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Chapter 1 – Introduction to ASE testing in your school / training center

The National Institute for Automotive Service Excellence (ASE) was founded in 1972 with the specific mission to improve the quality of automotive service repair through the voluntary testing and certification of service technicians. Millions of technicians have taken ASE tests over the years, and it is recognized as the industry standard for technician certification. Today, ASE offers over 40 different certifications for technicians working in many different sectors of the industry, including automotive, collision repair, medium/heavy trucks, and school and transit buses.

ASE tests are multiple choice tests, delivered on computer at more than 450 secure Prometric test centers across the U.S. and Canada. Testing is available continuously throughout the year. Technicians register and pay for one or more tests online and then typically schedule an appointment to take the tests at a Prometric test center. Tests can be taken one at a time, or in groups, depending on the technician’s preference and the appointment time available at the test center. The time allowed to take each test varies by test title, but most are either 30 minutes or an hour long.

ASE has partnered with post-secondary automotive training technical schools and other training organizations to provide periodic ASE certification testing on a regular schedule at local school campuses and training centers. This allows students the opportunity to graduate from their training programs with ASE certifications in hand. Instructors may also take their ASE certification (or recertification) tests at the local school/training center, but student testing should always be the primary focus of this program. In this model, the students and instructors register and pay for the tests in the standard way. But instead of making an appointment to take the tests at a Prometric test center, they arrange with the campus coordinator to take the tests at the school/training center during special pre-arranged testing events. (For simplicity, the rest of this manual will refer to “schools”, but this should be understood to apply to both technical schools and training centers.)

Each school, working with their national offices, identifies set dates for each testing event. Then the main point of contact at the school (the campus coordinator), working with other members of the school staff, publicizes the event, organizes the test registration and seat reservations for students and any instructors who are testing, and coordinates the set up and use of the computer lab and Internet connection for the delivery of the tests. ASE’s test delivery partner Prometric provides local test proctors to administer the tests, as well as the Internet-based testing (IBT) platform.

The success of these testing events depends on the cooperation and follow-through of all participants: the local campus coordinator, Prometric test proctors, instructors, students, and ASE and Prometric support staff. However, the one person who is most critical to the success of the testing events is the campus coordinator, and that is the person for whom this manual was written.
1.1 The campus coordinator

The “campus coordinator” is an employee of the school who has the responsibility for overall coordination of the ASE testing on campus. The campus coordinator works with students, instructors, school administration, IT and facilities staff, local Prometric test proctors, Prometric site operations, and ASE finance and special testing staff to organize and oversee the ASE testing at the local campus. The campus coordinator may share or delegate some duties, but is always the central point of contact for all ASE testing at the school. The campus coordinator handles confidential information about the students and their certifications, and must keep all records confidential and secure at all times.

To avoid any conflict of interest, the campus coordinator should be a member of the administrative staff of the school who is NOT directly involved in automotive training, preparing, or instructing students or others. If the campus coordinator also wants to take ASE tests, those tests must be taken at a Prometric test center or other Satellite test center; not at the school.

The following chapters explain the testing process and the responsibilities of the campus coordinator in detail. The steps are all summarized in Appendix A – ASE Testing Checklist. You should immediately print a copy and use it to help keep your testing events organized and on-track.

Chapter 2 – Initial preparation

In order to deliver tests at the school, certain preliminary steps must be taken. Two of the most important tasks are getting the campus coordinator set up as an account manager for the school’s online accounts in myASE, and preparing the computer lab that will be used for testing, including procurement of testing carrels and other testing materials, and the installation of special Prometric software on each computer. These tasks can take some time, and need to be completed before other parts of the testing event can move forward. So you will want to start on them right away.

2.1 Using myASE

myASE (www.myASE.com) is ASE’s online portal. It provides information on an individual’s testing history, work experience, and ASE Certifications. Technicians can register and pay for ASE tests and schedule testing appointments at Prometric test centers through myASE. myASE also has company accounts that allow designated company account managers to view the certification status and test registrations of all employees associated with that company. Company account managers can also register and pay for their technicians’ tests, and can also schedule appointments at Prometric test centers.

myASE was designed with working technicians and repair shops in mind, so it repeatedly refers to Technicians/Employees and Companies/Employers. The system works equally well with schools, so just mentally substitute “Students/Instructors” for Technicians/Employees and “School” for “Company/Employer” when using myASE in your school.
a. Setting up your individual myASE account

Anyone can sign up for a myASE account. You don’t have to register for tests or buy anything to set up an individual account. All campus coordinators must create individual myASE accounts. Detailed instructions are available in PDF form; see Appendix B – How to Create a myASE account. A video is also available at www.ase.com/About-ASE/myASE/How-To-Demos.aspx.

When you get to the account creation section for Linked Employers, skip past that. Once you have finished setting up your individual myASE account, log out of myASE. You will be sent an automated “Welcome to myASE” confirmation email. If you don’t see it in your inbox within an hour, check your spam folder or spam filter and ensure that you have whitelisted email from “donotreply@ase.com”, so that you don’t miss any important messages from ASE.

b. Accessing the school’s company account in myASE

Every school will have one or more company accounts in myASE. ASE support staff will set these up in advance. The number of accounts depends on the needs of the local campus. Typically, there will be one account for instructors to link their individual myASE account to, and another account for students to link their individual myASE account to. If the school has programs where payment for ASE testing is handled differently (such as a Toyota T-Ten program), there will be a separate account for students in those programs. Each company account will be clearly named, e.g. “Fastrack Technical College, Daytona Students”, “Fastrack Technical College, Daytona Instructors”, etc.

Once you create your personal myASE account and receive the “Welcome” email, forward a copy to testingevents@ase.com with your name, school, and contact information. If the school is going to pay for part of all of the fees for instructors or students, please specify this information so that the appropriate accounts can be set up to accept purchase orders as payment in myASE. The support staff at ASE will then link you to all of your school’s company accounts and confirm you as an account manager for those accounts. You will receive additional automatic email messages for each account, confirming that you have account manager status.

Once you have received those confirmation emails, log into myASE, and click the “Choose View” tab on the far right. You will see a list of your school accounts. Select one and click “Submit”. You will then be able to view a list of all students (or instructors) linked to that account, and perform additional administrative tasks described later in this manual. To view information on students or instructors linked to other accounts, go back to the “Choose View” tab and select a different company.

c. Adding other staff members as myASE account managers

At any time, if you find that you want to have other school staff members assist with various testing event duties (such as entering test registrations or downloading lists of tests, etc.), you can add them as additional account managers to one or more of the school’s company accounts. Just have that person create an individual myASE account, if they don’t already have one. Then send an email to testingevents@ase.com with your name, school, and contact information, along with the name and individual ASE ID number (like ASE-1234-5678) of the person, and identify the accounts that you want them to be able to manage. Note that these individuals will have access to your students’ or instructors’
ASE testing and certification information, and have the same responsibility as the campus coordinator to keep all records confidential and secure at all times.

2.2 Preparing the testing room
Testing will typically take place in a regular computer lab at the school that is set aside and specially configured on test days to handle ASE certification testing. If possible, select rooms that are not located in noisy areas of the building, and also have enough room for a check-in/check-out area near the door that is separated from the computer workstations.

Depending on the number of students and instructors testing, the number of morning and afternoon test sessions, and the number of testing workstations in the lab, you may also need a second testing room to accommodate everyone. Since Prometric will provide two proctors, this is acceptable. But it is recommended to keep all testing in a single room if possible. This will simplify the overall preparation.

