



ACVS has developed a contingency policy for the 2023 Phase II examination. The policy applies only if there are information technology (IT) disruptions that prevent a candidate from completing the examination during their scheduled appointment at a Pearson VUE test center. The contingency plan will not apply for any other reasons (power outages, travel disruptions, COVID shutdowns, weather, etc.).

Specifically, the contingency plan is available to candidates ONLY in the following situation: 1) the candidate has arrived at the Pearson VUE test center on the correct date and time for their previously booked examination slot, 2) is sitting at the computer, 3) the examination is unable to be started or is disrupted due to an IT issue, and 4) the issue is not resolved in a timely manner that would allow the candidate to complete the examination during their current appointment.

Candidates who experience issues will not be allowed access to electronic devices while the issue is being addressed. If the issue can be resolved with enough time to complete the examination during the scheduled Pearson appointment, the candidate must do so without leaving the test center.

If the problem is not resolved in a timely fashion, Pearson will communicate with the ACVS examination service, HumRRO. The candidate should immediately contact the ACVS office by telephone, using the emergency phone numbers provided shortly before the examination date. In the advent of a disruption, the ACVS office and the candidate will communicate first by phone and then by email.

The candidate will be given 24 hours to decide if they wish to take the contingency examination or wait until 2024 and must notify ACVS in writing of their intentions. Candidates will have the following options, depending on which section(s) of the examination is disrupted:

Practical: The candidate may reschedule the disrupted practical section at a Pearson VUE test center within the 14 days following the original examination date. Travel may be required. This time window may not be extended.

The practical section will recommence from the point of disruption (next unanswered/unseen question). If a candidate is disrupted in the middle of a question, they will be unable to complete it, since answers are saved when the Next button is clicked. This situation may mean there is one less question to grade on their examination. All fully submitted questions for this examination will be graded and the examination will count as an attempt.

Should the candidate not choose to reschedule, the disrupted practical examination will not count as an attempt. If the candidate is at the applicable time limit to pass the examination, they will be given one additional year to pass the examination.

Case-based: The candidate will not be able to complete the case they were working on when the disruption occurred. HumRRO will work with the ACVS office to supply the candidate with the number of pages they completed out of the total available pages for that case and the potential points completed out of the total for that case. Candidates may choose from these two options:

1. The candidate can choose to not complete the case-based examination in 2023, if they feel they had not answered enough of the disrupted case to have a chance of passing. Should the

candidate not choose to continue, the disrupted case-based examination will not count as an attempt. If the candidate is at the applicable time limit to pass the examination, they will be given one additional year to pass the examination.

2. The candidate may reschedule the disrupted examination section(s) at a Pearson VUE test center in the 14 days following the original examination date. Travel may be required. This time window may not be extended.

They will recommence the case-based examination with the following case and the remaining cases can be completed. Answers to any cases completed before the disruption will be saved, as will any pages of the disrupted case. This examination will be graded and will count as an attempt.

If a candidate needs to reschedule both the case-based and practical sections, the sections may be scheduled for any time within the 14-day period. The sections do not need to be scheduled on consecutive days. If a candidate is unable to find a testing center slot within the 14 days allowed, they will have to wait until the 2024 examination. The failure to find an available slot must be communicated immediately to the ACVS office. In this situation, the 2023 examination will not count as an attempt. The candidate will be given one additional year to pass the examination, if they are at the applicable time limit as described in the Phase II information pamphlet.

Candidates who are sick, have travel difficulties, suffer from local or regional power outages, or are otherwise unable to make their appointment will have to wait until 2024 to take the examination and must follow existing policies to request a refund. If candidates in these scenarios are at the time limit to complete the examination, they may request an extension of the time limit from the ACVS Board of Regents.