



ASWB EXAM

CANDIDATE HANDBOOK

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INTRODUCTION

Congratulations on your efforts to become a licensed social worker. As you work through the requirements involved in applying for and receiving your state or provincial license, remember that what you are doing is important, both to you and to the people you will serve.

The ASWB Exam Candidate Handbook is designed to help you register for and take an ASWB social work licensing examination.

ASWB SUPPORTS SOCIAL WORK BOARDS BY PROVIDING LICENSING EXAMS

Social work board in your state or province Regulates the practice of social work	ASWB Develops the licensing exams
<ul style="list-style-type: none">• Determines eligibility• Issues your license• Handles license renewal	<ul style="list-style-type: none">• Registers candidates to take the exams• Issues score transfers

ABOUT THE EXAMS

EXAM FORMAT

Each ASWB examination contains 170 multiple-choice questions; 20 of these questions are being pretested for possible inclusion as scored questions on a future ASWB examination. Your performance on the pretest items will not affect your score on the examination — only the 150 remaining items will count toward your score. The pretest and scored items are mixed together on the examination.

You will have four hours to complete the examination, which is administered on a Pearson VUE computer. The testing program allows the test-taker to move freely through the exam, change answers, mark questions for later attention, skip questions, and review questions. View the [non-interactive tutorial screens](#).

EXAM DEVELOPMENT

The ASWB examinations are multiple-choice exams designed to measure the minimum competency acceptable to practice social work within a given scope of practice at entry to practice. They are developed from a regularly updated survey of the actual practice of social workers across North America who work in a variety of settings and represent demographic diversity. The results of the survey shape the questions that appear on the examinations and establish the need for a particular examination within a specific scope of practice.

Exam questions are written by item writers who have been selected to reflect racial, ethnic, gender, geographic, and practice-setting diversity. The Examination Committee—a group composed of content experts from a variety of practice settings and balanced for diversity—reviews and selects questions to be placed on the ASWB examinations.

ASWB ensures that the examinations are fair measures of competency regardless of the race or gender of the test-taker. Every exam item undergoes statistical analysis and sensitivity review by a group of expert social work professionals. If such analysis demonstrates the potential for any race or gender bias, the item is deleted. Results over several years have shown that ASWB exams are statistically free from race and gender bias.

The exams are maintained following standards developed jointly by the American Psychological Association, the American Educational Research Association, and the National Council on Measurement in Education.

EXAM CATEGORIES

The state or province informs ASWB about the exam category that you are approved to take based on ASWB policy.

Category	Requirements	Purpose
Associate		For use in jurisdictions that issue licenses to applicants who do not possess a social work degree
Bachelors	Bachelor's degree in social work	Basic generalist practice of baccalaureate social work
Masters	Master's degree in social work	Practice of master's social work including the application of specialized knowledge and advanced practice skills
Advanced Generalist	Master's degree in social work; two years (or commensurate experience as defined by the jurisdiction) of experience in nonclinical settings	Practice of advanced generalist social work that occurs in nonclinical settings and may include macro-level practice
Clinical	Master's degree in social work; two years (or commensurate experience as defined by the jurisdiction) of experience in clinical settings	Practice of clinical social work requiring the application of specialized clinical knowledge and advanced clinical skills



Some boards require additional examinations as part of the licensure process. Check with the [social work board in your state or province](#) to find out whether the ASWB examination is the only exam you need to take.

