NCC Certification Examination

GUIDE TO TESTING METHODS

ncc | National Certification Corporation

NCC offers Live Remote Proctoring for most exams.
Earn your NCC certification at home or work using your own computer!

Rules, Policies and Procedures
for the various test administration options.

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TESTING CENTER AND LIVE REMOTE PROCTORING

COMPUTER TESTING

Schedule Your Exam

It is your responsibility to schedule your examination.

- You will have 90 days to take your examination and must schedule the exam within the first 30 days of your eligibility window. The specific starting and ending days are provided in your eligibility letter.

- Examination eligibility letters are sent via email. It is the responsibility of the individual to ensure their email is current and accessible. Eligibility letters can also be found in your NCC account.

- You cannot schedule your examination until you receive your eligibility letter.

- **You must schedule your appointment to take the examination within the first 30 days of your eligibility window.** If you wait beyond the first 30 days space availability will not be guaranteed. If you do not schedule your exam within the first 30 days of the eligibility window and space is not available in your assigned 90-day testing window, you will have to file an Exam Change Request form and pay all applicable fees.

- Appointments to take examinations are scheduled on a **first-come, first-served basis, Monday-Saturday**, excluding holidays*. Scheduling with PSI can be done from your NCC account at any time using the "Schedule or Launch Exam" link or by calling PSI Candidate Services at 833-256-1426 during regular business hours. (see eligibility letter).

  To test at a computer testing center, it is required that a minimum of 4 business days occur between the date you scheduled your examination and the date of your appointment to test.

  To test using Live Remote Proctoring, it is required that a minimum of 4 business days occur between the date you scheduled your examination and the date of your appointment to test.

- PSI testing centers are located throughout the country. Test sites are subject to change. Visit **https://home.psiexams.com/#/test-center?p=WZ9829FC** to find an available test center near you. If you are already registered for a certification exam, you can sign into your account and click on the "Schedule or Launch Exam" link. PSI Candidate Services will be able to advise you about the availability of testing centers, specific address and directions.

All PSI testing centers are CLOSED on the following days:

New Year's Day

Martin Luther King Jr. Day

Memorial Day

Independence Day (July 4)

Labor Day

Thanksgiving (& the following Friday)

Christmas Eve

Christmas Day

Fees not Refunded

Candidates will NOT receive refunds for the below circumstances, but they may be able to file a **Change Request**.

Specific rules apply, see "Request to Change or Withdraw from the Exam". *(see pages 21-22 for details.)*

• Failure to login to the test portal or appear at the testing center (no-show)

• Failure to call for an appointment within the first 30 days of the 90-day eligibility window

• Sign in late to the test portal or arrive too late at the testing center

• Failure to have proper ID or to meet any required rules

Computer Testing Guide
Preview of HELP page

This guide provides information when taking a computer exam at either a **testing center** or with **live remote proctoring**. Please make sure you review the HELP page before starting your computer exam. Below is some information on the HELP page, comment box and calculator.

• All candidates are taken to the following HELP Page before starting the Practice Exam tutorial. This page shows where the *Calculator* and *Comment* buttons are located. You can *Bookmark* any item on the test if you want to return to it later. The item status will be answered, unanswered or bookmarked. You can click to a previous or next item or put in a question number to go directly to an item. The *Time* button will tell you the time remaining on the test.

Testing Software HELP Screen And Important Features

Below is an image of a sample test item with tips that highlight important features of the software you may need during the examination.

Once you begin the examination, this Help Screen may be viewed by selecting the [Help] button in the lower left portion of the screen. Select the links below to read more about the following key features:

A SCROLL BAR WILL BE AVAILABLE ON THE RIGHT SIDE OF THE ITEM WINDOW WHEN NEEDED TO SEE THE ENTIRE ITEM.

Online Comments   Bookmark   Double Arrow   Exit Button   Navigation Control

Which of the following is the capital of the United States?

○ A.   Washington, DC — Click or type choice to indicate your Response
○ B.   New York, NY
○ C.   Chicago, IL
○ D.   Los Angeles, CA

Some tests allow you to provide a Comment on items.

Click to go to the previous item, a specific item, or the next item.

