HANDBOOK

Test Site & Program Eligibility

NCCT

NATIONAL CENTER FOR COMPETENCY TESTING

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Revised: June 2020

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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.

NCCT Mission Statement

It is our mission to certify healthcare professionals and provide pathways to lifelong learning in related healthcare disciplines.

Program and Test Site Eligibility

Program eligibility and test site eligibility are two separate processes. Eligibility for either is granted for a five-year period, and test sites are expected to notify NCCT immediately if modifications are made to the responses provided on the initial application.

Program Eligibility

The process allows educational programs to seek eligibility for their students and/or graduates to qualify for NCCT certification testing.

Requirements:

1) Application Submission:

- Complete and submit the Program Eligibility application form.
- Attest that students complete the critical skills required for each discipline, including live patient experience.

2) Proof of accreditation and institutional approval, where applicable:

- Educational Institutions: Provide evidence of state approval, programmatic accreditation, or institutional accreditation.
- Healthcare Institutions: Submit proof of healthcare accreditation or registration of an apprenticeship program.

Test Site Eligibility

This is the process by which program sponsors (e.g., schools, hospitals) or independent testing centers may seek eligibility to serve as official test administration sites for NCCT certification examinations.

Requirements:

1) Application Submission: Complete and submit the Test Site Eligibility application form.

2) Environmental and Technical Requirements: Ensure compliance with all test site environmental and computer-based testing requirements as outlined in our guidelines.

3) Establish an Exam Coordinator:

Institutions must appoint an Exam Coordinator to serve as the liaison between the test site, candidates, proctors and NCCT.

4) Proof of Accreditation and Institutional Approval:

Educational Institutions: Provide evidence of state approval, programmatic accreditation, or institutional accreditation.

Healthcare Institutions: Submit proof of healthcare accreditation or a certificate of good standing.

Independent Testing Centers: Provide a valid business license or a certificate of good standing.

5) Establish a test site proctor:

Institutions are required to nominate suitable proctors for NCCT examinations.

6) Installing NCCT secure browser:

All NCCT exams must be conducted through a secure browser. Test sites are required to permit students to download and install the NEST extension on all computers used for administering NCCT examinations.

! NCCT reserves the right to visit examination sites at any time to monitor compliance with security policies and procedures.

Test Administration Options

NCCT offers multiple ways for your examinations to be proctored on-site as well as the option to test off-site at public/independent testing centers, or via Live Remote Proctored Testing (LRP).

Institutions applying for on-site proctoring are required 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.

1) On-site proctoring with 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 any 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 coordinator or externship coordinator in the program being tested.
    3. Hold a position that 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, employees who could serve as proctors might include human resources representatives, receptionists, or IT staff.

2) On-site proctoring with Non-Employee Proctors:
Non-Employee Proctors are individuals who have no direct affiliation with the institution 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 candidate or the examination process.
- Non-Employee Proctors may include alumni, area retirees, acquaintances, or other individuals without ties to the institution.

3) Off-site proctoring at public/independent testing centers:
For those institutions that do not wish to act as a test sites, we offer the option of public and independent testing centers in many locations. Students who test at these locations may be required to pay an additional sitting fee of not more than $50.

4) Live Remote Proctored Testing (LRP):
Remote testing is an additional testing option designed to accommodate candidates 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. Candidates use their own technology and space to sit for the exam.

What is Needed for Remote Testing?

- Distraction-free testing area. No other individuals are allowed in the testing area.
- Desk or table
- Chair required (sitting on a couch, sofa, or bed is not allowed)
- 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)
- A place to set a 360º camera (for example, a small table or tripod). The 360º application allows proctors to have a second view of the examinee.
- 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.

Test Site Environmental Requirements

The following basic, environmental requirements have been established for facilities that wish to administer NCCT examinations.

- Examination rooms will be quiet and free of disruptions.
- Rooms will have adequate and comfortable ventilation, lighting, and temperature.
- All exams will be monitored by NCCT-approved proctors.
- Appropriate seating space will be provided to reduce distractions and to ensure test takers cannot see the responses of other examinees.
- Entrances/exits will be monitored and controlled.
- Either laptop or desktop computers may be used for Computer-Based Testing (CBT) provided by the test site and not the examinees.
- Working fire exits will be available.
- A clock will be visible to all examinees.
- The test site will be accessible pursuant to ADA guidelines.
- Candidates will have access to water and restroom facilities.
- Candidates will not be permitted to bring anything other than ID and car keys into the exam room.
- Unless the facility provides a locked, secure area for personal belongings to be stored during the exam, candidates will be notified to leave personal belongings at home or in a locked vehicle. Candidates with items not permitted in the testing area will be asked by the proctor to remove such items prior to the commencement of the exam or the candidate may reschedule for a different test date and time. The proctor will not delay the start of the exam to accommodate this situation and no candidate will be allowed to enter the exam area once the test has begun.

