

Frequently Asked Questions

System Operator Certification Program

Pearson VUE – Exam Delivery Vendor | March 10, 2025

Important: NERC's System Operator Certification Program is moving to Pearson VUE as the new exam delivery vendor on **March 25, 2025**.

Note: Candidates can begin scheduling exams with Pearson VUE on **March 25, 2025, at 12:00 p.m. Eastern**.

For additional System Operator Certification program information go to the [System Operator Certification & Credential Maintenance Program](#) and [One-Stop Shop \(System Operators Certification and Credential Maintenance Program\)](#) pages on the NERC.com.

Please submit any questions via the [SOCCED Help Center](#).

Scheduling Exam Appointments

Q 1: How do I schedule an exam appointment with Pearson VUE?

A 1: Candidates can schedule their exam appointments with Pearson VUE via the link on their SOCCED dashboard under **Applications, Apply: NERC** or they can call Pearson VUE at 1-888-736-0563 or 1-425-464-8871. (See [Figure 1](#))

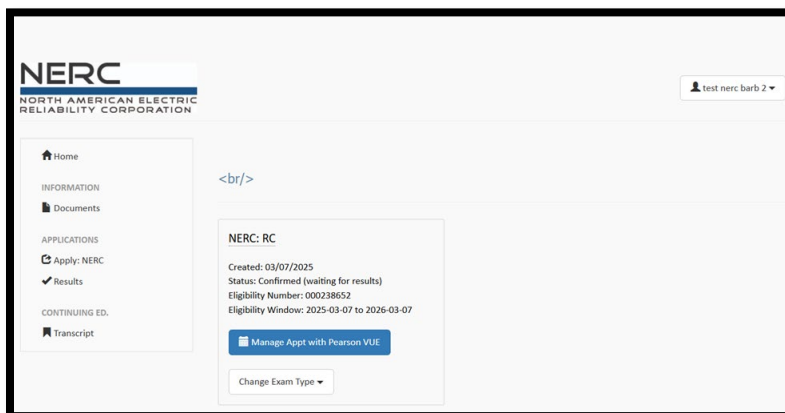


Figure 1

Q2: How will I know if my appointment was scheduled, rescheduled or cancelled?

A2: The instructions for scheduling, rescheduling and cancelling an appointment are intuitive for candidate ease. Candidates should **be sure to click on the SUBMIT button** on the lower right corner on the '**Almost there**' page to finalize your exam appointment. Candidates should receive an emailed

confirmation shortly after *clicking* the **SUBMIT** button. Candidates can also see their appointment information on their SOCCED dashboard under Applications, **Apply NERC.**(See [Figure 2](#))

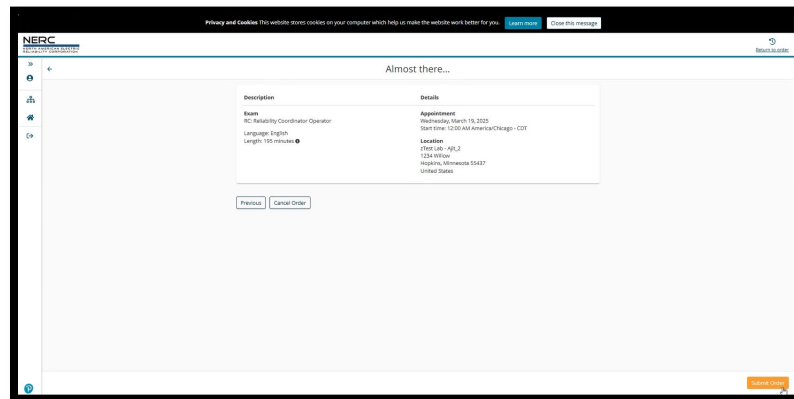


Figure 2

Q3: Can I schedule my exam appointment immediately after I pay for an exam in SOCCED?

A3: Yes, the link to schedule with Pearson VUE will be available immediately after payment on the candidates SOCCED dashboard under Applications, Apply NERC.

Q4: What is the best practice for scheduling exam appointments?

A4: Candidates **must** schedule at least **24 hours in advance** of their desired exam appointment date and should schedule their exam appointments as far in advance as possible. Candidates should take exam center availability into account when scheduling.

Q5: Will I receive notification from SOCCED that my exam eligibility information was sent to Pearson VUE?

A5: Yes, candidates will receive an email from SOCCED after they pay for their exam informing them their exam eligibility information has been sent to Pearson VUE.

Q6: When will the link to schedule my exam appear on my SOCCED dashboard?

A6: After a candidate pays for their exam, the link to schedule with Pearson VUE will appear on their SOCCED dashboard under Applications, Apply NERC. (See [Figure 3](#) and [Figure 4.](#))

