



NATIONAL HEALTHCAREER ASSOCIATION®

Candidate Handbook

[NHANOW.COM](https://www.nhanow.com)
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nha 

NHA Certifications

All of the below certification programs are accredited by The National Commission for Certifying Agencies (“NCCA”).



Clinical Medical Assistant Certification (CCMA)



Electronic Health Record Specialist Certification (CEHRS)



Phlebotomy Technician Certification (CPT)



Billing and Coding Specialist Certification (CBCS)



Medical Administrative Assistant Certification (CMAA)



Patient Care Technician/Assistant Certification (CPCT/A)



EKG Technician Certification (CET)



ExCPT Pharmacy Technician Certification (CPhT)

Since 1989, the National Healthcareer Association (NHA) has supported allied health education across the nation to award more than 750,000 allied health certifications.

Steps to certification



1. Check your eligibility



2. Prepare & study



3. Register & schedule exam



4. Take the exam



5. Obtain certification



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Introduction

This Candidate Handbook provides information about National Healthcareer Association® (NHA) and the certification examinations and credentials it offers in various allied healthcare fields.

This handbook includes information concerning:

- NHA allied health certification examinations and application fees
- Eligibility requirements
- Applying and sitting for NHA certification examinations
- Exam administration and results
- Rules of conduct and disciplinary action
- Awarding of credentials

Each NHA certification exam is designed to evaluate the knowledge and skills associated with the performance of tasks required for entry-level practice in the field that is the subject matter of the exam. Candidates who are successful in passing the certification examination will be awarded credentials indicating their certification status.

NHA's Mission

Empowering people to access a better future.

About NCCA and the ExCPT and NHA Certification Governing Boards

All of the NHA certification programs discussed in this Handbook are accredited by The National Commission for Certifying Agencies (“NCCA”), a division of the Institute for Credentialing Excellence (“ICE”).

The ExCPT Certification Governing Board is an independent and autonomous board that is responsible for overseeing the ExCPT Pharmacy Technician program while the NHA Certification Governing Board is an independent and autonomous board that is responsible for overseeing all other allied health certification programs listed herein. The Certification Boards set policy over essential certification activities and oversee certification and recertification decisions, including governance, eligibility standards, disciplinary and appeals actions, and the development, administration and scoring of assessment instruments.

Nondiscrimination

NHA and its designated test vendor, PSI, do not discriminate against any individual because of age, disability, gender, national origin, race, religion, sexual orientation, veteran status or any other protected class. NHA and PSI endorse and adhere to the principles of equal opportunity.

NHA CERTIFICATION EXAMINATIONS AND APPLICABLE FEES:

The following lists the NHA national certification examinations addressed in this handbook. Candidates must pay an examination fee for each exam attempt. Applicable exam fees are shown on the NHA website, www.nhanow.com. To find a specific exam's application fee, click on Certifications button at the top of the home page. Click on the applicable Profession. The exam fee is shown on box located on the right hand side of the page for the selected exam.

Clinical Medical Assistant Certification (CCMA)

Phlebotomy Technician Certification (CPT)

EKG Technician Certification (CET)

Billing and Coding Specialist Certification (CBCS)

Electronic Health Records Specialist Certification (CEHRS)

Medical Administrative Assistant Certification (CMAA)

Patient Care Technician/Assistant Certification (PCT/A)

ExCPT Pharmacy Technician Certification (CPhT)



Candidate Eligibility Requirements

Certification Eligibility

To be eligible to sit for an NHA exam (other than the ExCPT Pharmacy Technician) and receive certification, each candidate must satisfy Steps 1-3 below:

Step 1: Possess a high school diploma or the equivalent, such as a General Education Development (GED) test or other equivalency test recognized by the candidate's state of residency, or diploma and official transcript reflecting equivalent education as evaluated by the American Association of Collegiate Registrars and Admissions Officers for secondary education (if documents are not in English, a translation into English from a translation service approved in the United States for legal or governmental documents must be available upon request).