Some tests have a calculator available that can be toggled on/off by clicking the icon.

Click to Bookmark an item to return to.

Item Status
Answered
Unanswered
Bookmarked

[Exit] [Help] [A] [Calculator] [Comment] [Time] Bookmark [ ] [<] [1 ▼] [>] [>>]

When you are finished entering responses, click Exit to exit the test.

Click to display Time remaining on timed tests, or the current time on untimed tests.

Click to go to the next Unanswered or Bookmarked item.

NOTE: You may also use the keyboard to select a response to test items. Simply press the corresponding letter on the keyboard. To advance to the next item or return to the previous item, use the right and left arrow keys on the keyboard.

[Exit Help]

Computer Testing Guide
Preview of HELP page

- A comment box is provided with each question for notes or when doing calculations. Not all exams require calculations. Scrap paper may be provided at test centers but is not guaranteed and must be left with the proctor to be destroyed. Scrap paper is not allowed with remote proctoring. Select the comment box to enter a comment or calculation for any exam questions. You can click the *Submit* button to keep or save the comment, or the *Cancel* button to discard it. After a comment is submitted, an asterisk * will appear on the *Comment* button to indicate there is a comment submitted for that question. Candidates may select the *Comment* button to submit, view, edit or remove the comments on any items up until the timer ends or the candidate exits the exam.

- The computer exam has a full screen with a calculator enabled. The *Calculator* button toggles the calculator on and off. It is available on all questions when enabled for a test. The calculator appears directly below the answer options
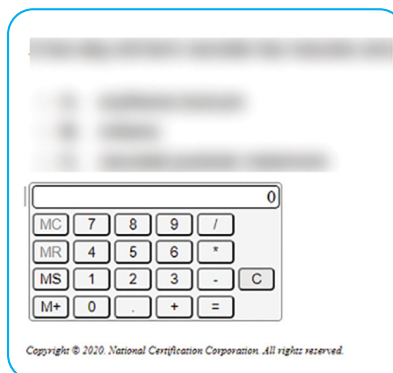
TESTING CENTER

Testing Center - Admission

- Report to your designated Testing Center location on the day of the examination at least 15 minutes before your scheduled appointment time. No guests, visitors or family members are allowed in the testing room or reception areas.

- **An applicant who arrives more than 15 minutes after the scheduled testing time will not be admitted and will not receive a refund.** *Applicants who are late or fail to take the test can file a Change Request Form with applicable fees.*

- When you arrive at an PSI testing center, look for the signs indicating PSI Testing Center Check-in. You must check in with the test supervisor.

- Bring the copy of your eligibility letter with you.

- To gain admission to the Testing Center, a candidate needs to present **two forms of identification**, one with a photograph. Both forms of **identification must be current, unexpired and include the candidate's current name and signature.** The primary form of identification **must include a photograph.** The candidate will also be required to sign a roster for verification of identity.

  Primary identification must display name, signature and photograph. Acceptable examples include driver's license, state identification card, passport/ passport card, green card, alien registration, permanent resident card, or national identification card.

  Secondary identification must display name and signature. Acceptable examples include employment ID, student ID, credit card or social security card.

  Temporary identifications are NOT acceptable. Candidates are prohibited from misrepresenting their identities or falsifying information to obtain admission to the Testing Center.

  If your name on these documents is different than it appears on your identification, you must provide proof of your name change (e.g., marriage license, divorce decree or court order).

YOU MUST HAVE PROPER IDENTIFICATION TO GAIN ADMISSION TO THE TESTING CENTER.

Testing Center - Rules and Policies

Personal Belongings

• Please bring a sweater or jacket that you can remove or put on as needed. While every effort is made to provide a comfortable environment, individual temperature responses or facility management is beyond the proctor's control.

• No personal items, valuables, or weapons should be brought to the Testing Center. Only wallets and keys are permitted. Coats must be left outside the testing room.

• **No electronic devices** are permitted in the Testing Center. **No cellular phones, smart phones**, tablets or other hand-held computers. **No digital music players**, signaling devices such as pagers and alarms, photographic or duplicating devices. Calculators are no longer permitted. An online calculator is enabled within the test, see page 5.