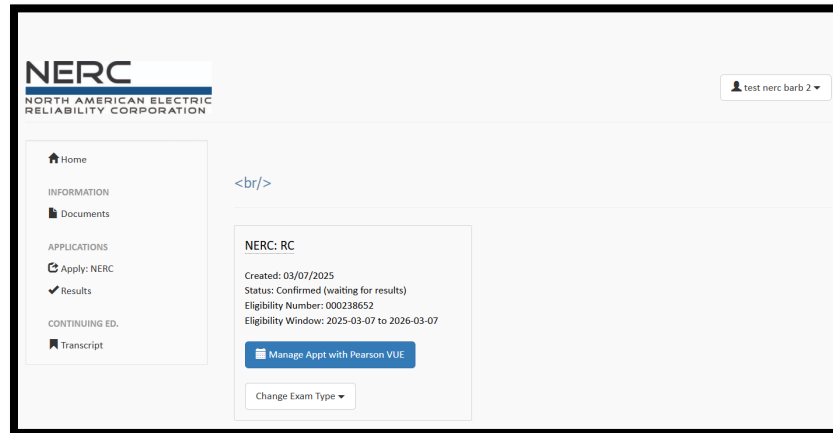


Figure 3

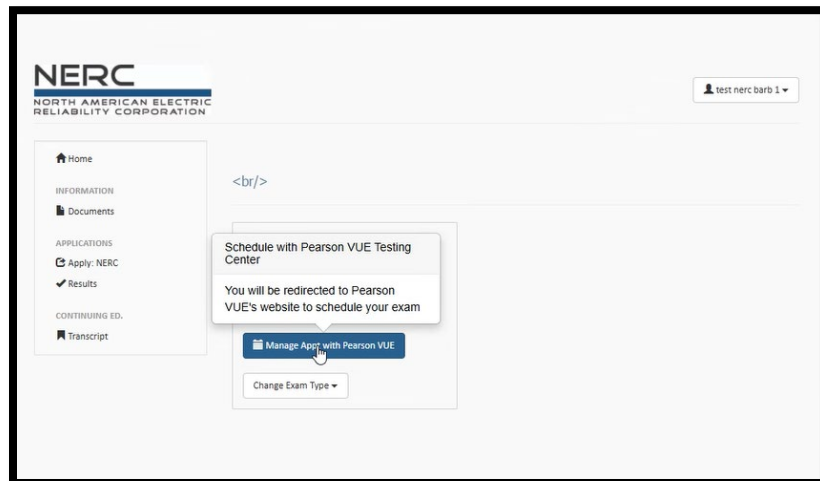


Figure 4

Q7: Will my exam date and location show on my SOCCED dashboard?

A7: Yes, after the candidate schedules their exam, Pearson VUE will send the exam appointment date and location to SOCCED and it will appear on the candidate's SOCCED dashboard under Applications, Apply: NERC. (See [Figure 5.](#))

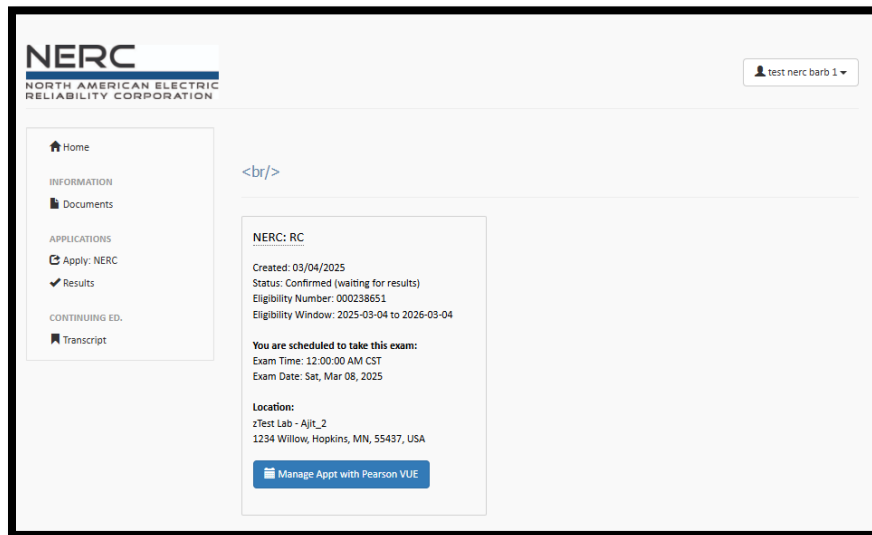


Figure 5

Rescheduling and Canceling Exam Appointments

Q8: How do I reschedule or cancel my exam appointment with Pearson VUE?

A8: Candidates can reschedule or cancel their exam appointments with Pearson VUE with the link on their SOCCED dashboard or they can call Pearson VUE at 1-888-736-0563 or 1-425-464-8871. See screenshot above under Q7.

Q9: How far in advance do I need to reschedule or cancel my exam appointment?

A9: Candidates must reschedule or cancel their exams **at least 48 hours** prior to their exam appointment.

Q10: Can I leave a voicemail or chat with Pearson VUE to reschedule or cancel my exam appointment?

A10: No, candidates cannot reschedule or cancel their exam appointment via voicemail or chat with Pearson VUE.

Additional Questions

Q11: Where can I find information on testing for the NERC System Operator Certification Program?

A11: Visit the Pearson VUE website for the [NERC Information page](#).

Q12: How do I find exam center locations?

A12: Visit the Pearson VUE website for the [NERC's Information page](#) to **Find a test center**.

Q11: Will my exam eligibility expiration date be the same with the move to Pearson VUE?

A11: Yes, the candidate's exam eligibility expiration date will remain the same.

Q12: Will my exam eligibility information be sent to Pearson VUE regardless of when I paid for the exam prior to March 25, 2025?

A12: Yes, all candidates with active exam eligibility will be sent to Pearson VUE. This includes candidates that paid for their exams and have not taken the exam prior to March 14, 2025, with PSI and candidates that paid for their exams during the exam blackout period of March 15 to 25, 2025.

Q13: Do I have to create an account with Pearson VUE?

A13: No, candidates do not need to create an account with Pearson VUE because they use the link to on their SOCCED dashboard under Applications Apply NERC to schedule with Pearson VUE.