There are a number of special requirements list below that must be met, and this may require the help of campus facilities and/or IT staff. It is a good idea to get all of these issues addressed as early as possible, even before you begin to promote and register students for the testing events, so that you can avoid any last-minute problems on test day.

a. Computer hardware and software requirements
Minimum System Specifications:

- Pentium class computer – 75MHz or higher processor speed
- Windows 7, Vista, or XP operating system
- 256 MB RAM; 4 MB free disk space
- 17 inch or larger monitor, with a screen resolution of 1024 X 768, 256 colors minimum
- Microsoft Internet Explorer 7.0 or newer
- Java
- Reliable Internet access - minimum of 56k modem; recommend broadband (DSL or cable) for optimal performance during concurrent testing

Prometric’s IBT web application requires all browsers to have:
- JavaScript enabled
- Session (in memory) cookies enabled
- Popup blockers disabled
- Add the following trusted sites: ibt.prometric.com
- Adobe Reader installed

b. Lock-down browser
In addition, Prometric requires that a “lock-down browser” be installed on every testing workstation. This is a small program that works with Internet Explorer only to disable some browser functions, such as printing, taking screenshots, or opening additional browser windows or tabs. Prometric will contact the campus coordinator to schedule the installation and testing of this software, and you may need to
coordinate this activity with your school’s IT staff. If you change testing rooms or workstation hardware in the future, be aware that this software installation must be repeated well in advance of test day.

c. An Internet connection is needed
Every workstation must be continuously connected to the Internet during testing. A broadband Internet connection is strongly recommended. ASE certification tests do not use high resolution color graphics, audio, or video, so the individual bandwidth required for each workstation is not excessively high. When running a dozen or more workstations concurrently on the same sub-network, it is important to have good bandwidth to avoid long delays between screen transitions.

d. How to arrange the testing workstations

Testing workstations should be arranged so that no other test candidate’s monitor can be seen. Workstations should be a minimum of 3 feet (an arm’s length plus) apart. Inexpensive cardboard privacy carrels can be purchased by the school and stored between testing events, like the ones shown here: http://www.classroomproducts.com/19JumboCarrel.html. If you don’t already have carrels like this, you should order them right away, so that you will receive them and be able to verify that they fit well in advance of the test day.

A typical computer lab may have up to 30 workstations, but with the additional room needed between workstations during testing, you may find that you can only configure 15 to 20 testing workstations. This is fine; it is better to avoid crowding. If possible, keep one extra workstation in reserve, in case of any test day problems with the other workstations. You will need to know how many workstations the room will accommodate when you are organizing your test day rosters, so take time now to carefully consider the room layout.

e. Check-in/Check-out area with Proctor workstation and printer
The Prometric test proctor will need a separate workstation with the same specifications listed above (although the lockdown browser is not required), along with access to the Internet and a printer (black and white or color) to print score reports for test takers after they complete their tests. Ideally, the
proctor workstation and printer should be located close to the door, separated from the testing workstations so that check-in and check-out activities will not disturb test takers. The printer must be located in the testing room, so that the proctor does not have to leave the room to print score reports.

**f. Minimize distractions and ensure security**

The room should be arranged with a check-in/check-out area near the door, with no testing workstations nearby that could be casually observed by students and/or instructors who are coming or going. If there are windows at the back of the classroom that would allow people in the hall to view the computer monitors on the back row, those windows should be blocked with newspaper or blinds should be closed, or the workstations should be moved far enough forward to make the content on the screens unreadable.

Verify that the heating and air conditioning in the lab works well and is not excessively noisy when running. Avoid the use of testing labs that are located next to break rooms or other common areas where outside noise could distract the students and instructors taking tests.

A table separated from the testing workstations should be available for any books, study guides, or other articles that the students bring with them to testing. Any technical training information (training aids, posters, or diagrams, etc.) on display in the testing room will need to be taken down or covered up during testing.

### 2.3 Advanced Level Test Reference Booklets

Two of ASE’s Advanced Level tests, the L1 and L2, require the use of printed Reference Booklets to answer some of the questions in the test. There are two different booklets; one for each test. See **Appendix L – Advanced Level Test Reference Booklets** for an example. Prometric will ship you a supply of the two booklets well in advance of your first testing event. You should store unused copies for use when needed. Once they have been used, they should be shredded, as the student or instructor taking the test may have written notes in the margin. This is allowed during the test, but those notes should not be available to the next person taking the test.

The reference booklets, along with other information about the Advanced Level tests, are available for download from the ASE website at [www.ase.com/L1composite](http://www.ase.com/L1composite), [www.ase.com/L1info](http://www.ase.com/L1info), [www.ase.com/L2composite](http://www.ase.com/L2composite), and [www.ase.com/L2info](http://www.ase.com/L2info). Students or instructors taking L1 or L2 (or their recertification versions, L1R and L2R) should download that information and review it before test day. But they may not bring their own copy of the reference booklets to the test. You must provide a clean, unused copy for use during the test. To maintain security, you must also collect and destroy the used reference booklets following the testing.

ASE’s other Advanced Level test, L3 Light Duty Hybrid/Electric Vehicles, also uses reference information, but the reference is included online with the test, so no separate printed copy is needed during testing.
Chapter 3 – Coordinate your school’s testing events

Once you have your myASE account set up with access to the appropriate company accounts and have begun (or completed) working to meet the testing room requirements, you are ready to begin promoting and coordinating your school’s testing events.

3.1 Plan and verify your testing event details

Test dates should be established for each campus well in advance, so that there is plenty of time to get students registered and allow them time to prepare for the tests. Test dates will be set by mutual agreement of the local campus administration, the national school administration (if applicable), ASE, and Prometric. Dates for new testing events (other than emergency rescheduled dates) must be requested at least 45 days in advance. Send any new requests to aseeventtesting@prometric.com.

To test, students and instructors must be registered in advance. Walk-in testing is not allowed. Registration should begin 3 weeks before the test day, and end one week before the test day. It is very important that you follow this schedule. All of the steps required for students and instructors to register are covered in detail later in this manual. Note that there are four short periods each year during which ASE test registration is normally closed: Feb. 21-28, May 21-31, Aug. 21-31, and Nov. 21-30. If your planned registration period overlaps any of these times, contact ASE at testingevents@ase.com.

a. Number of students / instructors testing

The number of people you can test in one day depends on several factors: the number of testing rooms you set up (preferably one; but you can have two if needed), the number of testing sessions (typically two; one in the morning and one in the afternoon), the number of workstations in the testing room (usually 15 to 30, but you may have more or less, depending on the size of the classroom), and the number of tests each person is taking (one or more; the number per person can vary, but the total testing time for all tests a person plans to take should not exceed 7 hours.) However, you must have a minimum of 20 students and/or instructors taking one or more tests on each test day.

b. Test sessions

Depending on your needs, you can set up either one or two testing sessions per day. You may find that everyone can test at the same time of day, or that some people have classes or work one part of the day, and can only test a different part of the day. Or you may have more students/instructors registered to test than the number of workstations. Prometric proctors can deliver up to seven hours of testing per day, typically broken into a morning session (8:30 am to noon) and an afternoon session (1:30 pm to 5 pm). Students and instructors should report 30 minutes ahead of time (e.g. 8 am and 1 pm) for check in. If you need to vary from these suggested times, please send your request to aseeventtesting@prometric.com before you begin to advertise the test session times to the students and instructors.
3.2 Publicize your testing event

PDF posters (both 8.5 x 11 and 11 x 17) are provided; see Appendix C – Testing event promotion poster/handout. You can add specific detail (dates and contact information) applicable to your campus and print locally in color or black and white. You may also publicize the testing event to instructors and students using email, your campus website, and/or school intranet. The more information you provide, the more successful the event will be.

3.3. Ensure that students and instructors have myASE accounts

The first thing all students and instructors who will be taking ASE tests should do is create their own individual myASE account, if they have not already done so. This can be done at any time; they do not have to wait until they are ready to register to take a test. Detailed instructions are available in PDF form; see Appendix B – How to create a myASE account. A video is also available at http://www.ase.com/About-ASE/myASE/How-To-Demos.aspx.

a. Linking to the correct school/company account

Besides creating a myASE account, students and instructors should do two things: a) link to the appropriate company account, and b) ensure their ASE Status Release is set to “yes”. (You should already have the company accounts set up; if not, see Chapter 2.1.) They can link to the company account either during the process of setting up their account, or later by selecting the Employer Information tab and clicking “Add Employer”. A search screen will be shown, and they must enter the zip code where the school is located, and then click “Search”.