• No books, papers, dictionaries, other reference materials or personal items (e.g., purses, briefcases) may be taken into the Testing Center; you must leave all personal items at home or in your automobile.

• You will be provided a soft locker to store your wallet and/or keys with you in the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.

– watches

– head coverings

If any personal items are observed in the testing room after the examination is started, you will be dismissed, and the administration will be forfeited.

Testing Center - Rules and Policies

Restrictions and Security

- NCC and PSI adhere to test administration and test security standards that are designed to ensure that all candidates are provided the same opportunity to demonstrate their abilities. The Testing Center is continuously monitored by audio and video surveillance equipment for security purposes.

- You will be asked to pull out your pockets to ensure they are empty. If all personal items will not fit in the soft locker (*see Personal Belongings*) you will not be able to test. The site will not store any personal belongings. *Neither PSI nor NCC is responsible for loss, damage, or misplacement of any items brought into or stored at the PSI site*.

- Pencils will not be provided, you will need to bring your own. You may be provided with scratch paper to use during the examination, but it is not guaranteed. Any provided scratch paper must be returned to the supervisor at the completion of testing, or your exam will not be scored. **No documents or notes of any kind may be removed from the examination room**. All computer screens, questions, paper and written materials are the property of NCC and/or PSI and may not be reproduced in any form.

- **No** questions concerning the **content** of the examination may be asked during the test.

- Eating, drinking or smoking will not be permitted in the Testing Center.

- No breaks will be permitted during the testing time.

- If you have any problem during your test session, you should alert the proctor. This could be related to computer function, environment or any other issue.

Inclement Weather, Power Failure or Emergencies

• In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Testing Center personnel are able to open the Testing Center. If power to a testing center is temporarily interrupted during an administration, your examination will restart where you left off, and you may continue the examination.

• If you have started the exam and are disconnected, please contact the proctor to attempt to get reconnected and continue testing.

• If you are unable to get reconnected after starting the exam, the timing for a second attempt to take the exam will be based on how much time and how many questions you were exposed to. If you are disconnected and cannot be reconnected and have tested for under 15 minutes and were exposed to less than 10% of the exam you will be rescheduled within your current eligibility window. **You must work directly with PSI that day to reschedule and if you run into any issues you must notify NCC within 3 days of testing**. If you tested for longer than 15 minutes and/or saw more than 10% of the questions on the exam you will have to wait 90 days and will be rescheduled. A decision on the timing of your second attempt will be made after reviewing the test exposure. Please note, you will need to retest at a Testing Center. Please notify NCC of the internet disconnection issue as soon as you have convenient computer access.

• Candidates **should call** PSI Candidate Services at **833-256-1426** or use the same number they called to schedule their appointment to determine weather-related test site closures. Every attempt will be made to administer the examination as scheduled; however, should an examination be canceled at a testing center, all scheduled candidates will receive notification regarding a rescheduled examination date or reapplication procedures. Please check the test center openings the day before the exam and check your email and phone messages the day of the exam to insure there have been no last minute test site closures.

Testing Center - Taking the Exam

What to Expect

• After your identification has been confirmed, you will be directed to a testing carrel. You will be prompted on-screen to enter your NCC-assigned ID number. Your photograph, taken before beginning the examination, will remain on-screen throughout your testing session.

• Prior to the examination, you will be given the opportunity to practice taking a test on the computer. The time you use for this practice test is NOT counted as part of your examination time. When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination. Instructions for taking the examination are provided on-screen. If you have any questions about how the computer testing works, please ask your proctor.

Misconduct

• A proctor may **dismiss a candidate from the examination** for any of the following reasons:

— the candidate's admission to the examination is unauthorized

— the candidate creates a disturbance, is abusive, or otherwise uncooperative

— the candidate gives or receives help or is suspected of doing so

— the candidate attempts to record test questions, answer keys or to make notes

— the candidate displays and/or uses electronic communications equipment such as pagers, cellular phones

— the candidate talks or participates in conversations with other examination candidates

— the candidate leaves the Testing Center during the administration

— the candidate attempts to take the examination for someone else

— the candidate is observed with personal belongings

— the candidate is observed with notes, books or other aids without it being noted on the roster

TESTING CENTER

Violation of any of the provisions will result in dismissal from the testing session. The exam score will be voided and the examination fees will not be refunded.

