

Security Test Notifications

This guidance document is for centres approved to deliver Security licence-linked qualifications. It provides information on the process centres must follow to notify us of all tests they intend to deliver, and should be read in conjunction with the [Security Centre Management Handbook](#).

There is a separate guidance document on the website [here](#) providing information on the process to follow to download paperbased tests.

Onscreen and paperbased tests

A test notification form is required for paper-based **and** on-screen tests.

When to submit your test notification form

Centres are required to submit their test notification form to us **at least 5 working days before the planned test date**.

One test notification form per test

Centres are required to submit a separate [test notification form](#) for **each test** associated with **all** the licence-linked qualifications, including the Refresher qualifications.

This means that if you are delivering a door supervisor course for example, you will need to submit 4 separate test notification forms, one for each unit.

Resits

Centres are required to give at least 5 working days notice of **all** tests, **including** resits.

If you wish to offer learners a resit opportunity within 5 working days of the original test date, we recommend you submit a test notification at the same time as you are submitting the original test notification form. If learners do not need to resit, you should notify us that you are cancelling the test booking as soon as possible, as outlined below.

Cancelling tests

If you need to cancel a test that you have already notified us of, you must let us know by emailing vqtestinspections@pearson.com as soon as possible, and at least 1 working day before the notified start time of the test.

Notifying us of any changes

We use the information provided on the test notification form to plan quality assurance activities, including test inspections and unannounced quality assurance visits.

You must notify us of any changes to the following:

- Course start/end dates
- Test date
- Test start time
- Course cancellations
- Test venue
- Name and contact information of person who can be contacted on the day of the test

All changes must be emailed to vqtestinspections@pearson.com

Test inspections

Centres may be subject to a test inspection, either announced or unannounced. Full details about the test inspection process can be found on our website [here](#).

Unsuccessful quality assurance visits

Quality assurance visits include SV visits, test inspections, and any other visit relating to your delivery of Pearson qualifications carried out a Pearson representative. They may be announced or unannounced.

A quality assurance visit will be deemed to be unsuccessful if:

- You cancel an announced visit e.g. a pre-arranged SV visit, with less than 24 hours notice
- We are unable to gain access to your centre at a time when you have told us a course and/or a test is taking place
- Training is not taking place and/or no learners are present at a time when you have told us a course is taking place
- A test that you have notified us of does not take place at the time you have indicated on the test notification form e.g.:
 - the test has already been completed
 - the wrong time was provided on the test notification form
 - the test has been cancelled, and you have not given us notice of the change/cancellation.

Example 1: You notified us that a test would be taking place on Monday 12th January at 1pm. A test inspector arrives at your centre at 12.30pm to carry out an inspection but is unable to do because you decided to move the test time to

10am. You had not notified us of the change to the test time. This would be deemed an unsuccessful visit.

Example 2: You notified us that you were running a Door Supervisor course, starting on Monday 12th January and ending on Saturday 17th January. An SV arrives at your centre on Wednesday 14th January at 11am to conduct an unannounced visit. No learners are present at the centre. A member of staff advises the SV that you had decided to postpone the course until the next week because a couple of learners cancelled their booking. You had not notified us of the change to the course dates. This would be deemed an unsuccessful visit.

The following actions may be taken against your centre in the case of an unsuccessful quality assurance visit:

- A warning for the unsuccessful visit may be issued
- You may incur a fee for the unsuccessful visit
- You may be referred for maladministration and/or malpractice .

If your centre is referred for maladministration and/or malpractice, a certification and/or registration block may be placed on your centre whilst the incident is investigated.

Monitoring test notifications

We monitor all centres to ensure that test notifications are being submitted accurately and in a timely manner. Centres found to be submitting learner answer sheets and claiming certification for cohorts of learners that they have not submitted any test notifications for will be referred for maladministration and/or malpractice.

For example, this means that if we receive learner answer sheets, but we have not been notified that the test was taking place, the tests will not be marked, the centre will be referred for maladministration and/or malpractice, and action may be taken against the centre. Action taken may include voiding the learners' original test entries and requiring the learners to resit the test(s).

Where centres have received support from Pearson but continue to not meet the test notification requirements, they may be referred to Pearson Centre Management, who will review centre performance and may choose to suspend or withdraw qualification approval.

Frequently asked questions

Where can I find the test notification form?

The test notification form is available on our website [here](#) under the 'Useful Links' section.

Do I have to notify you of onscreen tests?

Yes, you must notify us of both onscreen and paperbased tests. The onscreen test booking process is separate to the test notification process.

I'm running a Door Supervisor course. Can I just send one form to cover all 4 tests learners have to take?

No. You must submit one form for each test – so for a full Door Supervisor course you must submit 4 forms.

Does the test notification process apply to the Refresher qualifications?

Yes, the test notification process applies to all qualifications in the Security licence-linked suite.

How far in advance do we have to submit the test notification form?

The form must be submitted to us 5 working days in advance on the test date.

What do I do if I decide to cancel the test?

You must email vqtestinspections@pearson.com as soon as you decide to cancel the test, and at least 1 working day before the test is scheduled to start.

What do I do if I decide to change the date of the test?

You must email vqtestinspections@pearson.com with the revised date.

Do I need to contact you if I want to keep the same test date, but I want to change the start time?

Yes – any changes to the test start time must be emailed to vqtestinspections@pearson.com

Do I need to notify you of resits?

Yes, you must notify us of all tests you intend to deliver, including resits. All tests, including resits, must be notified at least 5 working days before the test date.

I was planning a course for 12 learners and put '12' on the test notification form for the 'number of candidates expected to take the test' question. Only 10 learners turned up for the course, do I need to let you know?

No. We understand that the actual number of learners can be different to the expected number of learners. You must ensure that you register learners promptly and keep accurate attendance registers.

The person due to be present to deliver the tests has changed. Do I need to tell you?

Yes, if there are changes to the person and/or contact details of the person due to be at your centre for the duration of the test you need to let us know.

A test inspector arrived at our centre and phoned the test manager to gain access to the building. The test manager didn't answer the phone and so the test inspector couldn't get into the building to observe the test. Does this count as an unsuccessful visit?

Yes. It is important the contact information you provide on the test notification form is accurate and up to date, and that the nominated person is aware of their responsibilities. This includes being contactable and allowing the test inspector entry to the building.

Where can I find more information about what happens during a test inspection?

All information about what happens during and after a test inspection can be found on our website [here](#).