STEPS FOR TAKING THE EXAM

STEP 1

APPLY for a license with the board in your state or province

[Directory of social work boards](#)

- Obtain and submit an application for license
- Pay license application fee
- Receive approval to register for the exam

STEP 2

REGISTER and pay for the exam with the Association of Social Work Boards (ASWB)

[ASWB exam candidates](#)

- Order exam guide and online practice test
- Receive Authorization to Test

Nonstandard testing arrangements

- [Nonstandard testing arrangements](#)
- specialarrangements@aswb.org

- Request nonstandard testing arrangements for disability or other health conditions
- Request English as a second language arrangements
- Request 90-day waiver
- Request excused absence

STEP 3

SCHEDULE your testing appointment with Pearson VUE

[ASWB portal at Pearson VUE](#)

- Schedule your testing appointment (You must have your Authorization to Test email to schedule your testing appointment.)
- Receive confirmation of your appointment
- Cancel or reschedule an appointment
- Get directions to the test center

STEP 1:

APPLY FOR A LICENSE WITH YOUR SOCIAL WORK BOARD

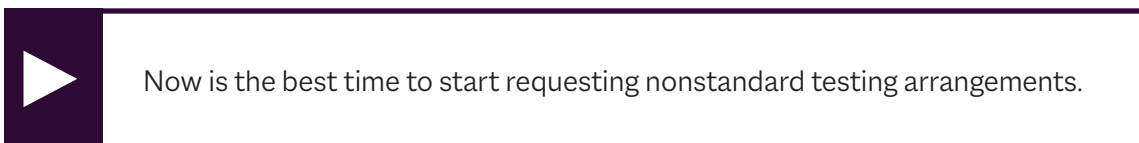
MAKE SURE YOU ARE ELIGIBLE

Before you may register for the exam, you must apply for your license and receive approval from your state or provincial regulatory board. Your board will inform you of your eligibility to sit for the ASWB examination. There may be variations in how eligibility to take the exam is established. Most jurisdictions require application and/or licensing fees that are not part of the examination fees paid to ASWB. These fees are paid to the licensing board at different points in the licensing process, depending on the jurisdiction. Communicating with your board is essential.

NONSTANDARD TESTING ARRANGEMENTS

If you have a documented disability or other health condition or if you use English as a second language, you may be eligible to receive nonstandard testing arrangements.

Documented disabilities generally apply to a person who has a physical or mental impairment that substantially limits a major life activity. The state or provincial social work board and ASWB will cooperate in making any necessary determinations under all applicable federal, state, provincial, and local legislation, including but not limited to the Americans with Disabilities Act.



Other health conditions may include:

- Conditions such as diabetes that require a monitoring device
- Temporary or short-term conditions such as:
 - A broken bone requiring an ambulatory arrangement
 - Pregnancy requiring additional breaks
 - Breastfeeding requiring access to a breast pump

If you believe you are eligible for nonstandard testing arrangements:

- Submit a [Request for Nonstandard Testing Arrangements](#) to ASWB and receive approval before registering to take the examination.
- Where applicable, requests for nonstandard testing arrangements will be forwarded to the appropriate licensing board for approval.
- These approvals must be completed **before** registering with ASWB for an examination.

American Sign Language

Individuals who need arrangements for American Sign Language must use the [Request for Nonstandard Testing Arrangements](#).

English as a second language

Some states and provinces allow nonstandard testing arrangements for candidates whose first language is not English. Check with your board to see if such arrangements are allowed. You must be approved for ESL arrangements **before** registering with ASWB for the examination. Contact specialarrangements@aswb.org for more information.



Requests for nonstandard testing arrangements must be submitted and approved before the candidate registers and pays for the exam with ASWB. A US\$30 change fee is charged if a candidate registers before receiving approval for nonstandard testing arrangements. Nonstandard testing arrangements cannot be added to a testing appointment after the appointment has been scheduled.

STEP 2:


REGISTER AND PAY FOR YOUR EXAM WITH ASWB

When you [register for the exam with ASWB](#), you will answer a series of questions, including questions about your education. The information you provide helps ASWB verify your eligibility and supplies the association with important demographic data that will assist in the continued maintenance and improvement of the examinations and other ASWB programs. ASWB uses information provided about gender and race/ethnicity to help ensure exam fairness for all groups. Your information will be kept private.

Make sure the name you use to register for the exam matches the first and last names on the identification you will use at the test center. Middle names and initials are not verified at the test center.