FORFEITURE OF FEES

All fees will be forfeited by the candidate for any of the following:

• Failure to follow any PSI rules

• Dismissal from the testing center for being disorderly or otherwise disruptive to other test candidates, testing center personnel or others at the testing center

• Dismissal from the testing center for any reason. **See Misconduct**

Live Remote Proctoring

- Live Remote Proctoring is a secure and non-invasive platform that uses professional proctors and technology to monitor examinees live while they complete the certification exam. The process is secure, easily accessible, and monitors testing activity and records all aspects of the exam session. NCC is unable to offer live remote proctoring for the Inpatient Antepartum Nursing (RNC-IAP) or Neonatal Neuro-Intensive Care (C-NNIC) exams at this time.

- Required System check: Candidates who would like to choose live remote proctoring will need to run a system and webcam test on the computer they plan to take the examination on to ensure it will meet remote proctoring requirements. If requirements are met, candidates may schedule an exam with Live Remote Proctoring.

Live Remote Proctoring - Preparation
Computer Specifications

Testing computers must have a web camera, detachable preferred, microphone and broadband internet access. If the testing computer has a built-in web camera and cannot be moved to scan the entire room, candidates must have a 5"x 6" or larger handheld mirror that the virtual proctor can use to scan the testing room.

Technical Specifications

The technical requirements for the proctoring process are listed below. **You will not be able to use a tablet**, since tablets don't allow you to share your screen with a proctor. **If you plan to use a work computer** you must have administrative rights with permission to disable the firewall for remote access.

- Laptop or desktop computer **(Windows or Mac only)**
- Webcam, Microphone and Speakers *(functional and available for testing)*
- Stable broadband internet connection – Minimum 300 Kbps; we recommend 5Mbps or higher upload and download
- A wired connection is preferred over wireless (Wi-Fi)
- Screen resolution 1368 x 769 or higher
- Current version of Google Chrome or some other Chromium-based browser is best
- Ability to download and install a small program: PSI's secure web browser. **In work environments with firewalls, you must have administrative access to disable the firewall**. This must be ensured prior to taking an exam on a work computer. *The compatibility test does not test for administrative rights and firewalls.*
- **Chromebooks, tablets, and cellphones are not compatible and cannot be used. Touchscreens cannot be used.**
- Dual screens are **not allowed**

OS for PC users: Windows 8.1, 10 and 11 are compatible. (Not 10 S or 10 in S-mode, Enterprise version unsupported). To find your window version, right-click on the window icon and select "Run". In the box labeled "Open" type in the word *winver*. Press the Enter key. Firefox and Chrome are supported for use but not Edge or Internet Explorer.

OS for Mac users: version 10.15 or higher operating systems are needed (New OS support is within 30 days of release). To find out what version you have on a Mac, click on the Apple icon and click on "About This Mac". For Mac users Safari, Firefox or Chrome can be used.

Other OS: Ubuntu 18.04 and 20.04.

Live Remote Proctoring
is offered for these exams:
- Care of the Extremely Low Birth Weight Neonate (C-ELBW)
- Electronic Fetal Monitoring (C-EFM®)
- Inpatient Obstetric Nursing (RNC-OB®)
- Low Risk Neonatal Intensive Care Nursing (RNC-LRN®)
- Maternal Newborn Nursing (RNC-MNN®)
- Neonatal Intensive Care Nursing (RNC-NIC®)
- Neonatal Nurse Practitioner (NNP-BC®)
- Neonatal Pediatric Transport (C-NPT®)
- Obstetric and Neontal Quality and Safety (C-ONQS)
- Women's Health Care Nurse Practitioner (WHNP-BC®)

Live Remote Proctoring - Preparation

Testing the Computer

From the computer you are going to use to take the exam, you must check to see if the computer is compatible for Live Remote Proctoring testing. [click here for compatibility and webcam tests]. If the computer is compatible, you can proceed to register to take an exam.

Environment

Candidates must be able to use the computer in a private room without interruption.

