



## USIEF Tests Center Policies for all Standardized Tests

**Please Note: This is a live document with revisions and updates being added on a regular basis.**

### ***Policy for Standardized Tests - Advanced Placement Test, SAT and PSAT***

#### ***USIEF Test Centers - USIEF Chennai, Hyderabad, Kolkata, Mumbai and New Delhi***

- **As testing and advising centers based in India**, we serve students residing and studying in India, irrespective of their nationality. As such, USIEF Test Centers offer the AP and PSAT exams only to students/test takers studying and residing in India. Registrations from prospective test takers residing and studying outside India will be cancelled at the time of reconciling registrations. We request that students living abroad register for standardized tests at centers nearest to them.

#### **Policy for Prospective and Registered Test Takers Studying and Residing in India (AP and PSAT)**

- Registration will be on a first-come basis as we have limited seating.
- Payment must be made within 3 business days of submitting the registration form, or by registration deadlines, whichever comes first.
- Payment must be received and confirmed to complete registration and to reserve your seat. Online registration does not ensure a seat for the chosen AP Exam(s) or the PSAT exam until payment is received and confirmed for the tests registered. ONLY tests for which the payment has been made will be ordered by USIEF. Payments made without registration will not be considered for test ordering.
- Once registration formalities are complete, test takers cannot change the subject(s) chosen for the AP Exam(s).
- USIEF follows a **no refund policy** for test registrations.
- USIEF test centers reserve the right to update, change, and/or modify, their internal test registration policies at their discretion.
- Please scroll to the next page to read our latest updates about the 2020 Advanced Placement Exams

#### **Policy for Prospective and Registered Test Takers Studying and Residing in India (for SAT)**

The College Board directly manages the registration and payment process for the SAT and sends relevant correspondence to prospective and registered test takers. As such, USIEF test centers are unable to contact test takers and inform them of any changes to testing and rely on the College Board for information dissemination. Test takers may get in touch with the College Board at –

Email: [sat@info.collegeboard.org](mailto:sat@info.collegeboard.org)

Phone (U.S. domestic): 866-756-7346

Phone (international): +1-212-713-7789

Customer Service hours are 8 a.m.–9 p.m. ET, Monday – Friday.

#### **United States-India Educational Foundation**

12 Hailey Road, New Delhi 110001

+91 11 42090909 (M-F 9 am to 5pm)

[www.usief.org.in](http://www.usief.org.in) | [info@usief.org.in](mailto:info@usief.org.in)



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### **Force Majeure Cancellation (For all standardized tests)**

USIEF reserves the right to cancel/change test registration and/or administration, due to unforeseen circumstances and contingencies, arising out of or caused by, directly or indirectly, forces beyond its control, including but not limited to strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes or acts of God, and interruptions, loss or malfunctions of utilities, communications or computer (software and hardware) services. Any payments received by USIEF will be considered for refund apropos of the situation at hand.

### **COVID-19 Update (Last updated March 11, 2020)**

Given the current global crisis related to the Coronavirus pandemic, after careful consideration and consultation with authorities in India, and following Government of India's health and immigration department guidance, we have been compelled to make changes to the upcoming tests administered by USIEF. We continue to monitor the evolving situation and may revise our policies to protect the health and safety of test takers and test administrators.

Any additional guidance will be shared on this page from time to time.

Test takers may also check the College Board's website for relevant updates - <https://pages.collegeboard.org/natural-disasters>

### **COVID-19 Update (Last updated April 9, 2020)**

***Disclaimer: This is a temporary addendum to the testing policy and is only applicable to the 'take-at-home' 2020 Advanced Placement Test.***

As schools and communities navigate the challenges posed by the COVID-19 outbreak, the health and safety of students and educators are our highest priorities. To manage this unprecedented situation and enable students around the world to take the Advanced Placement exams, for the year 2020 only, the College Board is offering online 'take-at-home' AP Exams.

Exams will be offered per the revised [testing schedules](#). Each subject's exam will be taken by test takers on the same day at the same time, worldwide. Simultaneous testing is critical to ensuring exam security. On each test date, exams will be offered at 4pm GMT (9.30 PM IST), 6pm GMT (11.30 PM IST), and 8pm GMT (1.30 AM IST).

[Click here](#) for additional details from the College Board about the AP exams.

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Students registered with USIEF test centers (Chennai, Kolkata, Mumbai, New Delhi) will have the opportunity to retain or cancel their registration for the online APs. Please refer to the following instructions for your testing preference –

**1) Students who wish to retain their exam registration and appear for the Advanced Placement Exams in May – NO action required if you have already registered and paid your test center before the late order deadline.** You will not need an admit card from the test center. The College Board will share more information about how you can take the test online in the coming days.

**2) Students who wish to cancel their AP Exam registrations -** Please complete [this form](#) no later than 5 pm (IST) on April 15, 2020. The form will expire after this deadline and no cancellation requests will be accepted beyond this deadline. After you have requested a cancellation, your decision cannot be undone. The form will be closed after this time and no cancellations requests or modifications to existing requests will be accepted through this form, by phone, email or any other modes of communication. In addition, forms with incomplete details will not be considered for refunds. No refunds will be provided to students who cancelled their tests before March 10, 2020 and requested a refund. All such cancellations will fall under the prevailing ‘no refund’ policy at that time. Furthermore, no refund will be provided to students who decided not to appear for the AP exams before the transition to the online test format or before April 9, 2020, whichever comes later. Please only use this form if you registered for the 2020 AP exams at a USIEF test center. If you registered through another school or test center, please directly contact the school/test center about cancellation requests.

Please allow USIEF test centers at least four weeks to process your refund request.

We encourage you to peruse these [FAQs](#) that will help you navigate several aspects of the take-at-home AP exams. Please also feel free to contact us on the following phone numbers and email IDs for assistance.

Test Center	Phone Number	Email
USIEF Chennai	+91-9500084773 (Whatsapp calls only)	<a href="mailto:shanthi@usief.org.in">shanthi@usief.org.in</a> <a href="mailto:shinu@usief.org.in">shinu@usief.org.in</a>
USIEF Kolkata	1800 103 1231 (Toll Free line. Active 10 am to 5pm, Mon through Friday only)	<a href="mailto:usiefkolkata@usief.org.in">usiefkolkata@usief.org.in</a> <a href="mailto:testskolkata@usief.org.in">testskolkata@usief.org.in</a>
USIEF Mumbai	+91-22-22624603	<a href="mailto:usiefmumbai@usief.org.in">usiefmumbai@usief.org.in</a>
USIEF New Delhi	+91-11-42090980 +91-11-42090984	<a href="mailto:tests@usief.org.in">tests@usief.org.in</a>

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### **Rolling Updates About Other Standardized Tests (SAT and PSAT) in Wake of the COVID-19 Pandemic (Updated April 13, 2020)**

USIEF Test Centers currently do not have any new updates about the upcoming SAT and PSAT.

As the situation around the COVID-19 pandemic continues to evolve around the world, USIEF test centers will provide relevant updates, as provided by the College Board, about other standardized tests (SAT and PSAT).

Any additional guidance will be shared on this page from time to time.

Test takers may also check the College Board's website for relevant updates - <https://pages.collegeboard.org/natural-disasters>

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