

Candidate Test Registration Policy

1. Registration is online only. No email or telephone registration will be allowed.
2. Payment is made at the time of online registration. (The system accepts Visa, Master Card, and Discover).
3. It is your responsibility to enter accurate information when you schedule your test appointment online.
4. Test appointment confirmation will be sent to you via email only. It is your responsibility to check your email for your appointment confirmation and to contact language@ulonline.net right away if you do not receive your confirmation email.
5. If there is an issue with your online registration involving over-payment, you must contact language@ulonline.net request resolution within 60 days of the charge on your bank account.
6. If you have a disability and need a reasonable accommodation, please email UniversalLanguage at language@ulonline.net Supporting documents such as a physician's statement about the accommodation must be received by UniversalLanguage before a test appointment can be confirmed.
7. If you miss your scheduled test, you will need to schedule and **pay for another test** online.
8. Test will be proctored and administer by a selected remote system contracted by UniversalLanguage Service due to their expertise in safe remote testing.
9. The testing site link will be emailed to the candidate for profile creation and login on test day.
10. If you arrive late to the exam UniversalLanguage will allow you to proceed. However, you will not be given extra time and must complete the test in the remaining time allowed from the scheduled start time. Free scheduling

will not be granted for late arrivals (login), whether candidates decide to take the test or not.

11. If upon receiving your confirmation email, you realize you will not be able to keep your appointment, please contact us at languagetesting@ulsonline.net If UniversalLanguage does not hear from you within ten (10) calendar days for the date the appointment was scheduled you will not be given a refund or free rescheduling.
12. Test fees are non-refundable. If candidates fail to attend the confirmed test session. In the event of an emergency, the test session may be rescheduled. UniversalLanguage will need supporting documentation such as police reports or physician statements about the emergency to reschedule.
13. There is no attempt limit in trying to pass any of the tests. However, if candidates fail to pass a test after three (3) attempts, they may want to wait until they are better prepared before rescheduling for the same test. A new test appointment and payment are required for every individual test attempt.
14. While a test is pending appeal, no reschedule application of the same test will be accepted.
15. The candidate is responsible for informing UniversalLanguage of any change of name, mailing address, telephone number, and e-mail address. A name change request must be made in writing with a photocopy of a court document such as a marriage or divorce certificate.
16. The Information about certified/authorized interpreters and translators are published on the LTC website. Universal Language Service will report to DSHS/LTC the candidates passing of written or oral exam. If any interpreter who does not want to have their name or certain information published should send an email us at languagetesting@ulsonline.net and to dshsct@dshs.wa.gov requesting the removal of any specific information they do not want published.