Step 2: Successfully complete **one of the following pathways:**

PATHWAY 1: TRAINING PROGRAM: Within the past five (5) years*:

- a. Successfully complete, a training program in the health field covered by the NHA certification exam offered by an accredited or state-recognized institution or provider; or

b. Successfully complete, an apprenticeship program that is registered pursuant to the guidelines of the U.S. Department of Labor; or

c. Successfully complete, formal medical services training offered by any branch of the U.S. Military Training; or

d. (Pre-Externship Route) Successfully complete the didactic (coursework) portion of the program as verified by the institution and prior to the completion of any required externship, provided:

- The institution has completed the agreement with NHA to allow students to take the exam after completion of the coursework and prior to completion of the institution's required externship.
- Candidates who take the exam prior to their externship will be informed whether he/she passed or failed the exam; however, for all passed exams, no certificate number will be assigned, and the certificate will not be available to the candidate, an employer or any regulatory or state agency until the externship completion has been received by NHA.
- The candidate will have ninety (90) days from the exam date to (i) complete the externship, (ii) ensure that his/her institution has all of the necessary paperwork needed for completion of the institution's program and (iii) have the institution notify NHA.
- Once the candidate completes his/her externship, the institution will notify NHA that the candidate has successfully completed the entire training program. Provided that the candidate had passed the exam, NHA will then assign a certificate number and the candidate will receive an official certificate and wallet card within approximately 7 to 10 business days from the date NHA releases the certificate. The Effective Date of the Certificate will be the date NHA assigns the certificate number. At that time, an employer or regulatory agency will be able to confirm that the candidate is certified with NHA.
- If the candidate does not timely complete his/her externship or the institution fails to notify NHA that the candidate has completed his/her externship within 90 days from the date he/she passed the certification exam, NHA will void the exam score and the candidate will be required to retake the exam in order to be certified.

**Candidates whose date of completion from their training program is five years or more prior to the date of registration are ineligible to meet the requirements of Pathway 1. Accordingly, such candidates must instead have the relevant work experience described under Pathway 2 below.*

PATHWAY 2: WORK EXPERIENCE - Have at least one (1) year of supervised work experience in the health field covered by the NHA certification exam within the last three (3) years.

Step 3: If certifying as a Phlebotomy Technician or an EKG Technician, such Candidates must also complete the Additional Program-specific Eligibility Requirements, described below, prior to sitting for the exam.

Additional Program-specific Eligibility Requirements

- **Phlebotomy Technician Certification (CPT):** Each candidate for the CPT certification must be able to provide evidence that he/she has successfully performed a minimum of thirty (30) venipunctures and ten (10) capillary sticks on live individuals.
- **EKG Technician Certification (CET):** Each candidate for the CET certification must be able to provide evidence that he/she has successfully performed a minimum of ten (10) EKGs on live individuals.

ExCPT Pharmacy Technician Eligibility Requirements:

To be eligible to sit for an ExCPT pharmacy technician certification examination and receive CPhT certification, each candidate must satisfy Step 1-2 below:

Step 1: Possess, or be within no more than 60 days* of possessing, a high school diploma or the equivalent, such as a General Education Development (GED) test or other equivalency test recognized by the candidate's state of residency, or diploma and official transcript reflecting equivalent education as evaluated by the American Association of Collegiate Registrars and Admissions Officers for secondary education (if documents are not in English, a translation into English from a translation service approved in the United States for legal or governmental documents must be available upon request).

Step 2: Successfully complete one of the following pathways.

PATHWAY 1: TRAINING PROGRAM: Within the past five (5) years*:

- a. Successfully complete a pharmacy technician training program offered by an accredited or state approved institution or provider; or
- b. Successfully complete an apprenticeship program that is registered pursuant to the guidelines of the U.S. Department of Labor; or
- c. Successfully complete formal pharmacy technician training program offered by any branch of the U.S. Military Training; or
- d. Successfully complete an employer-based training program or a program offered by a national pharmacy association that:
 - Is recognized by the Board of Pharmacy of the state in which the candidate completes the training program; or
 - Has been verified by the candidate's employer to provide academic preparation including technical skills and knowledge, sufficient to prepare the candidate to adequately perform the duties of an entry-level pharmacy technician.

*Candidates whose date of graduation or completion from their training program is five years or more prior to the date of application, also must have relevant work experience as described below.

PATHWAY 2: WORK EXPERIENCE: Complete at least 1,200 hours of supervised pharmacy related work experience within any one (1) year in the last three (3) years.

