

## **FAQs for COVID-19 ACE Exam Candidate Concerns**

*Updated November 23, 2020*

**Q1: I am trying to schedule a new exam or reschedule my previous exam date, but I keep getting the message, “The site you selected has limited availability or is currently sold out for the months you are viewing.”**

**A:** You may find some sites are still closed due to COVID-19 and have removed testing opportunities from the scheduling calendar. Currently, there are over 800 testing sites open worldwide. Testing sites have been taking extra precautions to maintain a clean and safe environment for exam candidates. Regular cleanings are occurring, and proctors are spacing candidates according to CDC social distancing recommendations. Candidates are permitted, or may be required, to wear a mask. The mask must remain on throughout the exam and subject to proctor inspection when testing at a test site. Please click [here](#) for a list of site closures.

Live Remote Proctoring is now available in English only to candidates in the U.S. and Canada for the ACE Personal Trainer, Group Fitness Instructor, and Health Coach Certifications. Click [here](#) to register now.

**Q2: I am scheduled for an exam. How do I know if it is still taking place?**

**A:** If a test site closes, you will receive an email notification from our testing agency, Scantron, informing you of the closure. You will then be directed to the ACE website to choose a new exam date. For site closures [click here](#).

**Q3: My CPR class has been cancelled and I need to schedule my exam or renew my ACE certification.**

**A:** ACE will temporarily allow for CPR only certification without a live skill through June 30, 2021.

**Q4: I am concerned with the test site conditions.**

**A:** Test sites are taking extra precautions to maintain a clean environment for testing. Regular cleanings are occurring, and proctors are asked to space candidates out as much as possible. To read more about Scantron’s test site updates please visit: <https://www.scantron.com/site-closures-delays/>

**Q5: Can I wear a surgical mask during my exam?**

**A:** If a candidate is permitted or required to wear a mask, the mask must remain on throughout the exam and subject to proctor inspection.