Live Remote Proctoring - Scheduling

- The examination is administered by appointment only. **Examinations may be taken any day of the week, including Saturday and Sunday, 24 hours a day.**

- It is your responsibility to schedule the examination as soon as you receive your eligibility notice. This must be done within the first 30 days of your eligibility window.

- If you are unable to take the exam by Live Remote Proctoring, you will need to allow time to change to a computer test center, so it is critical you do not delay scheduling. If you are unable to schedule at a PSI Testing Center, you may have to pay a change fee to extend the eligibility window. **There are no refunds**, if you submit a change request and then take the exam as scheduled or within the original testing window.

- The specific starting and ending days are provided in your eligibility notification - *you cannot finalize an appointment until you receive your eligibility notification*. Eligibility letters are sent via email once your application is approved. It is the responsibility of the individual to ensure their email is current and accessible. It is recommended that you schedule your appointment as soon as possible.

- Anyone unable to take the examination using LRP will have to take the Exam at a Testing Center. Contact information for scheduling your appointment will be on your eligibility letter. You may also schedule using the scheduling link on your NCC account page.

> **Live Remote Proctoring** is not offered for the following exams:
>
> – Inpatient Antepartum Nursing (RNC-IAP)
>
> – Neonatal Neuro-Intensive Care (C-NNIC)

Live Remote Proctoring - Testing
What to Expect

- All candidates must report to the test portal by 15 minutes before the scheduled testing time. You can launch the exam platform starting 30 minutes before your appointment time. A minimum of 15 minutes is needed for checking IDs, surveying the testing environment and going through the security measures & exam rules.

- Anyone not starting the exam within 15 minutes of the scheduled appointment time, automatically forfeits the examination appointment and the ability to test using Live Remote Proctoring. Applicants who are late or fail to take the test can file a Change Request Form with applicable fees and will need to take the exam at a PSI Testing Center. *If you are unable to obtain a test center date within your eligibility window and already made one change request, you will no longer be eligible and will have to apply and pay an exam registration fee again. There are no refunds.*

- The time spent on the security measures and exam rules does not affect your testing time. You will have the full time allotted to take the exam.

- **For the screen-sharing connection during the exam, candidates must download a program**, which connects the candidate's screen to the proctor. Once the candidate has connected their screen to the proctor, the proctor connects the two-way video and audio connection. Once the exam is over, the session expires, and the remote connection is no longer valid. *If you do not wish to complete the download, consider taking the test at a PSI Testing Center).*

    - A small program file will download to your computer. Click the file to open it and select "Run" to install the program. If any pop-ups ask if you approve, click "Yes" or "Okay".

    - A live proctor will connect with you via a chat box. You'll read the rules and sign off on them.

Live Remote Proctoring - Process

Identification

- **Two forms of current ID are required and must be presented to the proctor before the exam starts**. All identification presented must be current or unexpired and contain a signature. The primary one must have a photo, expiration date, and the first and last name must match. **Candidates will not be allowed to test without proper ID.** (Driver's License, State identity card (non-driver license), Passport, Passport card, Green Card, Alien registration, Permanent resident card, or National identification card). No forms of temporary identification will be accepted. The second form of identification must display your name and signature for signature verification (e.g. credit card with signature, social security card with signature, employment/student ID card with signature). Military IDs cannot be used.

- **The proctor will confirm the candidates identification prior to starting the examination.**

- The proctor will ask you to show your photo ID. Hold it up to the webcam to verify your identity.

Testing Environment

You can schedule and launch your exam right from your home or office computer but must have a microphone, webcam, speakers and stable broadband internet.

- The proctor will check to make sure your webcam and microphone are working properly and that screen sharing has been activated. You will be asked to share your screen for all connected equipment.

- The proctor will ask you to slowly move the webcam around the room to verify that you are alone and that your desk is clear of restricted items. If there are notes, drinks, a box of tissues or any such items on your desk, you will be asked to remove them prior to releasing the exam.

- If you need assistance during your exam, you should initiate a chat with the online test administrator using the in-exam chat tool.

- No conversing or any other form of communication is permitted once your exam has been released.

