EXAM COORDINATOR

Handbook

NCCT

NATIONAL CENTER FOR COMPETENCY TESTING

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NCCT is a testing agency under the umbrella of TESI (Testing and Education Services Incorporated). MMCI is a separate nonprofit corporation that conducts Phlebotomy Technician and Medical Assistant certification testing in the state of California. MMCI purchases and utilizes NCCT's products and services.

Need Support?

Please call 800 875 4404, choose option 2 to speak to an account manager.

NCCT Exam Coordinators

NCCT Exam Coordinators play a vital role in the examination process. They serve as the liaison between the test site, applicant, proctor, and NCCT; and are responsible for rescheduling examination dates, assisting applicants (students/employees) associated with their institution with the application process and confirming proctor schedules. Exam Coordinators also ensure that all examinees complete their exams in a fair, well-organized environment.

NCCT provides test sites with a dedicated Account Manager to assist with every step of the certification process. The test site's Account Manager will conduct an initial virtual walk through of NCCT processes with the Exam Coordinator. Although each test site is assigned an Account Manager, any one of NCCT's Account Managers are available to assist the Exam Coordinator. NCCT also provides a dedicated team of customer service professionals committed solely to assisting applicants or candidates by answering questions, navigating applications, ordering review materials, or a myriad of other details either by phone or email.

Mission Statement

NCCT's mission is to certify healthcare professionals and provide pathways to lifelong learning in related healthcare disciplines.

Exam Coordinator General Duties

- **Scheduling exams:** To schedule examination dates, the Exam Coordinator must confirm the proctor's availability prior to adding a testing date. Once the proctor is confirmed, dates may be added online through the NCCT website, by phone or email with an Account Manager.
- **Provide preliminary approval to your current students:** (Academic Institutions Only)
  Current students enrolled in an NCCT-validated program at the Exam Coordinator's institution may take their certification exam prior to graduation. To validate eligibility to current students, NCCT assigns a unique Current Student Code to each institution.
  Exam Coordinators are given the authority to preliminarily approve current students to test. Applicants who are provided Current Student Codes currently attend an NCCT validated program, are expected to graduate on time, and will meet NCCT eligibility requirements upon graduation.
- **Establishing an approved proctor:**
  It is the responsibility of the Institution (or Exam coordinator) to nominate suitable proctors for NCCT examinations. These proctors must be approved by NCCT to ensure fairness and integrity in the administration of certification exams.
  NCCT allows examinations to be proctored on-site by either Employee Proctors or Non-Employee Proctors.
  1. Employee Proctors: Employee proctors are individuals affiliated with the institution or the healthcare setting. The following criteria must be met for an Employee Proctor:
     - Must be free of conflict of interest, defined as having a significant stake in the outcome of NCCT certification exams.
     - A proctor is deemed to have a conflict of interest if they:
       1. Are the owner, supervisor, program director, externship coordinator, or part of the management team within any department, institution, or organization whose students sit for NCCT exams.
       2. Serve as an instructor, director, career counselor, school psychologist, special education or externship coordinator in the program being tested.
       3. Hold a position that they may influence the pass or fail outcomes of candidates.
       4. Are related by birth or marriage to, or live in the same household as, any candidate or individuals meeting the above descriptions.
     - Suitable Employee Proctors may include but are not limited to: financial aid directors, full time test center supervisors, administrative assistants, librarians, or IT staff. In a healthcare setting em ployees who could serve as proctors might include human resources representatives, hospital chaplains, IT staff, or medical librarians.

2. Non-Employee Proctors: Non-Employee Proctors are individuals who have no direct affiliation with the Institute or healthcare setting. They are considered "disinterested" parties.

   The following applies to Non-Employee Proctors:

   - They must have no personal or professional relationship that could create a conflict of interest with any candi date or the examination process.
   - Non-Employee Proctors may include alumni, area retirees, friends, acquaintances, or other individuals without ties to the Institution.

- **Report any changes to the test schedule:** Exam Coordinators are responsible for notifying NCCT and candidates associated with their institution of any changes made to the test schedule. NCCT will notify the proctor and candidates not associated with the institution.
- **Assist applicants with the application process:** To sit for a certification exam, applicants must complete and submit an application form, provide all required documentation (except current students), and provide payment (or billing code if the institution is to be billed for the exam fee) NO LESS than two weeks prior to the requested test date.