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 offers an alternative option 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.

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 accreditation standards, 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 could be jeopardized.

Exam Coordinator Information

Test sites are required to select a reliable, organized on-site employee for this position, as this role is essential for testing arrangements to run smoothly. Exam Coordinators serve as the liaison between the test site, applicant, proctor and NCCT; and are responsible for scheduling examination dates, assisting applicants (students/employees) associated with their institution with the application process and confirming proctor schedules. Exam Coordinators also ensure that the 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.

Candidates for this position will need to complete an Exam Coordinator Application and read the Exam Coordinator Handbook. The Exam Coordinator Application and Handbook are available online at www.ncctinc.com under the Resources/Forms and Documents menu.

Exam Coordinator Responsibilities

- Contact the proctor(s) and confirm scheduled exam dates.
- Schedule exam dates with NCCT
- Assist candidates with the application process as needed.
- Make sure their test environments are suitable for all candidates to test fairly and equitably.
- Admit the proctors to the test site and assist them as required to meet NCCT exam policies and procedures.
- Notify NCCT and examinees of any changes to the exam date schedules.

Proctor Information

NCCT certification examination proctors are the first line of defense against threats to the validity of our exam scores and the resulting pass/fail decisions. Candidates rely on the NCCT exams to be reliable and valid to ensure a fair and consistent administration of an exam that will likely have a great impact on their careers in healthcare. Employers and the public count on them to ensure that those practicing in the healthcare field with an NCCT certification have gained that seal of approval honestly.

It is the proctor's responsibility to conduct the test administration in a way that is fair to all candidates and keeps anyone from gaining our credential through dishonest means. To accomplish this, they will first need to thoroughly understand the proper administration procedures outlined in the "Proctor Handbook". They will also need to understand test misconduct, how to prevent it, and what to do when it occurs.

Candidates for this position will need to complete a Proctor Application and read the Proctor Handbook. The Proctor Application is available online at www.ncctinc.com under the Information For:/Educators menu.

Proctor Qualifications

In order to be considered as an NCCT proctor, you must agree to the following:
1) I am 18 years of age or older and have earned a high school diploma or equivalent.
2) I have thoroughly read and understand the Proctor Agreement listed on the application.
3) I will attest that no Conflicts of Interest exist.
Prior to being allowed to administer an NCCT certification exam, you must:

1. Complete a Proctor Application.
2. Thoroughly read and understand the Proctor Handbook.
3. Review and comply with all applicable NCCT policies, including, but not limited to, those related to security, candidate misconduct, and other policies issued by NCCT.
4. Successfully complete the proctor exam.
5. Complete all required proctor training.

Proctor Responsibilities

- Ensure all exam materials are secure at all times.
- Admit only properly identified, scheduled examinees from the official roster into the testing room, with no exceptions permitted.
- Ensure no electronic devices, scrap paper, text books, references, or other personal items are brought into the testing room.
- Follow the exam administration procedures according to policy.

- Maintain complete and quiet control of exam session.
- Walk through the room to prevent any collaboration or cheating.
- Notify NCCT of any circumstances during an exam session that might affect outcomes.

Products and Services

Listed below are just a few of NCCT's products and services available to our test sites and their candidates.

Program Performance Assessment
Authorized program officials can access, through our website, their own program performance reports (aggregated data with averages and pass rates) with comparisons to the national statistics at any time.

In accordance with privacy laws, examinees have the option to release their individual scores to the institution. If released, those will also be available to authorized test site officials.

Program Performance Analysis
The NCCT psychometricians will work with institutions that request assistance in interpreting their program performance data.

Recertification and Continuing Education
A credential is maintained by recertification. To keep recertification simple and affordable, access to hundreds of contact hours of online continuing education (CE) is included with payment of the annual recertification fee. These CE courses cover healthcare-related and other professional topics of value. NCCT also accepts discipline-specific CE completed elsewhere for use toward recertification.

NCCT CE courses are available for purchase and use by anyone, with or without an NCCT credential.

Exam Preparation Materials
Detailed test plans and sample test items are available as free downloads from the Forms/Docs page of the NCCT website. Examinees are free to use any materials of their choosing in preparation for NCCT certification examinations. Those who choose to purchase preparatory materials directly from NCCT can find them online at: https://ncctinc.com/exam-preparation-materials.

Certifications Offered

National Certified ECG Technician (NCET)

National Certified Insurance and Coding Specialist (NCICS)

National Certified Medical Assistant (NCMA)

National Certified Medical Office Assistant (NCMOA)

National Certified Patient Care Technician (NCPCT)

National Certified Phlebotomy Technician (NCPT)

Tech in Surgery – Certified (NCCT) or TS-C (NCCT)

Certified Postsecondary Instructor or CPI®

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