- You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of NCC and PSI security policies. Either one may result in the disqualification of examination results, may lead to legal action and will be reported to your Licensing Authority/Sponsor.

- **The testing environment will be surveyed by the proctor prior to testing**. The testing computer must be in a private room and be able to be used without interruption. A proctor will continuously monitor both the test taker and the testing environment.

- **No other people** (i.e. guests, visitors, family members) **or pets** are allowed in the testing room.

Live Remote Proctoring - Process

Testing Environment

- The workspace must be cleared of all materials, including books, papers, dictionaries, other reference materials or personal items (e.g., purses, briefcases, coats).

- **No electronic devices** *(other than the computer being used to test)* **are allowed in the room!** This includes, cell/smart phones, signaling devices such as pagers and alarms, cameras or other photographic or duplicating devices, personal digital assistants (PDAs), recording devices or other hand-held computers, tablets and digital music players (e.g., iPod & iPad).

- **All jewelry** (i.e., watches, necklaces, pins) **and head coverings must be removed from the room** prior to the testing session.

- Your launch button will be enabled when your exam is fully prepared for delivery.

- You may not exit the camera view or use a cell phone or other electronic devices during the examination.

- Your hands must be visible to the camera at all times. Talking or mouthing words while testing is prohibited.

- PSI requires all employees and exam takers to conduct themselves in a professional and courteous manner at all times. Exhibiting abusive behavior towards a proctor via chat or other candidates will be reported to your Licensing Authority/Sponsor and may result in criminal prosecution.

Live Remote Proctoring -
Rules and Policies
Restrictions and Security

- **The computer screen, questions and browser are monitored by the proctor throughout the exam process**. All information displayed on the computer screen during testing (instructions, questions, etc.) is the property of NCC and may not be reproduced in any form.

- **No questions concerning the content of the examination may be asked during the test.**

- No breaks will be permitted during the testing time.

- **If any non-approved items are observed on the workspace after the examination is started, you will be dismissed, the test administration will end, and all fees will be forfeited.**

- If testing has to be shut down for technical reasons, you will be required to reschedule at a PSI Testing Center and may have to pay an additional fee. PSI requires a 4-day notice to reschedule.
  If you are unable to reschedule for a test center exam within your eligibility window you will have to submit a change request along with a $125.00 fee to obtain a new eligibility window.

- Any questionable behavior will be reviewed on the webcam, chat logs and audio from time of authentication through submission of the examination. All recordings are deleted after 30 days.

Live Remote Proctoring -
Rules and Policies
Misconduct

If a candidate is dismissed by the proctor, the test administration will end, and all fees will be forfeited. The proctor may dismiss a candidate from the examination for any of the following reasons:

- the candidate gives or receives help or is suspected of doing so

- the candidate attempts to record test questions or to make notes

- the candidate displays and/or uses electronic communications equipment such as pagers, cellular phones, PDAs

- the candidate attempts to take the examination for someone else

- the candidate is observed with personal belongings

- the candidate is observed with notes, books or other aids without it being previously approved by NCC

- any event that the proctor(s) deems as a compromise to the testing session

If a candidate engages in misconduct and is dismissed -- the exam score will not be reported, and examination fees will not be refunded.

FORFEITURE OF FEES

All fees will be forfeited by the candidate for any of the following:

- Failure to follow any PSI rules

- Dismissal from the testing session for being disorderly, verbally abusive, etc.

- Dismissal from the testing session for any reason. **See Misconduct**

Live Remote Proctoring -
Rules and Policies
Timed Examination

- After the security measures have been completed and the rules have been reviewed, the examination will start. During the exam the browser is secured with no ability to copy, paste, screen capture, access other sites, use instant messaging applications or run remote access/virtual machines.

- The use of Live Remote Proctoring is based on your computer, the bandwidth and the ability to download the program that provides you with the proctor and the exam. In some cases, this process can take time to work through and may cause a delay in your start time for the exam. The exam is not started or timed until the set up process is completed. If you feel that attempting this set up prior to the start of the exam will cause you undue stress, NCC recommends you take the exam at a test center.