![Employer Search](image)
A list of all employers in that zip code will be shown, including the company accounts for the local campus. As described earlier, there will generally be two or three accounts for the school. They should select the school account that is appropriate for them and click “Submit”. ASE will provide the various school account numbers in advance (see Chapter 2.1 b) which you can communicate to your students and instructors so that they can be linked the appropriate account correctly.

b. Release my ASE status to others
In addition, ASE normally reserves the right to share a person’s certification status with third parties such as your school or employers. However, users can opt out by unchecking the “Release my ASE status to others” checkbox when setting up their myASE account. If they do, you will not be able to view their certifications through the company account or assist them with registration. To ensure that their status information is shared with the school, they should select the Profile tab, verify their name and contact information, and click “Continue” twice to view the Education & Preferences page. Then check the “Release” checkbox and click “Submit” to save their changes.

The ASE Status release can also be changed using Appendix O – ASE No-Release Change Form. Allow three business days for processing.
As campus coordinator, it is crucial that you direct your students and instructors to link themselves to the appropriate school account in myASE, and encourage them to check the “Release” checkbox.

3.4 Encourage students and instructors to select and prepare for ASE tests
A complete list of ASE tests is shown in Appendix D – List of ASE Tests. Students and instructors should select the test(s) they want to take. The ASE tests are generally very challenging for students, and they should study and prepare as much as possible in advance so that they do their best on the tests. The school may have preparation materials available, and the students should be directed to take advantage of those materials. ASE offers a number of test preparation resources including study guides, task lists, sample test questions, and practice tests, and links to other training sources. Students can visit www.ase.com/testprep to view the entire menu. You should repeat this reminder throughout the month prior to test day.
3.5 Verify that students and instructors are linked to the school’s myASE company account
You can also log into myASE, view the company account page, and verify which students or instructors are currently linked to each account. You can page through the list or enter a name in the search box.

You can also click “Download Details” to retrieve a CSV (comma separated value) file that provides a full list of all linked students/instructors. Save this file to your computer, and then open it in Excel.
The goal is to have all students and instructors linked to the appropriate company account. This is crucial first step for generating a testing roster that will be needed on test day. You should strongly encourage your students and instructors to create the linkage themselves. This will give them ownership of the process, reduce your workload, and help prevent duplicate records from being created.

If necessary, however, you can add or remove students and instructors to or from the roster as needed. Select the Employee Roster tab, then page through the list or use the search box to locate a person by name. If a person was added to the roster in error (by choosing the wrong school account, for instance), you can click the “Remove” link to take that person off the roster. This does not delete the person’s myASE account. It simply cancels the link between that person and this company account. You can use this same feature in the future to remove former students and instructors from the roster.
To add a person to the roster, click “Add Employee”. Enter the student’s/instructor’s name, date of birth, and last 4 digits of their SSN, and click “Search”. This information must exactly match the information that they entered when they created their myASE account.

If a match was found, the search will show the person’s name and the ASE ID of their existing myASE account. If you see an ASE ID displayed here, click “Submit” to add that person to the roster. If you do not see an ASE ID displayed on this page, the search was not able to find a matching account, either because some of the information did not match, or the person has not yet created an individual myASE account. **You should NOT click “Submit” in this case, as you would most likely be creating a duplicate account for that person.** Either click “Back” to correct the matching information provided, or click “Cancel” to cancel the operation.

3.6 Ensure that everyone who plans to test is registered for ASE tests
Once students and instructors have all created individual myASE accounts, linked them to the appropriate school/company account, and set their Release ASE Status to “yes”, it is time to get them registered for the tests that they plan to take on test day. Registration will open 3 weeks before the testing event and end 1 week before test day. You will have exactly a 2 week interval to get all registrations completed. Students and instructors can take one or more tests at the same time, depending on the number of people that want to test, the number of seats you have available, and the
length of the testing event. A list of test titles, the number of questions on the test, and the time allowed to take each test is listed in Appendix D – List of ASE tests.

There are two ways to register, depending on who is paying for the tests. If the students or instructors are paying all of the fees, then they should register themselves using their individual myASE accounts. If the school is paying for part of all of the fees, then they should be registered by the campus coordinator, using the appropriate company account.

**a. DO NOT schedule a testing appointment through myASE or Prometric**

Once registered, the student or instructor will receive emails instructing them to schedule an appointment online or by phone. **TELL THEM TO DISREGARD THOSE INSTRUCTIONS.** To test at the school, they **MUST** submit an Appendix F - Seat Reservation Form to the campus coordinator and they **MUST NOT** schedule an appointment at a Prometric test center.

**b. Tests must be taken within 90 days of purchase**

However the tests are purchased, the student has 90 days from the date of purchase to take the tests. The student can take the tests at the school-sponsored testing event. However, if the test candidate has a scheduling conflict and misses the opportunity for whatever reason, he can also take the tests at any other Prometric test center within the 90 day period. The list of “regular” test centers is available at www.ase.com/testcenters. Note that the student/instructor would need to schedule an individual testing appointment at whichever test center he wants to test. Testing appointments at Prometric test centers can be scheduled through myASE (www.myASE.com) or by calling Prometric at 1-877-346-9327.

**c. Cancelling unwanted tests**

If the student does not want to take the tests and cancels within 3 days of purchase, a full refund is issued. After three days, a credit is issued that can be used to purchase other ASE tests. The credit must be used within 90 days of the original purchase.

The difference is this: If a student registers through his individual myASE account, then only he can cancel the tests. If he does, then the refund or credit goes to the student. On the other hand, if a student is registered through the school’s company account, then only the account manager (e.g. the campus coordinator) can cancel the tests. If he does, then the refund or credit goes to the school account. Any school account credit can be used by the school to purchase tests for the same student or a different student. The same rules apply to instructors.

**d. Students who need testing accommodations under ADA**

The Americans with Disabilities Act requires that reasonable testing accommodations be provided to test takers who have a demonstrated need. ASE and Prometric comply fully with the law, but the requirements for documentation for certification testing are generally more stringent that commonly required for most school programs. As a result, a simple IEP or 504 Plan is not adequate documentation to demonstrate the need for testing accommodations. In addition, the testing platform used to deliver the ASE tests in the Technical Schools does not support any accommodations, such as enlarged text or extended testing time. To receive these accommodations, the student must a) complete the ADA application process, b) be approved by ASE for testing accommodations, and c) go to a Prometric testing
center where the accommodations are supported. **To repeat, ASE testing with accommodations cannot be delivered at your school.**

To summarize, test candidates who require testing accommodations should complete the ADA application and approval process **BEFORE** they register to test, and should understand that, if approved, their tests cannot be delivered at the school, only at Prometric test centers. For complete information, students, parents, and counselors should download and review the ADA information at [www.ase.com/adaform](http://www.ase.com/adaform).

**e. Registration Path 1 - fully paid for by individual students and instructors**

Students and instructors, who are paying for their own tests, should log into myASE, select the tests they plan to take, and check out. ASE requires individuals to pay by credit card at the time of purchase. ASE accepts Visa, MasterCard, Discover, and American Express.

Once they have registered, they will receive a confirmation via email. The email will encourage them to schedule an appointment at a Prometric test center to take the tests. They should ignore that advice, as well as additional emails that are sent out every two weeks, reminding them to schedule an appointment. If they confirm their intent to test at the school and reserve a seat through the campus coordinator for the school-based testing event, they do not need to schedule an appointment at a Prometric test center.

To do that, they should 1) download and print a copy of their Registration Ticket from myASE, 2) complete an **Appendix F – Seat Reservation Form**, and 3) submit both to the campus coordinator so that they can be added to the test day roster.

To print the Registration Ticket, they should log into myASE, select the Registrations and Appointments tab, and click “Print Registration Tickets”.
They will receive a PDF similar to the one shown in **Appendix E – Sample ASE registration ticket.** It lists their name, their ASE ID, and the tests for which they are registered. It also provides a number of important rules and regulations that the student should read.