FEES

ASWB accepts Mastercard, Visa, and Discover credit cards. All fees are nonrefundable.



- Associate, Bachelors, or Masters exam registration: US\$230
- Advanced Generalist or Clinical exam registration: US\$260
- Changes made to an exam registration: US\$30

AUTHORIZATION TO TEST

Once your registration is complete, ASWB will send you an Authorization to Test email within two business days. The email will contain information you need to schedule a testing appointment. **Keep your Authorization to Test for future reference.**

If you have been approved for nonstandard testing arrangements, details will be included in the Authorization to Test.

AUTHORIZATION TO TEST EXPIRATION DATE

Your Authorization to Test is good for one examination only and may be valid for up to one year. An earlier expiration date may be required by your state or province. If your Authorization to Test contains a board-imposed expiration date, you may not take the examination after this expiration date.

PREPARING TO TAKE THE ASWB EXAM

Exam preparation

Because the ASWB examinations are designed to measure entry-level practice competencies, exam content reflects what a social worker is expected to know and what professional social workers within a given scope of practice are already doing. This does not mean that preparation is unnecessary, but most candidates find that preparation for the ASWB examinations involves reviewing areas of practice that they might not use frequently, rather than learning something completely unfamiliar.

Exam content outlines

The content outline for each ASWB examination defines the content that will be measured on the exam. The content outlines were developed through the practice analyses conducted with licensed social workers in a variety of practice settings across the United States and Canada.



The [exam content outlines](#) reflect the structure and content areas of the exam. The Associate and Bachelors exams share the same content outline.

Exam guide

The *ASWB Guide to the Social Work Exams* provides an in-depth look at how the exams are built and the type of questions you can expect on the exams. It contains content outlines and suggested references for all exam categories. [Print version](#): US\$20 plus shipping [E-book](#): US\$15

Online practice test

The online practice tests are full-length tests that use software modeled on the testing software used to administer the social work exams. ASWB's online practice tests use exam questions retired from past exams. You will have four hours to take a 170-question practice test **one time**. Practice test users have 30 days total to review the questions, answers, and rationales. The 30 days begins when you launch the practice test.

Only registered candidates may purchase the practice test.

Online practice tests are available for the Bachelors, Masters, and Clinical exams. Candidates registered for the Associate exam may purchase the Bachelors online practice test, which shares the same content outline. The passing score for the Bachelors practice test, however, will be applied. No online practice test is available for the Advanced Generalist exam. [Online practice test](#): US\$85

STEP 3:

SCHEDULE YOUR TESTING APPOINTMENT WITH PEARSON VUE

ASWB has contracted with Pearson VUE for exam administration. There are no set times or dates for taking an ASWB exam. You may choose an available time and location that works for you and schedule your individual testing appointment with Pearson VUE.

You may schedule a testing appointment with Pearson VUE after you receive your official ASWB Authorization to Test. It provides the information you need to schedule the appointment.

Because of the volume of professional and other types of examinations administered through the test centers, it is wise to schedule your examination date as far in advance as possible. This will help to ensure that you get the location, date, and time that you want and are able to take the exam within the time limits of your authorization. Exam fees are forfeited if you do not take your exam by the expiration date listed on your Authorization to Test.

TEST CENTERS

Candidates for the ASWB examinations may access a network of Pearson VUE test centers worldwide. Most test centers are open Monday through Friday during business hours, and many centers are open on Saturday. Test-takers may take the exam outside the jurisdiction where they are approved. ASWB strongly recommends, however, that you check for travel restrictions with local authorities before scheduling an examination. If you travel to a location that is affected by travel restrictions, you may not be permitted to test.

SCHEDULE A TESTING APPOINTMENT

Candidates may schedule testing appointments online or by phone. You must have your Authorization to Test email to complete the scheduling process.

If you schedule your testing appointment at the [ASWB portal at Pearson VUE](#), you will need to create a web account, select a test center, choose an appointment, review and confirm your contact information, agree to testing policies, submit your order, and receive a summary of your appointment.

