

ADP Professional Certification Exam FAQs

Which ADP products offer professional certification?

ADP offers professional certification for ADP Workforce Now Payroll, Human Resources, and Time & Attendance. Certification for other ADP solutions will be available in the future. Check back at [Pearson VUE's ADP site](#) for the most current offerings and information.

When are the exam and registration dates?

Spring testing dates are April 1–May 31 and Fall testing dates are September 1–October 31. Registration opens one month before each testing cycle and closes on the last day of testing.

How do I prepare for the exam?

You can prepare for your exam with the free study resources that are located in the appendix of the *Candidate Handbook*. You can also gain confidence by taking the optional refresher course or courses, which include practice questions. See [Pearson VUE's ADP site](#) for more information.

How do I reschedule or cancel my exam?

If you need to cancel or reschedule an appointment, you must call Pearson VUE at 1-877-321-EXAM (3926) on business days by noon at least 24 hours before the scheduled appointment. Candidates can also cancel an appointment from the [Pearson VUE site](#), but online cancellations must be made at least two business days before the scheduled appointment.

Important:

- Saturday and Sunday are *not* considered business days.
- Exam appointments *cannot* be canceled or rescheduled by leaving a message on voicemail.

What is your exam refund policy?

Exam fees are refundable only if you cancel or reschedule your testing appointment at least 24 hours before the scheduled appointment. If you miss your appointment, cancel too late, or arrive too late (15 minutes past the scheduled exam appointment), you will forfeit all registration fees. In addition, ADP does not offer refunds for exams that you do not pass or for which do not qualify for refunds as stated. For hardship appeals to refund beyond the 24-hour window, please send an email to EnterpriseLearningSupport@adp.com.

What is your retake policy?

Candidates who fail the exam must wait until the next testing window before retaking the exam. Candidates who fail the exam on the second attempt must wait one full year from the date of the second attempt to retake the exam. Candidates who retake the exam must pay the full exam fee at each attempt.

How do I maintain my certification?

After a period of three calendar years, ADP Certified Specialists who want to continue to hold their certification must either retake and pass the exam or demonstrate their continuing education with ADP. You can demonstrate your ADP continuing education by completing a minimum of 10 hours in one or any combination of activities as detailed in the *Candidate Handbook*. For more information, see the “Continuing Education” section of the *Candidate Handbook*, accessible from [Pearson VUE's ADP site](#).

Can I find out whether I answered specific questions correctly or incorrectly?

To protect the integrity of the certification process, ADP does not share information about specific questions. Your best course of action is to review your percentage scores for the exam sections listed on your score report to determine how well you did on each section. Then compare your scores to the “Exam Description and Topics” section of the *Candidate Handbook* to target the topic areas to review.

ADP Refresher Course FAQs

How do I reschedule or cancel my refresher course?

To reschedule or cancel your refresher course, contact ADP Learning Support in one of the following two ways:

- Call 855-599-2367 and select Option 3 and then Option 1.
- Send an email to EnterpriseLearningSupport@adp.com.

When or how will I receive my training completion certificate?

You will receive an email with your certificate a day or two after you complete your training session.

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**Enterprise
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Published by ADP Enterprise Learning

August 2018