The campus coordinator should provide the students with blank Seat Reservation Forms, as shown in **Appendix F – Seat Reservation Form.** The student should complete this form, attach the first page of the ASE Registration Ticket, and return it to the campus coordinator by the testing event registration deadline (generally about two weeks prior to the test day.)

When you receive this form, confirm that the student is correctly registered for the intended tests and is linked to the correct company account. This information will be needed to create the test day roster.

**f. Registration Path 2 - partially or fully paid for by the school**

For students and instructors whose tests are being paid either partially or completely by the school, the process is reversed. The campus coordinator should provide the students and instructors with blank Seat Reservation Forms, as shown in **Appendix F – Seat Reservation Form.** The student or instructor should complete this form and return it to the campus coordinator by the testing event registration deadline (generally about two weeks prior to the test day), with any partial payment due made payable to the school included.

When you receive this form, confirm that the student or instructor has properly listed the intended tests and is linked to the correct company account. Once you have collected a number of Seat Reservation requests, log into myASE, choose the appropriate company account to view, and click on the large “Register Now” button on the left side of the page.
You will see a grid of roster names and tabs with ASE tests. Locate the student or instructor and check the appropriate boxes for the tests they wish to take. If the person is eligible for the recertification version of that test, it will automatically be assigned. If a person is not eligible for a selected test (because they are already registered for that test, or have taken that test within the previous 30 days, for instance), an error message will display, and that test will be removed from the order.

You can register multiple people for multiple tests at the same time, but to keep the order processing time down, select tests for no more than a dozen or so people at a time. If you need to register additional people, complete the first group and repeat the process. Once you have selected the tests, click “Continue” to proceed to the Order Review page. Then continue on to the Payment page. If this account has been set up by ASE to allow you to pay by purchase order, select “Pay by PO” and provide the purchase order number. Otherwise, provide credit card information and submit the order. A separate invoice will be generated for each person, but they will all be paid with a single credit card charge.

Just like students who registered and paid for themselves, these students and instructors will receive a confirmation via email, with a reminder to schedule an appointment at a Prometric test center to take the tests. The campus coordinator should let them know that it is okay to ignore that advice, and that the additional emails that are sent out every two weeks should also be disregarded.
3.7 Create the test day roster
Once all test registration has been completed and Seat Reservation Forms have been submitted, it is time to verify all the information that has been submitted by students and instructors and put together the test day roster.

a. View the list of unscheduled tests and confirmed appointments in myASE
First, log into myASE. Select the Registrations & Appointments tab to view the tests for which your students and instructors are registered. You will see two grids: one for Unscheduled Tests, and below that, another one for Confirmed Appointments.

Tests that are part of a confirmed appointment are already scheduled to be delivered at a Prometric test center. If the student/instructor wants to take any of these tests at the school, then they must first cancel the confirmed appointment. The student/instructor can do this in their myASE account, or you can do it for them, using the Cancel link next to the appointment detail. Note that there is a $20 appointment cancellation fee charged if the appointment was made more than 3 days ago. This is another reason to remind students/instructors to NOT schedule appointments at Prometric test centers for tests they plan to take at the school.
b. **Download the list of unscheduled tests**

The tests shown in the Unscheduled Tests grid are the ones that are eligible to be taken at the school. Click “Download Unscheduled Tests” to retrieve a CSV (comma separate value) list. Save the file to your computer and open it in Excel.
Repeat this download process for your other school accounts. This is your definitive list of all tests that students and instructors may take on test day at your school. It also shows how their name is spelled in ASE’s records, as well as their ASE ID. These are all important pieces of information that will be needed to launch the students’ tests on test day. Print copies of these lists so that you can compare them to the Seat Reservation Forms and reconcile any differences. You will also need to provide copies of these lists to the Prometric test proctor.

**c. Reconcile any differences**

Carefully compare the information on the Seat Reservation Forms to the list of Unscheduled Tests downloaded from myASE.

- Are all the tests the same? If not, verify with the student/instructor which tests they actually intend to take at the school. Students don’t have to take all tests for which they are registered on test day if they have planned to take some at a Prometric test center on another date, but you need to be sure of their intentions.

- Is the name identical? If not, verify with the student the actual name shown on their current (unexpired) government- or school-issued photo ID (student ID, driver’s license, or passport, etc.) The proctor will compare the photo ID to the Appendix G – Test Day Roster, and they must substantially match, or the student will not be allowed to test. Minor differences, such as William vs. Bill, are allowed. If the names are not substantially the same, now is the time to fix it, before your create the final test day roster. Have the student complete and submit Appendix N – ASE Profile Update Form to ASE Customer Service to correct this problem right away. Allow two business days for the update to be made, then check myASE and confirm that the names now match exactly. Then update your Test Day Roster and Seat Reservation forms to match what is shown in myASE and on the photo ID.

- Is the ASE ID the same? If not, correct it on the Seat Reservation Form. When the student attempts to launch his tests on test day, he must use the correct ASE ID, or they will not launch.

As you verify all of the details, complete Section B at the bottom of each Seat Reservation Form with the complete and accurate information for that student. If corrections to the tests or the test candidate’s name are needed, contact ASE at testingevents@ase.com BEFORE test day.

**d. Complete the roster**

Once you have confirmed and cross-checked the information on the Seat Reservation Forms, use the information shown on Appendix D – List of ASE tests and add the time allowed for each test to each form, and then total the amount of time for each person. Finally, fill out a copy of Appendix G – Test Day Roster with the names, ASE IDs, tests, and testing times for each session (morning/afternoon) or testing room (room A/room B). If a person has more tests to take than can be accommodated in a single session, just schedule that person across multiple sessions. The tests can be grouped as needed, and taken in any order.
Ensure that you have at least 20 students and/or instructors registered to test. If you do, send a copy of your completed Appendix G – Test Day Roster to aseeventtesting@prometric.com, and continue with the steps below. If you do not have a minimum of 20 people registered to test, contact Prometric by phone and email as quickly as possible. Your testing event may be cancelled or postponed.

Cut off Section B at the bottom of each Appendix F – Seat Reservation Form. Place those slips, a copy of all Unscheduled Tests lists, and a copy of the completed Test Day rosters in a single folder to give to the Prometric test proctor. The Test Day roster is due to the proctor the day after registration closes.

e. Inform your students and instructors
You also need to let your students and instructors know which test session they have been assigned, when and where to show up, and what to bring (their photo ID and nothing else.) You can do this in person, via email, text message, etc. - whatever means is most effective for your school and students.

3.8 Conduct the test proctor site visit
In two weeks in advance of each test day, Prometric Site Operations staff will contact the campus coordinator to plan a site visit by the local Prometric test proctor (or proctors) who will be administering the tests. If you do not have the site visit date scheduled and confirmed with the proctor at least one week before testing, contact Prometric by phone and email as quickly as possible. The proctors are qualified and certified by Prometric and will be responsible for managing the delivery of the tests at your school. Forming a solid relationship with the test proctors will result in a better testing experience for everyone. It is a good idea for the campus coordinator and test proctors to exchange cell phone numbers and email addresses, in case of last-minute questions or emergencies.

During the site visit, the proctor(s) will review the following details with the campus coordinator:

- Test Day rosters and supporting detail
- Times of the test sessions and locations of the test rooms and nearby restrooms
- Contact information for the campus coordinator and other school support staff (IT, facilities, security, etc.)
- Physical configuration of the testing rooms, including student workstations, the proctor workstation and printer, any windows, student material storage areas, and the check-in/check-out area
- Availability of testing materials such as cardboard carrels, Advanced Level test reference booklets, test day signage, testing rules and regulations, blank paper for score report printing, etc.
- Any other information the proctor should know – security, parking, emergency evacuation route, etc.

If the proctor has previously visited the campus and conducted testing there, and no substantial changes are planned or expected, subsequent site visits can be conducted by phone. In this case, the folder containing the Test Day roster and supporting detail can be given to the proctor on test day.
3.9 Prepare the testing room(s)
The day before test day, ensure that the room is set up in the correct configuration, including the check-in/check-out area, the proctor workstation and the printer. Send test pages from the proctor workstation to the printer to be sure it is set up and working properly. Verify that the workstations are all running and can connect to the Internet. Install cardboard carrels around student workstations as needed.