NHA reserves the right to adopt additional practical requirements with respect to specific certification programs or all certification programs.

Eligibility Requirements for Instructors:

An instructor of an institution associated with NHA is eligible to sit for an NHA certification exam provided he/she:

1. Possesses a current state-recognized teaching certificate, is licensed as a teaching professional, or has a minimum of three years of full-time teaching experience in a healthcare or health science field;
2. Is currently licensed, certified or registered as healthcare professional or has a minimum of two years of work experience in the allied health field covered by the NHA certification exam or a discipline that is commensurate with or exceeds the scope of practice of that allied health field; and
3. Meets all program-specific requirements.

The instructor must:

1. Register individually (he/she cannot associate himself/herself with his/her institution when registering with NHA); and
2. Sit for the exam at a PSI testing site location. Under no circumstances may the instructor take the exam at his/her institution.

In addition, the instructor:

1. May not sit for exam if he/she served as a proctor for that same exam in the prior six (6) months; and
2. Once he/she has registered for the exam, he/she may not proctor that same exam until after receiving the certification.

Provisional Certification

Provisional Certifications are not available to candidates sitting for the ExCPT Pharmacy Technician Certification.

A candidate who is scheduled to graduate from an accredited high school or GED program (or other equivalent test recognized by the candidate's state or residency) may take the certification exam and receive a Provisional Certification up to twelve (12) months before graduation as long as all certification eligibility requirements are met. A "Provisional Certification" is a placeholder and is intended to allow candidates to take certification exams as near to the time they complete their training even though they have not yet met the eligibility requirement of holding a high school diploma or its equivalent needed to receive a standard (full) certification.

Each student seeking to obtain a Provisional Certification must sign on and register for the exam. Registration must be performed by the actual candidate. Parents, teachers, other school officials, or other parties are not permitted to register on behalf of a candidate. As noted below, the registration process includes Attestations that each candidate must read and agree to before sitting for an examination, and all candidates will be bound by the Attestations made at the time of registration.

It is important to note that the Provisional Certification expires twelve (12) months after the examination date. If the provisional certification lapses before the candidate graduates, the candidate will be required to retake the NHA certification exam. Accordingly, a candidate seeking a Provisional Certification – any candidate that has not yet obtained a high school diploma, GED certificate or other high school equivalency – is responsible for making sure that his/her examination is scheduled on a date that is no more than twelve (12) months before his/her graduation date.

Additionally, candidates are advised to provide a personal email address at the time of registration, rather than an email address associated with their current school, employer, or sponsor, so that NHA is able to provide important information concerning their certification even after the candidate has left his/her current school, employer or sponsor.

A candidate scheduled to graduate from an accredited high school, GED program or other high school equivalency program may receive a Provisional Certification pursuant to the following conditions:

- A Provisional Certification expires twelve (12) months after the examination date. The Provisional Certification cannot be renewed or reinstated. It must be converted to a full certification by meeting all certification eligibility requirements, including the requirement to have graduated from high school or other equivalency program.
- A candidate must take and successfully pass the examination no more than twelve (12) months prior to his/her graduation date. For purposes herein, the candidate's "graduation date" is the date officially recognized by the educational institution and displayed on an official transcript, diploma, GED certification or other documentary proof of successful completion of a high school equivalency program. The graduation date must be a date that precedes, or is on or within thirty (30) days following, the expiration date shown on the NHA Provisional Certification.
- Upon graduation, the holder of an active Provisional Certification must apply to have his/her Provisional Certification converted to a Full Certification. If the Provisional Certification lapses before the candidate applies for conversion to a full certificate, the candidate will be required to retake the NHA certification exam.
- When applying for Full Certification, a candidate is required to provide proof of graduation (high school diploma, GED certification or other documentary proof of successful completion of a high school equivalency program). In addition, he/she must be able to provide written proof that they have met the training or work experience eligibility requirement and, if applicable, the program-specific eligibility requirements described in the "Eligibility" section of this Candidate Handbook, upon request. For more information about converting a Provisional Certification, please see the "Converting Provisional Certification to Full Certification" section of this Candidate Handbook.
- Once the Provisional Certification is converted to a Full Certification, the expiration date will be based on the initial testing date and all requirements for continuing education needed to renew the certification will be required.