CONFIRMATION EMAIL

Whether you schedule online or by phone, you will receive an email confirmation of the appointment from Pearson VUE within 24 hours. The email includes testing information and directions to the test center. **If you do not receive your confirmation email, it is your responsibility to contact Pearson VUE immediately and request that it be sent again.**

CANCELING OR RESCHEDULING AN APPOINTMENT

If you need to cancel or reschedule your testing appointment, it is your responsibility to follow these cancellation/rescheduling guidelines to avoid forfeiting your examination fee.

- If your appointment is scheduled at a test center in the United States, Canada, or the U.S. territories, you may cancel or reschedule your appointment by contacting Pearson VUE at least 24 hours before the appointment time online at the [ASWB portal at Pearson VUE](#) or by phone at 877.884.9537.
- If your appointment is scheduled **outside the United States, Canada, or the U.S. territories**, you may cancel 24 hours before the appointment time at the [ASWB portal at Pearson VUE](#) or by calling the [regional call center](#).
- If your testing appointment was made with **nonstandard testing arrangements**, please see your Authorization to Test email regarding canceling and rescheduling your appointment.
 - If your nonstandard testing arrangements include assistive personnel (reader, scribe, or American Sign Language interpreter), we request that you provide two business days' notice to cancel or reschedule your appointment.
 - If you are scheduled to test on a Monday or Tuesday, you must call to cancel or reschedule your appointment before 7:00 p.m. Eastern Time on the Friday before your appointment.

If you cancel or reschedule your testing appointment online, please be sure to complete all steps and receive a summary of your transaction. You will receive an email confirmation of the appointment cancellation/rescheduling from Pearson VUE within 24 hours. **If you do not receive this confirmation email, it is your responsibility to contact Pearson VUE immediately and request that it be sent again.**

It is also your responsibility to keep the confirmation email you receive from Pearson VUE or to keep a record of the date, time, and the name of the representative you spoke to if you canceled or rescheduled your testing appointment by phone.

Examination fees will not be refunded, even if you cancel your testing appointment. You may reschedule your examination date without additional charge if you follow the guidelines above.

TEST DAY

EXAMINATION SECURITY

The ASWB social work licensing examinations are high-stakes exams that can affect a person's ability to practice social work. Violating exam security is a serious offense, and ASWB strictly enforces security measures at its examination sites. Many of the rules and procedures that follow, including identification requirements and the prohibition against taking personal items in and out of the testing room, exist to protect the content and administration of the social work licensing exams. By enforcing these security procedures, ASWB can provide a secure testing environment and a reliable examination program.

TEST CENTER ARRIVAL

Remember, it is **your** responsibility to locate the test center and arrive on time—late arrivals are treated as no-shows, and exam fees are forfeited. Your confirmation email from Pearson VUE includes testing appointment information and detailed directions to the test center.



It is a good idea to locate your test center a few days before your testing appointment to minimize unwelcome surprises on test day.

On the day you are scheduled to test, plan to arrive 30 minutes before your appointment time to allow yourself plenty of time to check in and become familiar with the surroundings.

View online tours of a Pearson Professional Center and a video of what to expect during your testing experience at the [ASWB portal at Pearson VUE](#).

NO-SHOWS, LATE ARRIVALS, AND LATE CANCELLATIONS

If you do not appear for your examination at the scheduled time and have not canceled or rescheduled your appointment, you will be considered a no-show and will forfeit your examination fee. You will not be permitted to schedule another examination date until you have first reregistered with ASWB and paid for another examination.



You will not be seated if you arrive late for your appointment. Late arrivals are treated as no-shows.

EXCUSED ABSENCES

It is possible to have your absence or late arrival excused by ASWB if circumstances beyond your control make it impossible for you to keep your testing appointment. ASWB may excuse absences because of illness (either yours or an immediate family member's), death in the immediate family, or a disabling traffic accident.