Make sure the air conditioning or heating is working and set to a comfortable level. Post copies of Appendix H – ASE tests here today outside the room, and copies of Appendix I – No cell phones inside the testing rooms. Draw the blinds or block off windows as needed. Ensure that no technical training information (training aids, posters, or diagrams, etc.) is displayed in the room during testing. Provide a table separated from the testing workstations for any books, study guides, or other articles that the students bring with them to testing.

Supply one copy of Appendix J – Test Center Rules and Regulations per workstation. These can be reused. Provide a supply of Advanced Level test reference booklets: L1 (blue cover) and L2 (gray cover) as shown in Appendix L – Advanced Level Test Reference Booklets, and extra paper for the printer. Also provide a supply of scratch paper and pencils. Use colored paper if possible, so it is easy to spot and collect during check-out.

Chapter 4 – Oversee test day activities
Finally! The big day is here, and we all want it to go as smoothly as possible. Students will already be nervous about taking the tests, so the campus coordinator should arrive early and make sure that everything is in order and ready to go well in advance of each test session.

The test proctor will arrive 1 hour before the start of the first test session (e.g. 7:30 am). Be sure that you or someone else is there to greet them and provide access to the testing rooms. The test proctors will inspect the room set-up and the individual workstations, and ensure that everything works as intended.

4.1 Check-in
Students and instructors should report 30 minutes ahead of time (e.g. 8 am and 1 pm) for check in. Ensure that students check in on time, and all have their government-issued photo ID. Students should read the Test Center Rules and Regulations when they report for testing. Remind them to place any extra materials (notebooks, study guides, etc.) in their locker. If lockers are unavailable, students’ materials can be placed on a separate table at the back of the testing room. At check-in, students will be given Section B from their Seat Reservation form. They will need the information on these slips of paper to launch the ASE tests, so they should take it to their workstation and keep it on the tabletop. Any students or instructors taking tests L1 or L2 (regular or recertification) should receive a copy of the appropriate Advanced Level test reference booklet BEFORE being seated. Students can request scratch paper and a pencil if they like, but it generally isn’t needed for the ASE tests.
4.2 Testing
Once the student is seated and signed in on the workstation, the proctor must sign in on the testing workstation (twice) as well; once to confirm the student’s identity, and once to launch the actual test. The campus coordinator is allowed to remain in the room to assist the Prometric test proctor as needed, but should remain close to the check-in/check-out area, and should not be viewing the actual test questions. The test proctor will move around the room to ensure that all testing is proceeding properly and answer any questions. No other school staff should be in the testing room while testing is being administered (other than facilities or IT staff called specifically to address a problem.)

Each test consists of a ten-minute tutorial, the actual ASE certification test, and a post-test survey. A clock displays on-screen during the test, showing the amount of time remaining to complete it. Students can skip over questions if they like and return to them later, time permitting. There is no penalty for wrong answers, so it is to the student’s advantage to answer every question, even if they have to guess. Once the student is satisfied with his answers, he can submit it for scoring and continue to the post-test survey. Once he exits the test and submits it for scoring, he cannot return to it, even if he has time remaining or other tests yet to take.

The student does not have to answer the questions in the survey, but must complete or properly exit the survey in order for his score report to print. If he simply closes the browser window, his score report will not print. Following the survey, if the student is taking more than one test, the system will return to a menu where he can select the next test. It will again consist of a tutorial, the actual ASE certification test, and a survey. Students who have already viewed the tutorial and answered the questions in the survey can quick skip to the end to keep moving along.

Note that students and instructors should not feel hurried to finish by the proctor or campus coordinator, even if they are the last person in the room at the end of the day. They should be allowed the full time given by the IBT testing system. Avoid pacing or any other verbal or non-verbal cues that might cause them to feel rushed.

a. Breaks during testing
Students/instructors are allowed to take breaks as needed, but there are no scheduled or timed breaks included in the tests. Breaks can be taken in the middle of a test, but the test clock will continue to run. The best time to take a break is after completing the survey for one test and before selecting the next test. Breaks should be few in number and as brief as possible. During breaks, students/instructors should not leave the immediate area of the testing, and should use the designated restrooms closest to the testing rooms. They should be as quiet as possible while taking breaks so as not to disturb others taking tests. They may not review notes, visit their locker, use their cell phone, discuss the tests with anyone else, or leave the campus. The exception to these guidelines would be a lunch break for those testing in both morning and afternoon test sessions.

4.3 Print score reports and check-out
As students/instructors complete all of their tests, they should return to the check-in/check-out area with their Form B paper slip. The proctor will use this to locate and print all score reports for the
student. The score reports are self-explanatory. Pass or fail, neither the proctors nor the campus coordinator should comment on or discuss the student’s/instructor’s test performance. The proctor should also print a second copy of all score reports for the school’s records and place it in the test day roster folder. That folder should be returned to the Campus Coordinator at the end of the day. These score reports are provided to the school strictly for the purposes of evaluating training program effectiveness. Schools are required to maintain the confidentiality of all score reports.

If the student/instructor took an Advanced Level test, the reference booklet must be returned and destroyed, preferably by shredding. Any used scratch paper should be collected and shredded. The student/instructor may then collect any materials left at the back of the room and leave quietly.

4.4 Handling test day problems
As with any event that depends on both humans and technology, things can go wrong on test day. The good news is that most problems can be corrected or overcome, so that the student/instructor can complete his tests as planned. Work with the test proctor and use your best judgment. If you run into issues that you cannot resolve together, contact Prometric by phone and email. Here are some common problems and possible solutions:

- **The proctor is late** – Try calling the proctor, and try to ascertain what time they will arrive. You can proceed with student check-in if the delay will be 30 minutes or less. If you cannot reach the proctor or the delay will be more than 30 minutes, contact Prometric by phone.

- **A student/instructor fails to show up on test day** – If the student/instructor is absent on test day, they can take their test on another day at a Prometric test center (not the school). There is additional no penalty or extra cost for this.

- **A student/instructor reports for testing late or at the wrong time** – If the student/instructor arrives in the middle of a test session where there is a seat available and enough time for that person to complete their tests before the end of the testing session, go ahead and let them start testing. If there are no seats available, or if there is not enough time for them to complete all their tests in the current test session, try to accommodate them in a later (afternoon) test session, or have them split their tests, taking some now and some later. In the worst case, the student/instructor will have to wait to take their test on another day at a Prometric test center (not the school).

- **A student/instructor shows up without an ID** – You can either try to accommodate the student/instructor in a later (afternoon) test session (giving them time to retrieve a forgotten ID), or they will have to wait to take their test on another day at a Prometric test center (not the school). They must have a current government-issued photo ID with signature to test at a Prometric test center, though.

- **The name on the Student’s/Instructor’s ID does not match their myASE record** – Minor differences, such as William vs. Bill, are allowed, but the names must substantially match. Otherwise, they will have to wait to take their test on another day at a Prometric test center (not the school). They must have a current government-issued photo ID with signature to test at a Prometric test center, though, and the name on the ID must match their myASE record. They
should complete and submit Appendix N – ASE Profile Update Form to ASE Customer Service to correct this problem before making an appointment at a Prometric test center. Note all such issues on Appendix K – Test Day Feedback Form.

- **A student/instructor is registered for the wrong test** – This error cannot be corrected on test day, which is why it is critical to verify this information when the student/instructor submits their Appendix F – Seat Reservation Form. If the error is discovered on test day before the test is launched, let the student/instructor know that the error will be corrected, but they cannot test that day. Then note the error on Appendix K – Test Day Feedback Form. If the student/instructor discovers the error after launching the test, have them end the test immediately. Let the student/instructor know that the error will be corrected, but they cannot test that day. Do not provide a score report for the test taken in error. Then note the error on Appendix K – Test Day Feedback Form.