Eligibility Exception Requests

Candidates may request an exception to eligibility requirements to sit for the certification exam by completing the appropriate Exceptions Request/Appeals form and submitting supporting documentation. The exception request will be reviewed and decided upon by the appropriate Disciplinary & Appeals Committee. The Committee's decision will be provided to the candidate in writing. Decisions of the Committee may be submitted to the appropriate Certification Governing Board for reconsideration. Such reconsideration will not occur until the next regularly scheduled meeting of the Board, which meets approximately three times each year. Decisions of the Board are final. See the "Appeals" section of this Candidate Handbook for more information. NHA reserves the right to uphold eligibility requirements as established by the Certification Governing Board.

State Licensing Eligibility Requirements

The NHA eligibility requirements pertain only to NHA certifications and are separate and distinct from any eligibility to practice requirements set forth under state law, regulation or rule. The laws and regulations governing the practice of an allied healthcare profession, if any, vary by state. Candidates are solely responsible for knowing and understanding the requirements, if any, which govern the practice of their profession in their particular state, including those concerning certification requirements. Candidates are advised to conduct online research to determine the name of the oversight body, if any, for the allied healthcare field in which they plan to practice in the state they plan to work and to visit the website for, or contact directly, that oversight body to learn the most current requirements for practicing in that state. Because state laws, regulations and rules change often, candidates should visit the website for the oversight body on a regular basis. NHA certification does not guarantee any candidate's ability to meet any or all regulatory requirements pertaining to their profession.





Candidate Profile and Exam Registration

All candidates must complete a two-step process, which consists of:

1. Creating a candidate profile and
2. Applying to sit for one or more certification examinations.

Creating a Candidate Profile

Candidate Profiles are created on the NHA website: www.nhanow.com.

If you are a returning candidate, or certificant or previously have created a Candidate Profile, skip this step and “Login” instead. Please do not create another profile.

When creating a Candidate Profile, please be aware of the following:

- Candidate Profiles should be created by the candidate. Candidate Profiles should not be created by a third party such as a parent, teacher, school official, sponsor, case worker or any other party.
- When creating a candidate profile, the candidate will be required to select an ‘Organization Type.’ If the candidate is associated with a school, institution or employer that is an authorized NHA test site, the candidate will select their institution from the drop-down menu in the ‘Organization’ field. If a candidate is not affiliated with an institution, the candidate should select ‘Registering Individually’ from the ‘Organization Type’ menu.

Please note: This selection will impact the candidate’s registration options. All candidates not affiliated with an NHA-authorized testing institution will be required to take their exams at a third party testing center. Candidates who are affiliated with an NHA-authorized testing institution may also be required to take their exam at a third-party testing center if their institution does not administer their specific exam.

- Candidates are advised to provide a personal email address when they create their Candidate Profile rather than an email address associated with their current institution. This is requested so that NHA is able to provide important information concerning the candidate’s certification after the candidate has left their current school or employer.

Applying/Registering for an Exam

Once the Candidate Profile has been created, each candidate must apply/register for an exam. This can be done immediately following the creation of the Candidate Profile or at a later time.

All candidates affiliated with an NHA authorized testing institution must apply for a specific certification exam date. Step-by-step instructions for applying for an exam if the candidate’s profile is associated with an institution can be found on the NHA Help Center FAQ at www.nhanow.com/help-center/faq under the question “How do I register for an exam?”

If the candidate selected “Registering Individually” during the creation of his/her profile or his/her institution does not administer the examination he/she selected, the candidate will take his/her exam at a PSI test site. Such candidates must complete the NHA application process and then contact PSI to schedule their specific exam date. Information about PSI test locations is available on the NHA FAQ page at www.nhanow.com/help-center/faq. Additionally, NHA’s step-by-step “How To” for applying for an exam if the candidate registers as an individual can be found on the NHA FAQ page at www.nhanow.com/help-center/faq under the question “How do I register to take an NHA exam if my school or employer isn’t partnered with NHA?”.