If you think your absence qualifies as an excused absence, email specialarrangements@aswb.org **IMMEDIATELY** after the missed examination appointment.

All requests for excused absences must be made in writing, accompanied by supporting documentation, and submitted to ASWB within 30 days of the missed testing appointment. Where applicable, excuses must contain the original signature of a health care practitioner and be on official letterhead. Stamped signatures, copies, and faxes will not be accepted.

If approved, you may register at the reduced fee of US\$150 up to one year after receiving approval for the excused absence. If your absence is not excused by ASWB, you will be required to reregister and pay the full examination fee before you will be allowed to schedule another examination.

INCLEMENT WEATHER/NATURAL DISASTERS

Test centers may be closed or may experience delays during severe weather, natural disasters, or other emergencies. For information on test center closings, call Pearson VUE at 877.884.9537. Examination appointments that the test center cancels in such circumstances may be rescheduled at no cost. If the test center is open and you do not arrive on time for your appointment, you will forfeit your exam fee.

CHECKING IN AT THE TEST CENTER

Identification

When you arrive at the test center, you must present two IDs to test—one from the primary list and one from the secondary list.



You will not be allowed to test and will forfeit your examination fee without proper identification.

The first and last names on both IDs must match the name on the Authorization to Test from ASWB.

You will need to keep your photo ID with you at all times during your testing session.

PRIMARY ID	SECONDARY ID
<p>Must be unexpired and contain your name, a permanently affixed photo, and a signature</p> <p>Driver's license Passport Military ID Permanent resident visa/Green card Government-issued ID</p>	<p>Must be unexpired and contain your name and signature</p> <p>Any form of ID on the primary list Credit or debit card Social Security card (U.S.) Social Insurance card (Canada) Professional license ID card Work ID Student ID</p>
<p>Name changes: Your name must be updated by your jurisdiction before ASWB can make a change to your Authorization to Test. If your name has changed since you registered for an exam, you must present the original marriage certificate, divorce decree, or court order with the primary ID at the test center.</p>	

Check-in and security procedures

- Because you paid for the examination when you registered with ASWB, no further payment will be required at check-in.
- Your photo will be taken.
- The palm of your hand(s) will be scanned.
- You will place all items you carried into the test center and all items from your pockets into a locker or return them to your vehicle. You will not be permitted to access stored personal items at any time during the exam. Accessing the locker during the exam may result in termination of the exam and forfeiture of the examination fee. You must turn off electronic devices, including cell phones, smart watches, etc., and seal them in a plastic bag provided by the test center before storing them in a locker. Upon completion of the exam, you must return the sealed bag to the test administrator for inspection before opening the bag.
- You will be required to electronically sign the [Candidate Rules Agreement](#).

Note: Testing can be denied if the Candidate Rules Agreement is not signed or if you refuse to be photographed or have your palm scanned.

THE TESTING ROOM

After you have checked in, you will be escorted into the testing room at your reserved time. This room will contain several stations with a computer monitor, keyboard, mouse, and headphones at each station. Test center staff will seat you. Other test-takers will be in the testing room with you, and they may enter and leave the room while you are taking your exam. These individuals may be taking the ASWB examinations or other examinations administered by Pearson VUE.

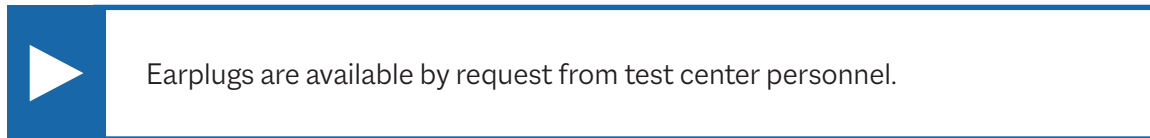
Exam security is taken very seriously, and your behavior at the test center will be monitored via audio and video recording. Surveillance cameras run continuously in the testing room, as well as in other areas of the test center. Test center personnel may monitor the testing room by walking through the room while you are taking the exam.