- **A student/instructor needs testing accommodations, such as extended time** – ASE testing accommodations cannot be delivered at these school-based testing events. If the issue is raised before test day, explain that they must apply ahead of time for testing accommodations and must go to a Prometric test center to receive the testing accommodations. Then direct them to www.ase.com/adaform. If the issue is raised on test day, they can choose to either test that day under standard conditions (no extended time, etc.), or wait and go through the ASE accommodations request process and test on another day at a Prometric test center. Note this issue on Appendix K – Test Day Feedback Form.

- **A student/instructor gets ill in the middle of testing** – If the student/instructor does not leave the testing area and feels better after a short break, they can continue to test. The testing clock will not stop, though. If the student/instructor feels too ill to continue and leaves the testing area, they may not return later and resume testing. Any tests that they did not start can be taken on another day at a Prometric test center.

- **There is no reference booklet available for a student taking an Advanced Level test** – Examples of the two exhibit booklets are shown in Appendix L – Advanced Level Test Reference Booklets. If you run out on test day, you can download the reference booklets from the ASE website and print copies as needed. The L1/L1R booklet can be found at www.ase.com/L1composite. The L2/L2R booklet can be found at www.ase.com/L2composite. Note this issue on Appendix K – Test Day Feedback Form, and request more booklets.

- **The system does not recognize a student’s name or Eligibility (ASE) ID** – First, ensure that a completely new instance of the web browser was launched just prior to entering the student’s name and ID. If the browser is launched in advance of the testing and is left idle, the internet session can become “stale”, resulting in errors when starting the tests. Second, carefully check the way the name and ID are being entered into the system. Neither field is case sensitive, but the characters entered must match the records in myASE. Compare the name and number to the information on the Registration Ticket if you have it, or log into myASE and view the name and number on your company account roster. The name (first four letters) must be typed in EXACTLY as it appears in myASE, including any spaces or apostrophes (e.g. for D’Angelo, enter D’AN, not DANG; and for De La Cruz, enter DE L, not DELA). Similarly, the Eligibility ID is the ASE
ID, including the “ASE-” prefix and the dash between the two sets of numbers. “ASE-1234-5678” is the correct format; “1234-5678”, “12345678”, and “ase 1234 5678” are not. If you are 100% certain that the information is being entered correctly, contact Prometric by phone and email.

- **A workstation fails or locks up in the middle of a test** – Students should raise their hand and ask for assistance with any workstation problems. They should **NEVER** click the Red X and close the browser window, unless specifically instructed to do so by the test proctor. In many cases, clicking the refresh button on the browser will recover a hung-up test. If not, the test proctor can attempt to reboot the workstation and restart the test. If the workstation will not reboot, the student/instructor can be moved to another workstation, space permitting. The answers that the student/instructor has already entered will not be lost. If significant time is lost, the proctor can contact Prometric to request that extra time be added to that person’s specific test. If the issue cannot be resolved within an hour, the student/instructor will be given another opportunity to take the test on another day at a Prometric test center. Note this issue on Appendix K – Test Day Feedback Form.

- **The Internet connection is lost or power goes out in the middle of testing** – Contact your campus facilities staff to see if they can correct the problem. Once power or the Internet connection is restored, the test proctor can restart the tests. The answers that the student/instructor has already entered will not be lost. If significant time is lost, the proctor can contact Prometric to request that extra time be added to all affected tests. If the issue cannot be resolved within an hour, the student/instructor will be given another opportunity to take the test on another day at a Prometric test center. Note this issue on Appendix K – Test Day Feedback Form.

- **A score report cannot be printed** – Verify that the printer is working. Ensure that the proctor who launched the test is also the proctor who is attempting to print the score report. Ensure that the student/instructor has completely and properly finished the test AND the survey that follows. Try again 30 minutes or an hour later. If the score report still cannot be located or printed, let the student/instructor know that the score report will be available through myASE within two days. Note this issue on Appendix K – Test Day Feedback Form.

- **Testing is disrupted for an extended period due to a fire alarm or other emergency** – Have all students collect their personal belongings and leave the room. Shut down all workstations immediately. Collect test rosters, score reports, etc. and take them with you. If you are allowed to return to the building and are able to continue with the same testing session, the test proctor can restart the tests. The answers that the student/instructor has already entered will not be lost. If significant time is lost, the proctor can contact Prometric to request that extra time be added to all affected tests. If the issue cannot be resolved within an hour, the student/instructor will be given another opportunity to take the test on another day at a Prometric test center. Note this issue on Appendix K – Test Day Feedback Form.

### 4.5 After the testing is finished
Hooray! This testing event is complete. Only a few things left to do.
a. **Store all reusable materials and destroy all non-reusable materials**
Cardboard test carrels, test center signs, extra paper, unused Advanced Level reference booklets, copies of the test center rules and regulations, and other reusable materials should be stored securely for the next testing event. Used Advanced Level reference booklets, used scratch paper, and all Form B paper slips should be immediately disposed of securely, preferably by shredding.

b. **Complete and submit the Test Day Feedback Form**
What went well? What didn’t? Are there any students/instructors with testing issues that were not resolved today and require additional follow-up? Were there any testing irregularities that need to be addressed? Take a few minutes at the end of the testing sessions to discuss these issues with the Prometric test proctor to get their perspective. Then use a copy of Appendix K – Test Day Feedback Form to note any and all issues, good or bad. Send it to aseeeventtesting@prometric.com and carbon copy testingevents@ase.com.

c. **Review students’ test results with school staff**
In the days following the testing, discuss the test results with educational staff at the school and corporate offices, as appropriate. Remind everyone, though, that these results are confidential, and should only be reviewed and discussed in the context of advancing the students’ education and evaluating training program effectiveness. The ASE tests are tough, and not everyone passes. Let your students know that, pass or fail, they are to be commended for trying; that is the only way you can advance. Recognize and celebrate those students who did pass one or more tests. For those who did not pass, encourage them to try again in the future, and point them to additional training and test preparation materials, including those found on the ASE website at www.ase.com/testprep.

Then start planning for your next testing event; it is just around the corner!
Chapter 5 – ASE testing rules and policies
These are ASE’s standard rules and policies for all certification testing. In some cases, there are special exceptions to the rules specifically for students and others testing at technical schools or training centers. Those exceptions are noted within each section below.

5.1 Ninety (90) Days to Take Your Test
ASE testing is now available 12 months out of the year. When you register for an ASE test, you will have 90 days to schedule an appointment and take your test at any of our 450+ Prometric test centers across the country. You should schedule appointments for all tests as soon as possible. If you do not complete the testing within 90 days, the untaken tests will expire and you will forfeit your fees.

5.2 Separate Registration and Test Fees
To register, you (or your employer) select the tests you want to take, and pay for those tests. If this is the first time you are purchasing tests in the current registration window, you are charged a per person registration fee, in addition to the test fee. If you (or your employer) have already paid the registration fee during this registration window, then you can register for additional tests and only pay the additional test fee. You can view the complete list of tests and fees at www.ase.com/details.

5.3 Three-Day Grace Period
In general, if you purchase a test or make an appointment at a Prometric Test Center and then change your mind, you have three days to cancel that testing appointment without any penalty. Additional details and conditions are listed below. To avoid forfeiting your fees, all changes must be made at least three days prior to your scheduled appointment.

5.4 One Test Attempt Every Thirty Days
If you take an ASE test and receive a “Pass” or “Fail” test result, you must wait 30 days before you can register to take it again.

5.5 Missed Tests
There are no refunds or credits for missed testing appointments at Prometric Test Centers. If you miss a testing appointment, you can register for that same test again almost immediately, but you must pay the test fee again. To re-register, you must wait until the official “No Show” test result for the missed test is posted to myASE. When you re-register for a missed recertification test during the same registration window, the recertification test fee cap does not apply. You must pay the recertification test fee again.

5.6 Testing Appointments Required
All ASE certification tests are delivered at 450+ secure, proctored test centers through ASE’s testing partner Prometric. When you register for an ASE test, you will have 90 days to schedule an appointment and take your test. You should schedule appointments for all tests as soon as possible. If you are taking more than one test, you can group them together into a single appointment, or spread them out over several appointments. The day, time, and grouping is up to you.
To make an appointment at a Prometric test center, go to myASE or call Prometric at 1-877-346-9327. If you plan to test at a Prometric Satellite test center, you should call that test center directly to schedule your test. You can find the closest centers using the test center locator at [www.ase.com/testcenters](http://www.ase.com/testcenters).