When applying/registering for an exam, please be aware of the following:

- Exam applications must be completed by the candidate. Exam applications are not to be completed by a third party such as a parent, teacher, school official, sponsor, case workers or any other party. The exam application process includes an Attestation that each candidate must read and agree to before sitting for an examination. All candidates will be bound by the Attestations made during the exam application process.

- Each candidate must read the Attestation Agreement (see the “Attestation” section of the Candidate Handbook for more information) and select whether they agree or disagree with the Attestations. If the candidate does not or cannot agree with the Attestation Agreement, the candidate will be placed in contingent status and will not be able to complete the exam application until the status has been removed. When the candidate selects ‘Disagree,’ he/she will receive a warning message explaining that he/she will be placed in contingency status. If the candidate confirms their selection, it is the responsibility of the candidate to file an exception request, which is reviewed by the Disciplinary & Appeals Committee.

To file an exception request, the candidate must complete an Appeals Form found at www.nhanow.com/help-center/forms, attach any supporting documentation that explains why the candidate cannot agree with the Attestation and email, fax or mail the package to the address on the Appeals Form. The candidate will be notified in writing of the decision of the Appeals Committee. For more information, see the “Appeals” section of the Candidate Handbook.

- During the application process, candidates may elect to share their examination scores with their institutions. In some cases, based on agreements or arrangements between the candidates and their institutions or other third parties, the candidates may be required to share their score.
- Unless sponsored by an institution or employer that pays for the exam on behalf of the candidate, payment is required when the candidate applies for the examination. The candidate will have two (2) hours to complete the payment process after applying for the certification exam(s). If the payment window closes before payment is finalized, the candidate’s application will be voided. The candidate must reapply for the examination and finalize payment to confirm their application for the exam. After the application/registration is completed, the candidate will receive a confirmation email.

Attestations

Candidates are required to attest to meeting all eligibility requirements and acknowledge understanding of NHA’s confidentiality and testing policies, including policies concerning misconduct, and the disciplinary recourse for violating those policies. Candidates may be expected to re-attest to eligibility requirements at the test site. All candidates will be bound by the Attestations made at the time of Registration and/or at the test site. Below are the Attestations that each candidate must make at Registration (provided verbatim):

Please note: The Pharmacy Technician Candidate must agree to a separate Attestation in order to sit for the pharmacy technician certification exam. See the ExCPT Pharmacy Technician Attestation below.

Candidates are required to agree to the following attestation if they have completed the training program in its entirety as explained under Step 2 a.-c. and/or Step 3. Candidates who complete the training program under Step 2. d. (Pre-Externship Route) must agree to a Attestation II. shown below.

Attestation: Please read carefully. You MUST attest to the following statements in order to sit for this examination:

1. I am the actual candidate registering for this exam and no other person is completing this registration on my behalf.

Please note: Registration must be performed by the candidate; parents, teachers, school officials or any other party are not permitted to register on the candidate's behalf. All candidates will be bound by the attestations made during the exam application process.

2. I possess either a high school diploma or the equivalent, or I expect to earn my high school diploma or equivalency within the next 12 months.

Please note: If you do NOT meet this requirement, you must receive an official waiver from the NHA Disciplinary and Appeals Committee that specifically allows you to sit for this exam. Answer "I do NOT agree" below and submit at Appeal Form which can be found at www.nhanow.com.

3. Prior to sitting for the exam, I meet or will have met one of the following eligibility pathways:

- a. TRAINING PROGRAM — Within the past 5 years, I have successfully completed a formal training program in the health field covered by the NHA certification exam offered by an accredited or state approved institution or provider. This includes a training program in the health field covered by the NHA certification exam offered through an apprenticeship program that is registered pursuant to the guidelines of the U.S. Department of Labor, or by any branch of the U.S. Military. **Training programs completed more than 5 years from today's date require you to have relevant work experience described in b. below.**

- b. WORK EXPERIENCE — I have a minimum of one (1) year of supervised work experience in the health field covered by the NHA certification exam within the last three (3) years.

- c. FOR INSTRUCTORS ONLY — I have a current state-recognized teaching certificate, am licensed as a teaching professional or have a minimum of three years of full-time teaching experience in healthcare or health science field; **AND**

I am currently licensed, certified or registered as a healthcare professional, or I have a minimum of two years of work experience in the health field covered by the NHA certification exam or in a discipline that is commensurate with or exceeds the scope of practice in the health field covered by the NHA certification.

