

# Lead and Environmental Hazards Association

## CANDIDATE INFORMATION SHEET

### HOW DO I MAKE AN EXAM RESERVATION?

You must make a reservation either online or by phone.

You will be asked to provide your name and other demographic information, the examination you wish to take, and the date and time of the examination you prefer.

#### Online Reservations

To make an online reservation for an examination go to [www.pearsonvue.com/leha](http://www.pearsonvue.com/leha). First-time users are required to create an account. You will need to fill in all required fields, which are preceded by an asterisk, on the online form in order to create an ID and be assigned a password. Step-by-step instructions will follow on how to make a reservation for an examination.

You **must** make a reservation at least one (1) calendar day before the desired examination date.

Reservations are made on a first-come, first-serve basis.

#### Phone Reservations

Call Pearson VUE Customer Service at **(888) 204-6203** at least one (1) calendar day before the examination you want dependant on space available. Customer Service is available Monday through Friday 7 a.m. to 10 p.m., Saturdays 7 a.m. to 4 p.m. and Sundays 9 a.m. to 3 p.m. (Central Time).

Reservations are made on a first-come, first-serve basis.

### ARE WALK-IN EXAMS PERMITTED?

No. Examinations are held only by reservation.

### MAY I MAKE RESERVATIONS FOR MORE THAN ONE EXAM DATE?

No. You may make only one reservation at a time.

### MAY I CHANGE OR CANCEL AN EXAM RESERVATION?

You must telephone Pearson VUE at least forty-eight (48) hours before the examination. **If you absent from or late to the examination, and you have not changed or canceled with proper notice, you will forfeit the examination fee.** Therefore, you should not make a reservation unless you are certain you will be able to take the examination.

Refunds for credit/debit cards are immediate, while refunds vouchers will be processed in two to three (2-3) weeks.

### WHAT IS THE EXAM FEE?

The examination fee is now \$95 for the Risk Assessor, Inspector and Supervisor examinations. The fee applies to both first-time candidates and retakers, and must be paid at the time of reservation by credit card or debit card. If you cannot use any of these payment options, you should contact Customer Service to arrange to purchase a voucher. **Payment will not be accepted at the test center.**

## WHERE WILL THE EXAM BE GIVEN AND HOW LONG IS THE EXAM?

The examination is held at various Pearson VUE Test Centers across the country. Candidates may test five days a week in many locations.

- Inspector – 2 hours
- Risk Assessor – 1.5 hours
- Supervisor – 2 hours

## Pretest Questions

The examination will contain pretest questions. Pretest questions are questions on which statistical information is being collected for use in constructing future examinations. Responses to pretest questions do not affect the score. Pretest questions are mixed in with the scored questions and are not identified.

## WHAT MUST I BRING TO THE PEARSON VUE TEST CENTER?

- Two (2) forms of valid signature identification, one of which must be photo-bearing

## WHAT IF THERE IS A WEATHER EMERGENCY?

If severe weather or a natural disaster makes the test center inaccessible or unsafe, the examination may be delayed or canceled. Pearson VUE will notify and reschedule candidates in the case of severe weather.

## WHAT IS THE ABSENCE POLICY?

If you are late or absent from an exam may call Pearson VUE within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of the candidate or of the candidate's immediate family member
- Death in their immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

A case number will be assigned and instructions provided for emailing supporting documentation. **If you are absent from your examination and have not changed or canceled according to policy, you will forfeit the examination fee.**

## MAY I USE A CALCULATOR?

You may use a calculator that is silent, hand-held, battery-operated, without paper tape printing capabilities, and without an alphabetic keypad. Computer-type calculators are strictly forbidden.

## ARE THERE OUTLINES AVAILABLE?

Outlines are available at [www.pearsonvue.com/leha](http://www.pearsonvue.com/leha). Scroll down to the bottom of the page for the file link.

## HOW DO I GET A DUPLICATE SCORE REPORT?

To obtain a copy of your score report, log into your Pearson VUE account.

For test center exams prior to April 7, 2022, contact customer service at (888) 204-6203, to request a copy of your score report.