There is a special exception to this requirement: Students and others testing at technical schools and training centers schedule their testing through their campus coordinator, and should NOT schedule a testing appointment at a Prometric test center for tests they plan to take at the school or training center.

### 5.7 Untaken Tests No Longer Roll Over
Whether you register on the first day of a registration window or the last, you will always have 90 days to schedule an appointment and complete your testing. You should schedule appointments for all tests as soon as possible. If you do not complete the testing within 90 days, the untaken tests will expire, you will forfeit your fees, and you must register and pay registration and test fees again. Untaken tests no longer roll over to the following registration window.

### 5.8 Arrive Early
Plan to arrive 30 minutes before the scheduled appointment to allow time for check-in. If you arrive late, you may not be allowed to test and will forfeit your fees.

### 5.9 Bring Your Photo ID With Signature
You will need to present one valid, unexpired government-issued photo ID with a signature. The name on your ID must match the name on your ASE record as shown on the registration ticket sent to you by email when you schedule an appointment. If you are testing outside of your country of citizenship, you must present a valid passport. Otherwise, you must present a valid passport, driver's license, state or national ID, or military ID. If you do not bring an acceptable ID, you will not be allowed to test and will forfeit your fees.

All other personal items, including cell phones, must be placed in a locker for test security purposes, so please limit what you bring to the test center. You will be checked with a metal detector before you enter the testing room. If you do not comply with the directions of the test center staff and Prometric security regulations, you will not be allowed to test and will forfeit your fees.

### 5.10 Reference Information Used On the L1, L2 and L3 tests
If you are taking an L1 or L2 Advanced Level test (regular or recertification), you should download copies of the Test Information and Composite Vehicle booklets from [www.ase.com/studyguides](http://www.ase.com/studyguides) and become familiar with the content prior to your test date. You will be provided with a printed copy of the Composite Vehicle Booklet at the test center.

If you are taking the L3 Advanced Level test, you should download a copy of the Test Information Booklet from [www.ase.com/studyguides](http://www.ase.com/studyguides) and become familiar with the Hybrid Test Reference information. You will not receive a printed copy of the booklet at the test center. Instead, the document will be available as an electronic pop-up during the test.
5.11 Appointment Changes
If you wish to change your test date or time, you may do so within 3 days of scheduling the appointment without penalty. After 3 days, there is a $20 fee for cancelling an appointment. The person who cancels the appointment is responsible for the cancellation fee. No changes are allowed within 3 days of your scheduled appointment.

To make changes, use the Cancel Appointment option in myASE, or call Prometric at 1-877-346-9327. The web is available 24 hours a day, 7 days a week. There is no fee for scheduling a new appointment.

There are no refunds or credits for missed testing appointments. If you miss your appointment or arrive late, the tests are scored as “No Show”, and you forfeit all fees.

There is a special exception to this rule: students and others testing at technical schools and training centers schedule their testing through their campus coordinator, so the instructions and rules in this section do not apply to tests they plan to take at the school or training center.

5.12 Severe Weather
In the event of severe weather or disaster, we may need to cancel your appointment. If this happens, Prometric will attempt to contact you by telephone and/or e-mail. If there is a possibility of severe weather and you are in doubt, call Prometric at 1-877-346-9327. If the test center is open, it is your responsibility to keep the appointment. If the test center is closed, your tests will be rescheduled at your earliest convenience, without any additional fee.

There is a special exception to this rule: students and others testing at technical schools and training centers will be notified by their campus coordinator of any changes due to severe weather or other emergency situation.

5.13 Test Center Problems
On rare occasions, technical difficulties may occur at the test center. Every effort will be made to correct those problems as soon as possible. In most cases, you will be able to resume your test where you stopped, with no reduction in the testing time. If the problem cannot be corrected within 30 minutes, you can reschedule your appointment to another day, without any additional fee. If a test is rescheduled, you must take the entire test over from the beginning. There are no refunds or any other compensation for any expenses or losses associated with any case where tests cannot be administered as scheduled. A rescheduled appointment is the only remedy available.

5.14 Score Reports
Score reports are normally provided at the testing center when you complete the tests. Technical problems may prevent the test center from providing a score report. Test scores are usually posted to myASE within 3 days of the test, but occasionally, scores may be delayed.

5.15 Canceling Tests
If you wish to cancel a test, you must first cancel any existing appointment for that test, and then cancel the test itself. Use the Cancel Test option in myASE, or call Prometric at 1-877-346-9327. The web is
available 24 hours a day, 7 days a week. If you are within 3 days of your testing appointment, you cannot cancel the appointment or test.

You can only cancel tests for which you paid. If you cancel a test within 3 days of purchase, you will receive a refund. Otherwise, you will receive a credit that can be used to pay for other ASE certification tests and fees. Credits must be used by the expiration date shown in myASE.

5.16 Test Takers With Disabilities
ASE provides reasonable testing accommodations to qualified individuals with a documented professional diagnosis at no additional cost under the provisions of the Americans with Disabilities Act (ADA). If you have a disability and wish to receive testing accommodations, you must submit your request and be approved before you register for the tests. The process is fully explained www.ase.com/adaform. Note that English as a Second Language by itself does not qualify as a disability under ADA, and ASE no longer offers the Reader/Translator option.

Testing accommodations cannot be provided at technical schools, training centers or Satellite test centers. They can only be provided at specific Prometric test centers.

5.17 Bilingual Tests
ASE no longer offers bilingual tests, but an English-Spanish glossary of technical terms can be accessed on each question in all tests by clicking a button on the computer screen.

5.18 Release of Test Results and Certification Status
If your employer or school paid for your test, they will be able to view the pass/fail/no-show test result, but not the specific test score. If you paid for the test yourself, only you can see the pass/fail/no-show test result, in addition to the specific test score. You can reprint a score report in myASE at any time.

There is a special exception to this rule: score reports for students and others testing at technical schools and training centers will be shared with the school or the training center strictly for the purposes of evaluating training program effectiveness. Schools and training centers are required to maintain the confidentiality of all score reports.

ASE does reserve the right to confirm whether you do or do not hold ASE certifications and in which areas. This is information about only those tests that you have passed - basically, it is the same information that is on your wall display certificate. If you do not want ASE to share this information with anyone else, you can opt out by unchecking the box labeled “Release my ASE status to others” in your profile in myASE. If you do so, ASE will not release your certification status to your employer, OEM, or other group or individual. This may prevent you from being reimbursed for tests, participating in recognition programs, or accessing service information, etc.

5.19 Notice to Organizations Using the ASE Examinations
The National Institute for Automotive Service Excellence (ASE) has developed these certification examinations expressly for use in the context of voluntary certification of vehicle service professionals, and all future revisions and refinements will be made in that context. ASE expressly disclaims any
responsibility for the actions of organizations or entities which decide to use ASE examinations in any context other than ASE's voluntary certification of vehicle service professionals.

The Institute reserves the right to cancel any test score, bar participation in the ASE Program, or revoke certification if ASE has any reason to question the validity of a test score, suspect misconduct at the Test Center, suspect an individual of creating or presenting fraudulent ASE certificates, score reports, or other credentials, or suspect the reporting of fraudulent registration information.

