



## Test Center FAQ's

Outlining the upcoming changes to the HiSET brand and platform

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**Classification:** Public

# Frequently asked questions

## **Who is PSI?**

PSI is a global leader in workforce solutions with over 70 years' experience delivering successful testing programs to help people achieve success in their academic, personal, and work lives.

## **Why did PSI acquire the HiSET program?**

PSI's mission statement is "To help people meet their potential." Delivering the HiSET program is tightly aligned with that mission. On a practical level, given PSI's strong presence in the US domestic certification market, we believe that there is considerable potential to grow the program, both through increased adoption by states and greater uptake among test takers, as well as exploiting synergies and broadening the range of associated products and services on offer from PSI's wider portfolio.

PSI has complementary capabilities, such as additional career-oriented certifications and licenses, that HiSET test takers may be able to benefit from. PSI also has its own psychometrics and test development, test delivery and channel operations infrastructure to support the business.

## **When will my site be able to start delivering tests through PSI?**

Candidate scheduling begins during September 2022, with test delivery beginning in October 2022, specific timelines will be provided in the coming weeks.

## **Will my site need to be approved by PSI to continue to deliver HiSET exams?**

No, PSI will simply transfer your existing MOUs, and ensure that all site demographic details are documented in PSI's delivery systems.

## **What does my site need to do to be prepared for HiSET delivery?**

In the coming weeks, PSI Channel Management team will communicate further instructions which will include delivery platform and TCA access details, key PSI support information, HiSET program manuals, as well as TCA training.

**How will my site schedule be setup?**

Site schedules will be created and maintained by PSI's centralized capacity planning team, Session Management, based on the information you provide in a forthcoming online form.

**What can my site do right now?**

At present we ask that you be on the lookout for further communications.

**Will anything change with how my site will collect test taker fees or site fees?**

No, the arrangements that you were previously accustomed to through ETS will still be applicable through PSI.

**Will there be new test delivery requirements to be met to deliver exams through PSI?**

No, all requirements will remain consistent once testing launches through PSI.

**What if I have additional questions that are not covered in the FAQ document?**

Please contact [siteadmin@psionline.com](mailto:siteadmin@psionline.com) so we can advise.