the exam you wish to book (under the schedule an exam heading)
- Click 'OnVUE Online at my home or office' and you should be greeted by some information and links to more in depth information. ABBE recommends you take the time to familiarise yourself with this information as it is critical to the smooth running of your examination
- Once you have familiarised yourself with the various information regarding what to expect from your exam, click Next in the bottom right corner
- You should now see an agreement to online policies. ABBE recommends that you thoroughly read this agreement before accepting. Once you have done so, check the appropriate checkboxes and click next in the bottom right corner
- You should now see a page confirming the examination you wish to take, the cost of the exam (ignore this as your voucher will negate the cost) and the language in which your exam will be taken. Ensure the name of the exam is correct and that it will be taken in English-UK. If both are correct, click Next in the bottom right corner
- You will now see a page with a calendar. Dates that have availability are shown as opaque and are clickable. Those with no availability are greyed out. Select a date on which you wish to take your exam and click next in the bottom right corner. You should now see your chosen date in blue and the option to display available times as either 12 hr or 24 hr format. Ensure that the correct time zone is selected and then choose your preference.
- You will then see a list of available times. If no time on your chosen date is ideal, scroll up and select another date. If you see a time that works for you, click it and you will be directed to a confirmation page.
- Review the appointment date, time and location as well as your contact information. It is important that you have entered your full name as it appears on your ID or you may not be able to sit your exam.
- Once you are satisfied that all the information you have entered is correct and that your exam date, time and location are acceptable, click Proceed to checkout in the bottom right corner. A window will then appear with important information and policies relating to your exam. ABBE recommends you thoroughly read and understand this information before proceeding.
- Once you have read and understand the policies, click accept at the bottom of the pop-up window.



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- You will now see a payment page as shown below. You should see a pale green box with a total cost shown. Directly below the 'ESTIMATED TOTAL DUE' you will see a drop down arrow next to the words 'add voucher or promo code'. Click it and enter your exam voucher code in the text box that appears. Click apply and you should see that the price drops to £0. If your voucher does not work, contact ABBE Enquiries (abbeenquiries@bcu.ac.uk) and we will organise assistance for you. **DO NOT ENTER ANY PAYMENT INFORMATION!**

Enter payment and billing

Order Total

Subtotal: 70.00

Estimated Tax: 14.00

ESTIMATED TOTAL DUE: GBP 84.00

Add Voucher or Promo Code
What is this? ▾

Required information is marked with an asterisk (*).

Card Details

We accept the following cards:



- If all works out and the price drops to £0, scroll down and click Next in the bottom right corner
- This is the final step. Simply submit your order and you should receive confirmation that you have successfully booked your exam. If for any reason this does not work, you should be prompted to either rebook at a different time or date, or shown an error message of some description. If it is the former, simply rebook at a different time referring to these instructions if you need. If it is the latter, contact ABBE Enquiries and provide as much detail as you can about what went wrong (screenshots are preferable) and we will assist.



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