November 26, 2026

Gary Gates
Managing Director
Pearson VUE
5601 Green Valley Drive
Bloomington, MN 55437-1099
USA

Dear Mr. Gates,

Re CNIB – Concerns Re Barriers to Testing

Last year, the Canadian National Institute for the Blind (CNIB) wrote to you regarding barriers that an Ontario resident with sight loss had endured when attempting to write an exam at one of your testing centres. While we were hoping that bringing this matter to your attention would result in substantial change, we have since learned that members of the sight loss community are continuing to experience significant barriers when accessing services through Pearson VUE.

Examples of concerns that have been brought to our attention include the following:

- Exposure to onerous and cumbersome accommodation request processes;
- Accommodation request denials;
- Accommodations that were either inadequate or malfunctioned; and
- Proctors who do not understand the accessibility needs of people with sight loss.

Unfortunately, the abovementioned barriers have resulted in people with sight loss having to either rewrite or forfeit their exams.

As a non-profit organization who strives to break down barriers and create equal access to opportunities for people who are blind, low vision or Deafblind, the above examples are not only concerning, but also incredibly disheartening.

As you are likely aware, academic achievement is a key indicator of a student's future potential for success. A lack of appropriate accommodation during the testing process negatively impacts academic achievement and career prospects. It also contributes to the overall unemployment/underemployment rate of people who are blind, low vision or Deafblind. In fact, the current unemployment rate amongst Canadians with sight loss is

three times greater than the national average. When you consider that 1.5 million Canadians identify themselves as having sight loss, this number is staggering.

Going forward, we expect that Pearson VUE will adhere to its obligations under human rights laws by ensuring that individuals with sight loss are appropriately accommodated without having to undergo arduous accommodation request processes. We further expect that Pearson VUE will make every effort to uphold its own stated commitment of “providing access to testing for all individuals”.

To be clear, our goal is to ensure that people who are blind, low vision or Deafblind can pursue testing and certification through Pearson VUE without encountering unnecessary barriers.

Finally, we are requesting a meeting to discuss the abovementioned concerns, the strategies that Pearson VUE can use to ensure that test taking is accessible for people with sight loss, and Pearson VUE’s plan to provide access to testing for all individuals.

We look forward to hearing from you regarding the above.

Yours truly



Angela Bonfanti
Chief Executive Officer
CNIB