

Saudi Commission for Health Specialties (SCFHS) – Frequently Asked Questions

What is the meaning of an eligibility number and how can I get it?

You must be eligible to test and be issued an eligibility number by SCFHS as to schedule your exam. For applicants outside the Kingdom of Saudi Arabia (KSA), please see related instructions via this SCFHS link <https://www.scfhs.org.sa/en/eservices/Pages/default.aspx> (the link may be updated from time to time and is provided on Prometric site's SCFHS pages). The eligibility number is unique to you and allows you to sit the appropriate test according to your qualifications and experience as to be licensed to practice in KSA. A candidate has only three attempts to pass a licensing exam. When not passing the first and second attempts, they may apply to SCFHS for a reactivation of their eligibility number as to obtain a third and last attempt.

What is the purpose of the exam?

To allow SCFHS to assess your knowledge, skills and ability in your chosen medical specialty.

If I pass the exam, do I get a practice license?

Not necessarily. In addition to passing the exam, there may be other requirements and procedures required to grant a practice license. Please refer to SCFHS directly in this regard.

What is the difference between testing inside and outside Saudi Arabia?

The cost of taking the exam may vary depending on the country you test in. Otherwise, no difference. All applicants require an SCFHS-issued eligibility number to schedule. And the exams' contents are the same everywhere. For further information please see www.scfhs.org.sa

What specialty exams are available at Prometric test centres?

A complete list of exams offered at Prometric centers is available on this website. If your specialty is not mentioned, please contact SCFHS for further information.

What methods can I use to schedule a test?

The quickest and easiest way to register is online as this will give you up to the minute details of seat availability. You can also schedule by telephone by calling the Prometric Regional Contact Centre. **When registering for a test, you must enter the number and issuing country of either your current Passport or Government Issued ID Card. This same Passport or ID must be taken by you to the testing center for verification at Check-in.**

How many times am I eligible to take the test?

Currently a candidate is allowed three attempts to pass. If not passing the first and second attempts, you may apply to SCFHS for a reactivation of your eligibility number as to obtain a third and last attempt. Generally, your eligibility to take the exam lasts for three months from the eligibility issuance date. During this time you are entitled to take the same exam twice. If your three-month period has expired, you must contact SCFHS to determine whether your eligibility period can be extended.

What is the procedure to reschedule an exam?

You can reschedule your appointment at www.prometric.com or by calling Prometric Regional Contact Centers. Please note there is a reschedule penalty period. It is advisable that you reschedule at least 30 calendar days before your scheduled testing date to avoid a reschedule fee (currently \$50 per re-schedule). If you reschedule 16 to 30 calendar days before the test date, you will be charged a standard \$50 reschedule fee. If you reschedule 15 calendar days or less before the test date, you will not be entitled to any refund, and you will lose your original test fee.

How do I cancel a test and do I get a refund?

You can cancel your appointment at www.prometric.com or by calling Prometric Regional Contact Centers. Please note there are cancellation and reschedule penalty periods. It is advisable that you cancel or reschedule at least 30 calendar days before your scheduled testing date as to avoid a cancellation fee (currently \$50 per cancellation). If you cancel 16 to 30 calendar days before the test date, you will be charged a standard \$50 cancellation fee. If you cancel 15 calendar days or less before the test date, you will not be entitled to any refund, and you will lose your original test fee.

No refunds will be processed, unless as an exception with full justification and at Prometric discretion. If cancelling outside the penalty periods you will be allowed to re-book the exam for another date, at no additional charge.

How can I locate my nearest test centre?

To locate your nearest test centre visit www.prometric.com. After requesting SCFHS, click on "Locate a Testing Centre" and this will provide you with all the necessary information.

How quickly can I schedule an appointment?

The quickest way to schedule an appointment is by booking online. This should be done at least 2 working days before the desired test date. **When registering to test, you must enter the number and issuing country of either your current Passport or Government Issued ID Card in line with the ID policy for this program. This same Passport or ID must be taken by you to testing center for verification at Check-in. If you are testing outside of your country of citizenship, you must present a valid passport.**

If I cannot get the date I want, what can I do?

The general aim is to provide you with a suitable appointment date for testing within the next 2 weeks. In the unlikely event that you are unable to find a seat online, please contact a Prometric Regional Contact Center.

While I am scheduling and I get an error message "Eligibility not recognized" or "My eligibility expired", what does this mean and what should I do?

If this message occurs, you should contact SCFHS. It could be that your eligibility period had expired or that your eligibility number has to be reset. The eligibility number reissuance or reset can only be done via SCFHS.

How many test centers are available in Saudi Arabia?

More than 20. A center is available in each major city and in many others. To locate a center nearest to you please visit www.prometric.com (request SCFHS, click on "Locate a Testing Centre" then this will provide you with all the necessary information).

How do I know that my appointment is confirmed?

When your registration has been successfully made you will receive an email confirmation. All the information that you need, including your confirmation number, contact details of the testing centre and the ID requirements you must bring with you is detailed in this email. If you do not receive your email confirmation within 24 hours of registering please contact a Prometric Regional Contact Center.

Can I schedule at any test centre?

Yes, you can reserve a seat in any location listed for SCFHS examinations.

How can I pay for my exam?

If booking online, by telephone or an email to a Prometric Regional Contact Center then your testing fee can be paid with a major credit card (MasterCard, Visa, America Express).

Unfortunately, payment cannot be made in cash.

What documents should I take to the test center on testing day for my identification?

You should take with you **the same form of identification that you used to register, being your Passport or Government Issued ID Card**. At check in, it will be verified and if not matching your registration record then you may be refused testing. **If you are testing outside of your country of citizenship, you must present a valid passport**. If you are testing within your country of citizenship, you must present either a valid passport, driver's license, national ID or military ID. Primary ID must be a valid, non-expired, official, government-issued ID bearing a recent photo and signature. The ID should be in English characters; however, the signature does not have to be in English. If the primary ID does not contain either a photo or a signature then secondary ID must be presented that does contain this information. All other personal items must be locked in a locker for test security purposes, so please limit what you bring to the Testing Center.

What is the duration of the exam?

Exams are between 2 hours and up to 7 hours depending on the exam title.

How many questions in my specialty?

Generally 100 to 300 questions to answer depending on the exam title.

What type of questions do I have in my test?

Mostly multiple choice format, so you simply select the correct answer from choices that are available.

Will I get my result at the end of my test?

For most exams yes, when your exam has ended then you will receive a certificate from the Test Center Administrator. It will indicate your score and whether you have been successful in passing the examination. Please keep your certificate in a secure place and provide it to SCFHS on demand. Prometric cannot issue a replacement certificate or score information letter. If you misplace your certificate please contact SCFHS directly. Some exams offer a Notice of Completion which will detail when your score will be available.

What is the passing score for my specialty?

This varies according to which exam you are taking. Further information can be obtained by contacting SCFHS.

What should I do if there is a technical problem or other issue, which means I am unable to take my test?

In the highly unlikely situation that you are unable to test, you will be issued with an incident number at the testing centre. You will then be able to rebook your appointment, free of charge, by contacting a Prometric Regional Contact Center and quoting the incident number given to you.

What should I do if I get incorrect question in my test or if I have a complaint during my test?

The exam that you will take has been verified many times. However, if you believe there is an error or have a complaint then you should notify the test center administrator who will file a report. The case will be investigated and you will be contacted with the outcome or for further information, as required.

What should I do if SCFHS do not receive my result?

For such and other similar post-testing issues please contact a Prometric Regional Contact Center.