  NOTE: If a scheduled test date is not listed in the institution's calendar, applicants will not be able to complete their application. Applicant not listed on the official roster will not be permitted to test.
- **Facilitating on the day of the exam (non LRP):** Exam Coordinators are required to prepare the test environment (i.e., room) for examinees. The environment must be suitable for all candidates to test equitably. The location should be quiet, temperature controlled, and provide enough space between seats/desks/workstations that candidates cannot see the responses of other examinees in the room. Exam Coordinators are also responsible for admitting the proctor to the test site, and assisting as needed with technical difficulties.

Candidates must present a government/school issued photo ID (e.g., driver's license, state ID, passport, student photo ID, military ID, or military spouse ID). Work IDs are not acceptable identification. Candidates are only allowed to take their ID and car keys into the exam room. Unless the testing facility provides a locked, secure area for personal belongings to be stored during the exam, candidates must leave personal belongings at home or in a locked vehicle. The proctor will ask candidates to leave the testing area to remove any other belongings prior to the commencement of the exam. The proctor will not delay the start of the exam to accommodate this situation and that candidate will not be allowed to test.

Exam Security

Exam Coordinators cannot have access to NCCT certification exam content or do anything that might call into question whether content could have been accessed. Violations of this policy may result in termination of testing privileges with NCCT.

Exam Coordinators cannot:

- Be in the testing room once testing has begun
- Access or view certification exams or content
- "Fill in" for proctors

Why is the Current Student Code security so important?
(Academic Institutions Only)
Exam Coordinators are fully responsible for the security of the NCCT Current Student Codes. Codes must only be provided to current students who are in good standing and expected to graduate. If a student has completed their program, but has not yet received documentation from the school, they are still eligible to apply as current students. If a student drops a program, it is the Exam Coordinator's duty to notify NCCT as the student is no longer eligible to take the exam. Misuse of Current Student Codes is grounds for removal from the position of Exam Coordinator.

Exam Coordinators cannot allow Current Student Codes to be used by employees, instructors, graduates, family members, friends, or outside applicants at any time. Any and all of these candidates (including instructors) must apply, submit all required documentation, and make payment.
They must wait for approval by NCCT like all other non-current student applicants. Failure to do so will invalidate their applications and render them permanently ineligible for NCCT certification. They will forfeit all test fees.

Please notify NCCT immediately if you feel the institution's Current Student Code has been compromised.

Before the Exam Date

Scheduling an Exam Date

It is important to schedule exam dates well in advance to give students ample time to apply for testing on specific examination dates. A full year in advance is preferred. There are two ways to schedule exam dates:

- Schedule exam dates online at www.ncctinc.com
- Contact the testing site's NCCT Account Manager by phone or email.

In the event of a change to an exam date, the Exam Coordinator must inform NCCT and all applicants associated with the institution.

Administrative Fees

(Does not apply to LRP exams)

Always ensure there are at least three (3) confirmed examinees on your schedule to avoid paying administrative fees! If you are using employee proctoring, there is no minimum.

If you are using an outside proctor, NCCT requires a minimum of three examinees per exam session. However, NCCT does offer another option in order to keep testing convenient for smaller test sites. If testing less than three examinees in a testing session, an administrative fee of $20 per examinee less than three will be billed to the test site. Example: If two examinees are scheduled, the fee would be $20.

NCCT strives to keep examination costs at a low price, for this reason administrative fees are not optional if the minimum number cannot be met.

Test site rescheduling is a very time consuming process therefore NCCT does not allow rescheduling an exam simply to avoid paying administrative fees. Test sites that do not honor this policy will not be allowed to schedule less than three applicants for future exams.

Test sites that test at least three candidates per session are never charged administrative fees!

Sitting Fees

Test sites are allowed to charge a reasonable sitting fee (i.e., facility use) to examinees, although most do not. Some public sites charge a fee to outside examinees only.

To meet standards of accreditation, all fees must be pre-disclosed to applicants. They may not be advertised as an NCCT sitting fee.

- Test sites that charge a fee to examinees taking NCCT certification exams must notify NCCT. Please contact NCCT to ensure this information is on file.

Should a test site fail to disclose such fees, its eligibility to remain a test site would be jeopardized.

! Sitting fees can not be collected by the proctor.

Remote Exam Preparation

What is Remote Testing? Remote testing is an additional testing option built to accommodate testers who prefer to sit for their NCCT examination in the comfort of their own home or office, and for institutions who may have trouble finding a proctor or testing facility. Testers use their own technology and space to sit for the exam. The exam is the same regardless of testing option.