Access to the testing room is restricted to test center personnel and examinees.

You will not be allowed to eat, drink, or chew gum in the testing room. You may eat in the waiting area of the test center **only** if you have been approved for this nonstandard testing arrangement.

Test center staff will supply you with an erasable note board booklet and marker, which must be returned when you complete the exam. If these items are not returned, ASWB will be notified and your actions may be reported to your board. Your exam score will be invalidated.

You will not be allowed to bring material into or take materials from the testing room. You will not be allowed to consult any study materials at any point during the exam.



Any suspected violations of these rules, as well as other irregularities, are reported to Pearson VUE and ASWB for investigation. Candidates who are found to have violated security measures will have their examination scores invalidated, will be reported to their board, and may face a range of administrative, civil, and criminal charges.

Tutorial

You will begin by taking a [brief on-screen tutorial](#) about the operation of the testing equipment. This tutorial is not a part of your four-hour testing time. The testing clock starts when you begin the actual exam.

Confidentiality Statement

When you take an ASWB examination, you sign the [Confidentiality Statement](#). Your signature means you agree not to disclose information about exam items and answers in any format, including social media. You may not talk about questions with your colleagues, supervisors, mentors, or teachers.

Breaks

You may take short breaks during the four-hour exam at your discretion.


- Testing time does not stop for breaks.
- You may leave the testing room during breaks only to use the closest restroom.

- If you need to take a break, you must raise your hand for assistance from the proctor, who will escort you out of the testing room.
- Take your photo ID with you on breaks.
- Your palm will be scanned each time you leave the testing room and return from a break.
- Be courteous to other test-takers at the center.
- You will not be allowed to leave the test center during your exam.

DIFFICULTIES AND REMEDIES

Although rare, software problems and power outages do occur. If you experience a problem with the testing software, computer equipment, test facility, or other equipment during the exam, or if you fail to receive a printout of your unofficial score, report the problem to Pearson VUE test center staff at the time it occurs. Test center staff must confirm the problem and be given the opportunity to resolve it. If you do not notify the test center staff of a problem at the time it occurs, ASWB will not be able to verify the problem and recourse will be limited.

Candidates must allow test center staff at least 30 minutes to correct any exam delivery, administration, or environmental difficulties. If the problem continues for more than 30 minutes, **you** have the choice to stay until the problem is corrected or to have your appointment rescheduled. Concerns must be reported to ASWB within **two** business days of the occurrence.



In addition to reporting a problem to Pearson VUE staff, you must notify ASWB Candidate Services using the [Examination Incident Report](#) within two business days of the occurrence.

ASWB and Pearson VUE make every effort to ensure that all aspects of examination registration and administration are handled properly and that the result of each examination reflects the performance of the candidate. In the unlikely event that an error occurs in registration, administration (including disruptions at the test center that lead to delays), or reporting, ASWB and/or Pearson VUE will correct the error, if possible, within a reasonable time period. If the problem cannot be corrected within a reasonable time, ASWB and/or Pearson VUE may permit the affected candidate to retest at no additional cost. If retesting is determined to be the most appropriate remedy, the examination will be administered in its entirety and no credit will be given for any portion of the previous examination administration. **These are the exclusive remedies available to candidates.**

TEST DAY TIPS

Arrive early. Arrive 30 minutes before your scheduled appointment time. Appointment times are scheduled for 30 minutes more than the test time of four hours to allow check-in, tutorial, survey, and check-out. If you are late, you will not be allowed to test and will forfeit the exam fee.

Get a good night's sleep. Cramming for a licensing exam the night before test day probably won't help your performance, and you may be too tired to do your best.

Know where the test center is. Directions to the test center are provided in your email reservation confirmation, or you may call the test center for directions using the number provided when you scheduled your appointment. It is a good idea to visit the test center location before your test day to know where it is and how long it will take you to get there. Remember that rush-hour traffic, road construction, and weather conditions can increase travel time.

