

FAQs for COVID-19 ACE Exam Candidate Concerns

Updated March 20, 2020

Q1: 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](#).

Q2: My exam site is still open. Can I reschedule my exam without paying a fee if I am uncomfortable proceeding or am unable to because of COVID-19?

A: Yes, ACE is waiving rescheduling fees for those individuals unable to take their scheduled exams through April 30, 2020 due to COVID-19 site cancellations or attendance concerns. Please contact examregistration@acefitness.org for a fee waiver request. Due to the high volume of emails, please expect a response within 72 business hours.

Q3: My exam voucher is going to expire and testing sites in my area are closed.

A: ACE understands that certain events are outside the candidate's control. ACE will work with each candidate to provide additional flexibility with candidate's exam voucher expiration date. Please email examregistration@acefitness.org for assistance. Due to a high volume of emails, please expect a response within 72 business hours.

Q4: 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 check during this time.

Q5: 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/>

Q6: 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.