**Practice Prompts – Learning & Content Delivery Focus**

**Production**

* **Draft a production timeline** for launching a new certification exam, including content finalization, platform integration, and QA milestones.
* **Generate a checklist for content deployment** across Pearson platforms. Include version control, accessibility checks, and stakeholder sign-off.
* **Write a troubleshooting guide** for resolving common issues during content upload to the test delivery system.
* **Create a report template** for tracking production errors and identifying root causes across multiple exam programs.

**School Service Delivery**

* **Draft a communication plan** for onboarding a new school partner into Pearson’s testing ecosystem. Include training, support, and escalation paths.
* **Generate a service delivery dashboard outline** to monitor school performance metrics like exam completion rates, candidate satisfaction, and support response times.
* **Write a follow-up email** to a school administrator after a successful exam cycle. Include performance highlights and next steps.
* **Create a training module outline** for school staff on administering Pearson exams securely and professionally.

**Test Center Operations**

* **Draft a standard operating procedure (SOP)** for handling candidate check-ins at test centers. Include ID verification, system checks, and escalation protocols.
* **Generate a weekly operations report** summarizing test center performance, issue resolution, and candidate feedback.
* **Write a memo to test center staff** about upcoming changes to exam delivery software. Include training resources and implementation dates.
* **Create a checklist for test center readiness** before launching a new exam program. Include hardware, software, staffing, and signage.

**Evaluation**

* **Analyze candidate performance data** from a recent exam cycle and identify trends in pass rates and time-on-task. Suggest three improvements.
* **Draft a summary of evaluation findings** from a pilot test. Include psychometric validity, candidate feedback, and operational insights.
* **Generate a rubric** for evaluating the effectiveness of school-based exam delivery. Include criteria for logistics, candidate experience, and compliance.
* **Write a report comparing evaluation outcomes** across different delivery formats (e.g., online proctoring vs. test center). Highlight strengths and weaknesses.