What is Needed for Remote Testing?

- Distraction-free testing area. No other individuals are allowed in the testing area.
- Testing desk or table
- Chair required (sitting on a couch, sofa, or bed is not allowed)
- A screen laptop or desktop computer
- Webcam with built-in microphone (headset or any type of headphones are not allowed)

- One additional electronic device capable of downloading a 360º app (for example: cell phone or tablet)
  - What is a 360º app? How is it installed? Why is it required?
  What: 360º application allows proctors to see every thing around the test-taker, minimizing the chances of irregularities by observing the entire surroundings.
  How: On the day that you are taking a Live Remote Proctored exam, you will be advised to download an app to an additional electronic device (e.g., cell phone, tablet) that has a built in camera (fully charged or plugged in).
  Why: When taking a high stakes exam, the exam environment is monitored using a 360º camera that captures the entire room,
- A place to set a 360º camera (for example, a small table or tripod).
- A good internet connection (at least 3 Mbps) is required. NCCT or remote testing entity are not responsible for any issues with browser connectivity, internet connection, or power loss during on-boarding or the exam.

Scheduling Exam Dates for Live Remote Proctoring Exams

It is important to schedule Live Remote Proctoring (LRP) exams at least 2 weeks in advance. Candidates may schedule online at www.ncctinc.com, or through the NCCT call center at 800 875 4404. We partner with ExamRoom for Live Remote Proctor exams. There is a $44 non-refundable LRP fee payable at the time of scheduling. If an LRP is rescheduled within 5 days of the exam, the LRP fee is forfeited, and a rescheduling fee will apply. LRP exam dates must be scheduled at least 2 weeks prior to the requested exam date.

There are specific technology requirements and room/space rules to sit for an LRP exam. A system check must be passed successfully to schedule a remote testing session.

- Candidates are required to run the system check at least 5 days prior to their exam. To run system check go to: *https://examroom.ai/systemtest/#/device*.
- Candidates must bring a government-issued photo ID (i.e., driver's license, state ID, passport) or a school photo ID. The name on their identification **MUST MATCH** the name on the official exam roster.
- Candidates must have a computer or laptop with an updated version of Google Chrome. Tablets and cellphones do not qualify.
- Candidates must have a webcam with a built in microphone. (Head phones, ear pods, air pods, etc. are not allowed)
- Candidates must have a strong internet connection. A hotspot is not allowed.
- Candidate's testing environment must be distraction free (Other people are NOT allowed in the testing space at any time).
- If system check is not passed, please contact customer service at 800.875.4404.
- If system check has passed successfully, candidates will schedule their testing start time for the day of their test by logging into *https://www.examroom.ai*. Use the username and password that was emailed from no-reply@examroom.ai upon scheduling their test date.
- If candidates do not schedule their test start time with examroom.ai at least 5 days prior to their scheduled date, the exam date will be invalidated and they will not be allowed to test on that day. Candidates will also be responsible for any rescheduling fees.
- Candidates will need to login on their NCCT dashboard to begin their exam on their laptop/desktop.
- To access the 360 feature, candidates will need to login to their examroom.ai app on their electronic device by using the same email ID and password they received from no-reply@examroom.ai.
- Electronic devices (e.g., cell phones, personal tablets, cameras, etc.) are not permitted in the examination room, (with the exception of one electronic device for the 360 feature).
- Testing space must be completely clear. Water bottles, cups, food, any type of paper/documents, etc. are not allowed.
- Testing space should only have one screen desktop or laptop, webcam with built in microphone, keyboard, and mouse.
  Note: Insurance and Coding Specialist examinees are allowed to have 3 coding books, ICD, CPT, and HCPCS.

NCCT and ExamRoom are not responsible for any issues with browser connectivity, internet connection and/or power loss during your exam. If there is an issue with the candidate's internet connection, power loss or the browser during on-boarding or the exam, they should log back in within fifteen (15) minutes. If the issue persists, they are required to reschedule the exam and pay any fees associated with the reschedule. Refer to our reschedule policy.

Remote Testing Fee

To schedule a remote exam, there is a $44 non-refundable testing fee. This fee is separate from the cost of the exam.

Note: If the institution/school would like to be billed for the remote testing fee as well as the exam fee, please contact your account manager to make arrangements.

Remote Testing Reschedule Fees

- $25 non-refundable fee to reschedule any exam
- If you reschedule less than 5 business days from your scheduled exam, your reschedule fee would be $25 plus a $44 remote testing fee. Both fees are non-refundable.