Inclement Weather, Power Failure, Internet Disconnections, or Emergencies

- If you are unable to take your scheduled examination, due to inclement weather, power failure or unforeseen emergencies, you may reschedule your exam ONCE at no charge by contacting PSI. This reschedule must occur within your 90-day testing window. If you have already used the one-time rescheduling option with PSI, then you will have to submit a "Change Request Form" (fees and restrictions apply).

- If power or the internet is temporarily interrupted during the exam administration, all attempts will be made to restart where you left off so you may continue to take your examination.

- If you start the exam and are disconnected please use call PSI tech support to attempt to get reconnected and continue testing.

  Inside the U.S.: 844-267-1017
  Outside the U.S.: 1-702-939-6734

- If you are unable to get reconnected after starting the exam, the timing for a second attempt to take the exam will be based on how much time and how many questions you were exposed to. If you are disconnected and cannot be reconnected and have tested for under 15 minutes and were exposed to less than 10% of the exam you will be rescheduled within your current eligibility window. You must work directly with PSI that day to reschedule and if you run into any issues you must notify NCC within 3 days of testing. If you tested for longer than 15 minutes and/or saw more than 10% of the questions on the exam you will have to wait 90 days and will be rescheduled. A decision on the timing of your second attempt will be made after reviewing the test exposure. Please note, you will need to retest at a PSI Testing Center. Please notify NCC of the internet disconnection issue as soon as you have convenient computer access.

Exams must be canceled or rescheduled a minimum of 4 business days before the scheduled appointment time. Failure to cancel or reschedule within this time will result in forfeiting exam fees.

Taking the Exam by Computer

What to Expect

- **The NCC examinations are timed**. The examination will terminate if you exceed the time limit. You may select the *Time* button to monitor your time. A digital clock indicating the time remaining for you to complete the examination will appear. The time feature may also be turned off during the examination.

Three (3) hours are allotted to complete the core exams

Inpatient Antepartum Nursing (RNC-IAP)

Inpatient Obstetric Nursing (RNC-OB®)

Low Risk Neonatal Intensive Care Nursing (RNC-LRN®)

Maternal Newborn Nursing (RNC-MNN®)

Neonatal Intensive Care Nursing (RNC-NIC®)

Neonatal Nurse Practitioner (NNP-BC®)

Women's Health Care Nurse Practitioner (WHNP-BC®)

Two (2) hours are allotted to complete the subspecialty exams

Care of the Extremely Low Birth Weight Neonate (C-ELBW)

Electronic Fetal Monitoring (C-EFM®)

Neonatal Neuro-Intensive Care (C-NNIC)

Neonatal Pediatric Transport (C-NPT®)

Obstetrics and Neonatal Quality and Safety (C-ONQS)

- Only one test item is presented at a time showing the stem and three answer options labeled A, B and C. **Indicate your choice by either entering the letter of the option you think is correct (A, B, or C) or clicking on the option**. To change your answer, enter a different option. *You may change your answers as many times as you wish during the testing time limit.*

- To move to the next item, click on the forward arrow (>) in the lower right portion of the screen. This action will move you forward through the examination item by item. If you wish to review any item or items, click the backward arrow (<) or use the left arrow key to move backward through the examination.

- A test item may be left unanswered and returned to later in the testing session. Items may also be bookmarked (flagged) for later review by clicking in the blank square to the right of the Time button. Select the double arrows (>>) to advance to the next unanswered or bookmarked item on the examination.

- When the examination is completed, the number of test items answered is reported. If all items have not been answered, return to the examination and answer those items. **Any unanswered question is considered a wrong answer. It is to your advantage to provide an answer for each test item before ending the examination.**

- Online comments may be provided for any item by clicking on the *Comment* button to the left of the *Time* button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided. **NOTE: the time to make comments will be counted toward the test time and comments are NOT accepted as answers.**

Taking the Exam

Results Notification

- **NO RESULTS ARE PROVIDED IMMEDIATELY AFTER TESTING FOR ANY EXAM FORMAT**. After completing the examination, an email will be sent by the testing company explaining how test results can be obtained.

- **Official results, with the score report, will be mailed from NCC within 15 business days** of computer exam administration.

- When new forms of an exam or new test grids are developed **official results can take up to 21 business days**.

