



## **Addendum to the SOA Rules and Regulations for Exam Candidates during the Covid-19 Pandemic dtd May 18, 2020**

The SOA's goal remains to provide our exam candidates with the ability to test and continue making progress toward earning one of our designations while determining the appropriate steps to take to provide for individual health, safety and well-being. To remain in compliance with governmental mandates and recommendations from the CDC and WHO and keeping the protection of our volunteers and candidates in mind, various safety practices will be enacted throughout the exam day.

### **SOA Exam Locations:**

As we work towards delivery of our postponed Spring 2020 examination in July 2020 and into the future, we have adopted enhanced measures in response to COVID-19. Our exam locations and our volunteers/proctors are required to abide by the procedures outlined here.

### **Candidate Safety**

#### **Exam Day Protocols:**

- Requiring all exam candidates to bring and wear a face mask/face covering during the entirety of their time at the exam center location. Both medical masks and cloth face coverings are acceptable. Any exam candidate that comes to the test center without a mask will not be allowed to test.
- Permitting exam candidates to use gloves while they are testing. Please note items will be subject to visual inspection by exam center supervisors or proctors upon entry to the exam location.
- Enforcing social distancing practices throughout the check-in and exam testing day.
- Providing all exam center supervisors with protective masks, gloves. Sanitizing wipes will be available from the exam location to help reduce the risk of transmission of infection.
- Limiting points of physical contact between supervisor and exam candidates.
- Providing clear, easy to read list of expectations for conduct at the testing center.
- Exam candidates will use their own pen to sign in on the sign-in sheets.
- Identification policy has been modified due to many state driver's license facilities being closed, we will accept IDs with expiration dates from February 1, 2020 forward for entrance to the exam room. Mask will need to be lowered or removed momentarily for this process to confirm identification match to ID.
- Exam candidates will perform the clearing of their own calculators with instructional assistance from the supervisor/proctor and then will show the supervisor/proctor that it has been cleared. The supervisor/proctor need not touch the calculator.
- Exam candidates will be seated in a manner that ensures distancing guidelines of 6-feet are satisfied during testing, following local government guidelines.
- If a restroom break is needed the supervisor or proctor will ensure the path is clear to exit and return.

- Physical walkthroughs of the exam room will be limited unless there is adequate space to comply with local government distancing guidelines.
- All exam center location volunteers will be required to wear a mask during the entirety of their time at the exam center location.

**Please Note:** if you fall into any of the following categories, you **will not** be permitted to test until you no longer fit the criteria:

- Have been diagnosed with COVID-19 in the past 14-days;
- Have been exposed to someone diagnosed with COVID-19 in the past 14-days;
- Are experiencing flu or cold-like symptoms; OR
- Have returned from travel to a highly infected area in the last 14-days.

**By entering the exam location, you attest that you are clear of the restrictions to testing.**

- **SOA exam locations in China:** Chinese Government & Building Management Epidemic Prevention Standard, safety practices will be enacted throughout the testing process.

**Please note that any of these procedures will be subject to change as necessary.**

### **Exam Center Cleanliness**

We have delivered to all exam locations the information of our expected level of cleanliness in their operations. We continue to reinforce expected cleaning actions at all exam locations around the world that will mitigate the risk of spread of the virus at these exam locations. These procedures include cleaning high-touch surfaces before opening on the exam day, in-between the morning and afternoon sessions, and at the end of the day, and providing disposable wipes so that common surfaces can be wiped.

### **Exam Candidate Support through SOA Customer Service**

Our SOA Customer Service Department is continuing to work through a higher than normal of phone calls and emails that are the direct result of the COVID-19 pandemic. When you have a question for Customer Service, Exams, Education, VEE or the Registrar we ask that you send only one email per topic/question. Multiple follow-up emails with the same question create an additional backlog in our queue and slow down our efficiency in responding to everyone. Thank you in advance for your patience and understanding.

### **Exam Candidate Reminders - Protect Yourself!**

- Wash your hands frequently with an alcohol-based hand sanitizer or soap & water for at least 20 seconds.
- Cover your mouth and nose with your elbow or a tissue while coughing or sneezing.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Review the [CDC's Steps To Prevent Illness](#).