Wear comfortable clothes, and dress in layers. Test center temperatures can vary, sometimes even while you are taking your exam. Dressing in layers will allow you to remain as comfortable as possible.

Consider leaving personal items (including watches) at home. Outerwear must be stored in your locker. Test center staff may ask you to remove large jewelry and have you store that in your locker as well.

Be prepared to stay at the test center. Although you are allowed to take short breaks—remember, the clock continues to run—you will not be allowed to leave the test center. Trips to your car, another floor, or another building are not allowed. This behavior will be reported to ASWB and could result in the shutdown of your exam or invalidation of your score. Eating is not allowed unless you have been approved for this nonstandard testing arrangement.

Pay attention to the on-screen tutorial. Before you begin your exam, you will take a tutorial on the operation of the testing software. This tutorial will not affect the amount of time you have to take the actual exam. Make sure you are familiar with the computer before you begin your examination.

AFTER THE EXAM

EXAM SCORING

After you have completed your exam and the brief exit survey that follows, your exam will be scored.



You will receive a printed unofficial score report with diagnostic information before you leave the test center. This is the only document you will receive regarding your score. **Please keep a copy of this unofficial score report for your records**—ASWB cannot issue a duplicate of this unofficial score report.

All ASWB exam scores are reported as pass/fail, with the number of questions needed to pass the exam and the number of questions answered correctly shown. If you have passed the ASWB exam, you have achieved a passing score in all jurisdictions for the same examination category. The same applies to failing scores.

Because individual exam questions may have minor variations in difficulty, and because questions change from one exam administration to the next, statistical adjustments must be made to account for the small differences in the overall difficulty of individual examinations. These adjustments result in slight increases and decreases in the number of items that need to be answered correctly to pass a particular ASWB exam, a process that ensures all exams have equal overall difficulty.

Examination scores cannot be altered by ASWB, Pearson VUE, or a social work board. You must wait at least 90 days between taking any ASWB examinations, except in certain circumstances.

Your official exam results will be forwarded to ASWB and the social work board in the state or province in which you are applying for licensure. Your board will have access to your scores within 14 days from the date of your examination.

MONITORING OF RESULTS

To ensure the validity of each individual examination, ASWB and Pearson VUE conduct continual systematic statistical reviews of exam scores. Data forensics are used to detect irregularities that raise questions about the validity of each score.

If there is any indication of irregularity, your official score report may be delayed pending further review and investigation. If further investigation finds evidence that your behavior during the exam was unacceptable or your results are invalid, ASWB reserves the right to invalidate your score and inform the jurisdiction for which you tested. Candidates who are found to have violated security measures may face a range of administrative, civil, and criminal charges.

SHARING EXAM INFORMATION

Do not discuss exam questions with others, including in study groups, in person, via email, or by posting on Internet forums or social media. These actions violate the [Confidentiality Statement](#) signed before taking the exam.

ASWB SECURITY TIP LINE

Unauthorized possession, reproduction, publication, or disclosure of any examination materials, including storing or disclosing examination questions to any person or entity by any means before, during, or after the examination is prohibited by copyright laws. A violation of this type can result in a civil prosecution, criminal prosecution, and/or ASWB informing all social work licensing boards.

If you are aware of or have observed an attempt to compromise the confidentiality of the examination, please contact ASWB at security@aswb.org or by phone at 800.225.6880, ext. 3003.

All emails and calls will be handled discreetly.

IF YOU FAIL THE EXAM

Candidates who fail an ASWB examination will receive diagnostic information about their performance. Please note that some jurisdictions limit the number of times a candidate may retake an ASWB exam. You must wait 90 days before taking another ASWB examination. You will need to register and pay the full examination fee again to retake the examination. You will not be able to register again until ASWB receives your results, which typically takes less than two weeks. Learn more about [next steps after failing an ASWB exam](#).