Refund Policy

- There are NO refunds.
- Applicants who withdraw applications within three (3) business days after receipt in our offices and determined to be ineligible to test, will be sent a refund of the exam fee, minus a $39 administrative fee.
- If you are determined to be eligible to take the exam, there is no refund for your exam fee.

Application Process

Exam Coordinators may help applicants associated with their institution with the exam application process, however, students must complete their own applications.

General Eligibility Requirements

- NCCT has multiple pathways of eligibility for most disciplines.
- All pathways require applicants to be a current student or to have graduated from a high school, or hold equivalent credentials, e.g., General Education Development (G.E.D.) certificate.
- Applicants must use their legal name as shown on their government issued ID.
- All applications must be RECEIVED by NCCT at least two (2) weeks prior to the exam date. If the completed application, all required documents (if applicable), and payment (unless it is billed to the institution) are not received at least two (2) weeks in advance of the scheduled test date, approval CANNOT be granted and the candidate will be contacted to select a different test date.
- Payment Options:
  - Credit Card: Applicants are required to pay individually by credit card at the time of application. Online applicants cannot pay by check or money order.
  - Billing Code: Billing codes are assigned by NCCT and require account set up. Applicants are required to provide the billing code in the payment section of the online application.

Please visit *www.ncctinc.com* and click on the "Get Certified" tab for a full list of certification requirements.

NOTE: (Educational Institutions Only) Applicants applying as Current Students are required to submit a copy of their diploma, certificate of completion, or official (signed) transcript with graduation date and any other required documentation (as listed on the application) as soon as possible after passing the certification exam to ensure timely receipt of their certification.

Certifications will not be released and candidates will not be credentialed unless all required documentation is received within two years of program completion.

Outside Candidates (Public Test Sites)

- Outside candidates must be approved to test by NCCT in advance. When approved, their names will appear on the official roster. If an outside candidate is not listed on the roster, the candidate cannot test.

Test Roster Information

- Exam rosters are available on your Exam Coordinator Dashboard.
- Examinees whose names do not appear on the roster will **NOT** be allowed to test.

NOTE: To ensure all applicants associated with the test site are scheduled to test on the date they requested, please check the exam roster online at least one week prior to the exam date. If someone is not listed and should be, please contact an NCCT Account Manager to resolve matters that may have delayed the application process.

Exam Accommodation Requests

NCCT, on a case-by-case basis, provides reasonable and appropriate testing accommodations in accordance with the Americans with Disabilities Act of 1990 for individuals with documented disabilities who request and demonstrate the need for accommodation as required by law. Applicants can find more information in the NCCT Candidate Handbook or the exam application. Applicants must apply for accommodations at least two (2) weeks prior to their anticipated test date to allow time for processing.

Testing Information

On Test Day

- Ensure applicants are ready to test on time.
- Make certain the exam room meets NCCT's environmental standards (i.e. quiet, adequate space between seats, comfortable temperature, etc.).
- Make certain the test room has a sign on the door requesting no one disturb examinees during testing.
- Make certain no personal computers are being used for on-site testing.
- Make certain the computers used for testing are turned on and the NCCT website (www.ncctinc.com) is open.
- To avoid technical problems make sure the most current version of Google Chrome is installed.
- Please make sure someone at the site is able to assist the proctor, as needed, with online technical difficulties during the exam.
- Please remember that the proctor is not allowed to collect sitting fees or documents from candidates the day of the exam.

After Testing

(Academic Institutions Only) Please make sure students send in copies of their diplomas (or official transcripts with a graduation date) upon graduation. Exam Coordinators may make copies of the documentation and send them to NCCT.

School letters (with lists of graduates) are not allowed in lieu of copies of diplomas. Certifications are not released until NCCT has received and processed all documentation and payment.

If a financial hold on the student's account exists that prohibits the student from graduating, certification will also be delayed.

Please note that NCCT will send certificates by mail DIRECTLY to the examinees. The contract for testing is between the certification agency and the examinee.

(Academic Institutions Only) Exam Coordinators and authorized school officials may view their students' and graduates' individual section scores and overall performance scores from the Exam Coordinator Dashboard on the NCCT website, if the individual candidate has given permission for his or her score to be released to the school. Overall pass/fail rates are also available from the Exam Coordinator dashboard. This report includes aggregate data from the test site's students and graduates.