5.20 Terms and Conditions May Change
These terms and conditions are subject to change without notice. By registering for ASE certification tests and/or scheduling testing appointments, you agree to these terms. If you enter a registration or schedule an appointment on behalf of someone else, you certify that each person registered or scheduled accepts these terms as well.
Chapter 6 – Frequently asked questions

6.1 How much do ASE tests cost?
The 2015 fee schedule is shown below. Refer to www.ase.com/details for future changes.

• Certification Tests (except L1, L2 and L3): $35 each
• Advanced Level Tests (L1, L2, and L3): $70 each
• Recertification Tests: same cost as the corresponding Certification Tests ($35 each, except for L1R and L2R, which are $70 each); Recertification Test fees are capped at $105, regardless of the number of tests you take. The $105 cap limits only the amount you pay for recertification tests, not the number of tests you may take.
• Registration Fee: $36 for any combination of tests

6.2 How does registration work?
Registration and scheduling is a two-step process. To register, you (or your employer) select the tests you want to take, and pay for those tests. If this is the first time you are purchasing tests in the current registration window, you are charged a $36 per person registration fee, in addition to the test fee ($35 each for most tests.) If you (or your employer) have already paid the registration fee during this registration window, then you can register for additional tests and only pay the additional test fees. You can view the complete list of tests and current fees at www.ase.com/details. Visit myASE (www.myASE.com) or call Prometric at 1-877-346-9327 to register.

6.3 Can I cancel a test?
If you wish to cancel a test, you must first cancel any existing appointment for that test, and then cancel the test itself. Use the Cancel Test option in myASE, or call Prometric at 1-877-346-9327. The web is available 24 hours a day, 7 days a week. If you are within 3 days of your testing appointment, you cannot cancel the appointment or test.

You can only cancel tests for which you paid. If you cancel a test within 3 days of purchase, you will receive a refund. Otherwise, you will receive a credit that can be used to pay for other ASE certification tests and fees. Credits must be used by the expiration date shown in myASE.

6.5 What if I pay for a test but fail to take it?
Whether you register on the first day of a registration window or the last, you will always have 90 days to complete your testing. If you do not complete the testing within 90 days, the untaken tests will expire, you will forfeit your fees, and you must register and pay registration and test fees again. Untaken tests no longer roll over to the following registration window.
6.6 When will I receive my test results?
You get your detailed score report at the test center, immediately after you complete your tests. Test results may also be viewed in myASE.

Test results cannot be released over the phone. Failure to make full payment of test and/or registration fees will result in ASE withholding test results.

6.7 Why can’t I see the questions I missed? How do I know what to study if you won’t tell me what I got wrong?
We wish we could show everyone the questions they missed, but we can’t. Each ASE test question is written and approved by a panel of industry experts and then statistically validated by hundreds or thousands of actual test-takers. If we publicly released the questions for study purposes, anyone could memorize the answers, and the questions couldn’t be used in tests in the future. Writing entirely new questions each time the tests are given would be costly and would result in poorer quality, less-fair exams because the questions couldn’t be validated in advance. So, keeping the questions secure allows ASE to keep test fees down and also maintains the fairness of the tests.

While we can’t release the test questions, we do have some suggestions to help you study. First, become familiar with the format of the ASE test questions. Second, get a copy of the task list (blueprint) for the ASE test you are taking, and use it to perform an honest self-assessment of your knowledge. Third, look to NATEF-accredited and CASE-approved training programs for additional training resources. All this and more is explained in detail on the Test Prep and Training page.

6.8 When will I receive my certificate?
When you pass one or more tests and fulfill the work experience requirement, you will receive the Blue Seal of Excellence: the nationally recognized ASE emblem on a certificate suitable for framing. Certificates are printed and mailed weekly, so if we have your work experience on file, you should receive your certificate within three weeks of passing your test.

6.9 What is the Work Experience requirement?
To become ASE-certified, you must pass an ASE certification test and have relevant hands-on working experience. The amount of work experience required varies by test, and is specified in detail on the work experience reporting form. ASE recommends submitting the form after you've registered to take an ASE certification test.

You may claim experience in one or more of the following areas.

- Repair Technician – 1, 2, or 3 years
- Parts Specialist – 2 years
- Collision Damage Estimator – 2 years
- Service Consultant – 2 years
Formal education can also substitute for part of the hands-on work requirement. You may register and take tests (except for the X1, L1, and L2 tests) before you have the necessary experience. If you do so, you will receive a score report, but you will not earn certification or receive certificates until you fulfill the experience requirement. See all the details and instructions in Appendix M – ASE Work Experience Form, or download the form at www.ase.com/expform.

6.10 What is the best way to prepare for an ASE test?
To get a sense of how prepared you are, you can take an Official ASE Practice Test. Go to www.ase.com/practice for information. If you need to brush up on a topic, you may want to check out our Study Guides, or consider some more training resources. Visit www.ase.com/testprep to access those resources.

In addition, it pays to know about the types of questions on each test. To learn more about the kinds of questions you’ll see on your ASE certification test, visit www.ase.com/testingtips/index.html.

You can also take a test-drive of the computer-based testing system to become familiar with the format. Visit www.ase.com/cbttestdrive.

6.11 Are there classes that are required before I can take an ASE certification test?
No. There are no classes or courses that are required to take an ASE test. However, to become certified, you must pass one or more of the certification tests and have two or more years of hands-on work experience. In some cases, formal training can substitute for part of the work experience requirement.

The bottom line is that the more training and practical experience you have, the better you are likely to do on the tests.

6.12 Where can I purchase study guides? Is there one that ASE recommends?
There are many companies that offer printed and online training guides and courses that are specifically intended to help you prepare for the ASE certification tests. However, ASE does not review, edit, or endorse any particular test preparation product produced by any third party.

Many technicians find these study guides to be very helpful in preparing, but you should review them carefully before purchasing to see if they are right for you. To see a list of companies that provide training materials and study guides, visit www.ase.com/testprep and click on “More Training Resources”.

6.13 Are the questions in the test the same as the ones in the study guides I purchased?
No. The test questions that are used on the ASE tests are the proprietary, secret property of ASE, and are not shared for use in training courses. The questions that are included in third party study guides are intended to simulate ASE test questions. For the most authentic ASE-style questions, you might consider the Official ASE Practice Tests (www.ase.com/practice).
6.14 What are the “Official ASE Practice Tests”?
The Official ASE Practice Tests are online quizzes, using ASE-style questions that allow you to judge your test readiness, increase your knowledge, and ease your anxiety over taking actual ASE certification tests. The Practice Tests provide a printable performance report and explanations for correct and incorrect answers, giving you the opportunity to improve your skills. To learn more, visit www.ase.com/practice.

6.15 I failed the test – what do I do now?
If you passed one or more tests, you should be proud. If you didn’t, you should be proud that you tried. We have a great deal of respect for you, the person who has accepted the challenge of the ASE tests. Some never even try.

Whether or not you passed all the tests, you should know these things:

• The questions are tough, and the passing standards are high.

• Some professionals, even those with a good deal of knowledge and experience, might not pass.

• All the test questions were written and carefully checked by panels of experts who are working in the field.

• We specifically avoid “trick” questions, or questions with more than one right answer.

• The questions are designed to have three believable wrong answers. That is, answers that may look correct, but are definitely wrong if you know an important piece of information.

If you didn’t do as well on the tests as you would like, we would encourage you to continue to gain more hands-on experience and training, and try again in the future. For a variety of training resources, visit www.ase.com/testprep.
Chapter 7 – Support from ASE and Prometric

7.1 ASE Support
ASE staff provide support for test registration and myASE questions.

Phone: 1-800-993-7670   Email: testingevents@ase.com

7.2 Prometric Support
Prometric staff provide support for testing event scheduling, proctors, lockdown browser, and test delivery questions.

Phone: 1-877-881-7846   Email: aseeventtesting@prometric.com
Chapter 8 – Forms and examples

Appendix A – ASE Testing Checklist
Appendix B - How to Create a myASE Account - example
Appendix C – Testing Event Promotional Poster/Flier - example
Appendix D – List of ASE Tests
Appendix E – Sample ASE Registration Ticket - example
Appendix F – Seat Reservation Form
Appendix G – Test Day Roster
Appendix H – ASE Tests Here Today Poster
Appendix I – Turn Cell Phones Off Poster
Appendix J – Test Room Rules and Regulations
Appendix K – Test Day Feedback Form
Appendix L - Advanced Level Test Reference Booklets - example
Appendix M - ASE Work Experience Form
Appendix N - ASE Profile Update Form
Appendix O - ASE No-Release Change Form