- **Date of certification is based on the date of the official results, not the exam date.**

- You are not certified until you receive your official results in the USPS mail.

- Test result reports are NOT available by phone or email, and pass/fail status only can be seen in your account after the official results have been mailed. If you see the results in your account or get notification from NCC you can expect to receive the full score report in the mail.

- NCC reserves the right to cancel test scores when there is reason to believe that scores are invalid. Proof of misconduct is not required to cancel scores.

- **Third-party notification of pass/fail status will not be released without authorization from the candidate**. A $30 fee is required for any third-party notification or issuance of duplicate pass/fail reports. Such verifications will not be issued until official written confirmation of pass/fail is made by NCC and notification has been sent to the candidate. **Verification requests can only be made via the online verification system on the NCC website**.

Testing Center Locations

PSI testing centers are located throughout the country. Test sites are subject to change. To find an available test center near you go to
https://home.psiexams.com/#/test-center?p=WZ9829FC.
If you are already registered for a certification exam, sign into your account and click on the "Schedule or Launch Exam" link.

What Happens if You Cannot Take the Test
Using Any of the Modes of Testing:
REQUEST TO CHANGE OR WITHDRAW FROM THE EXAM

Change your Testing Date, Method of Testing or Exam Category

Candidates who cannot take their currently scheduled examination, have missed their testing date or need to take a different exam - can request a change. Candidates may request to change their examination category, reschedule their testing date or even change their method of testing, provided that they meet the requirements listed below. Candidates are only allowed one change option (ex. if you reschedule your examination date, you will not be able to change your examination category). All change requests must be approved by NCC and you may be required to provide additional information. There will be no refund of original fees or Exam Change Request Form fees. Candidates who fail to take the examination under this change option must re-apply with full fees. You can anticipate a new eligibility letter within 2-4 weeks.

All candidates requesting a change MUST:

- Submit the change request within one calendar year from the first date of their original assigned eligibility window
- **Cancel their exam date with PSI** (if they have one scheduled), **before submitting a change.** Scheduled exams may also be canceled using the "Schedule or Launch Exam" link in your account.
- Use the NCC website to submit the Change Request Form *(changes requested in any other format, will not be accepted).*
- **Submit a non-refundable fee of $125 with the Change Request Form**

To change examination category:

- Eligibility must be re-established for the new exam category, and additional documentation and fees may be required.

- The time to consider eligibility for the new category will count toward the original assigned 90-day computer testing window.

- *Examinees must take the exam for which they have been determined eligible. No changes will be permitted on examination day*. If a candidate knowingly or unknowingly takes an examination other than the one she/he was found eligible to take, the examination will not be scored. No refunds will be allowed, and all fee policies will apply if the candidate reapplies for an examination.

- Examination category cannot be changed from a subspecialty or RN Core application to a NNP or WHNP certification. Candidates who registered for an RN Core exam or subspecialty exam and need to change to NNP or WHNP will have to submit an exam withdrawal for a partial refund and complete the full registration for one of these APRN certification exams.

- Candidates must submit their request at least 30 days prior to the end of their testing window.

Withdrawing Candidates

- Only the applicant/candidate can withdraw from the examination process.

- All withdrawal requests must be submitted online at the NCC website **BEFORE the final day of the original eligibility window**.

- Candidates who register using a bulk purchase voucher cannot withdraw from the exam.

- To withdraw you **CANNOT have a scheduled appointment** to take an exam through PSI.

- If you have a scheduled appointment you will be unable to withdraw until you **cancel the appointment directly with PSI**. You must call scheduling at 833-256-1426 and UNSCHEDULE the exam prior to submitting the withdrawal application with NCC. You can also cancel your appointment by logging into your account and clicking on the "Schedule or Launch Exam" link.

- Any test appointment with PSI must be canceled/unscheduled no later than four business days prior to the scheduled testing date.

- PSI can only remove you from the test schedule after you have canceled the test date. After you have canceled, you can complete the NCC online withdrawal request form.

- Anyone who has previously requested an exam change of any kind, including a request for a new eligibility window or exam category is not eligible to withdraw.

- **No refund will be considered after the original eligibility window expires**.