Please note: If you do NOT meet this requirement, you must receive an official waiver from the NHA Disciplinary and Appeals Committee that specifically allows you to sit for this exam. Answer "I do NOT agree" below and submit an Appeal Form, which can be found at www.nhanow.com.

4. I have read the Candidate Handbook for this examination and attest that I meet all of this examination's eligibility requirements and I agree to abide by the NHA Code of Conduct, the Code of Testing Conduct and all other rules and policies described in the Candidate Handbook.

5. I understand that all assessment questions are the copyrighted property of Assessment Technologies Institute®, LLC. The removal or attempt to remove questions or other assessment material from the test site is prohibited. It is forbidden under federal copyright law to copy, reproduce, record, distribute or disclose these assessment questions by any means, in whole or in part. A violation of this type can result in civil and criminal penalties.

6. I certify that I will not cheat or violate the confidentiality of the examination.

Cheating or violation of confidentiality may be defined as, but not necessarily limited to the following:

- a. Obtaining help from any other person during the examination,
- b. communicating with or giving help to another candidate during the examination,
- c. using notes, books, or any other sources of information during the examination,
- d. using electronic programmable devices, such as calculators, cell phones and PDAs during the examination,
- e. reproducing or making copies of an NHA examination or test questions by any means,
- f. memorizing and reproducing test questions,
- g. soliciting test questions from previous candidates,
- h. discussing or disclosing the contents of the examination by any means, or
- i. providing false or purposely misleading information when applying for, registering for, or completing the exam.

7. I understand that NHA will publish a list of Certified Candidates and that my employer and state regulatory board may be notified if my certification expires or is revoked. Unless required by law, my name will not be released to any party in conjunction with my test score without my permission.

8. I understand that any claim I may have related to the good-faith enforcement of these policies or the unintentional damage or loss of my exam records will not exceed the amount of my application fee for this examination.

I attest that by clicking on "I agree", I have read and understand the above, that the information I have provided is complete and accurate to the best of my knowledge and belief, and I further understand that NHA may revoke certification if I provided any false or incomplete information.

Candidates are required to agree to the following attestation if they have completed the training program in its entirety as explained under Pathway 2. D). Training Program – (Pre-externship Route) in the Eligibility Section of this Handbook.

ATTESTATION II. Please read carefully. You MUST attest to the following statements in order to sit for this examination:

1. I am the actual candidate registering for this exam and no other person is completing this registration on my behalf.

PLEASE NOTE: Registration must be performed by the candidate; parents, teachers, school officials or any other party are not permitted to register on the candidate's behalf. All candidates will be bound by the attestations made during the exam application process.

2. I possess either a high school diploma or the equivalent, or I expect to earn my high school diploma or equivalency within the next 12 months.

PLEASE NOTE: If you do NOT meet this requirement, you must receive an official waiver from the NHA Disciplinary and Appeals Committee that specifically allows you to sit for this exam. Answer "I do NOT agree" below and submit at Appeal Form which can be found at www.nhanow.com.

3. Prior to sitting for the exam, I attest to the following:
- a. TRAINING PROGRAM - I have successfully completed the didactic (coursework) portion of my institution or provider's training program in the health field covered by this NHA certification exam.
 - b. EXTERNSHIP REQUIREMENTS - I agree to complete the required externship portion of my institution or provider's program within 90 days of successfully passing this examination.
 - c. NHA CERTIFICATION HELD UNTIL EXTERNSHIP IS COMPLETED -- I understand that my certification (provided I pass the exam) will be held and not released to me or to an employer or any regulatory or licensing body until I complete the required externship and my institution or provider confirms to NHA that I have successfully completed the entire training program, including the externship.

I further understand that my certification will be voided if I do not complete my externship within 90 days or my institution or provider does not provide NHA with the necessary information to release my certification.

4. I have read the NHA Candidate Handbook and attest that I meet all of this examination's eligibility requirements and I agree to abide by the NHA Code of Conduct, the Code of Testing Conduct and all other rules and policies described in the NHA Candidate Handbook.
5. I understand that all assessment questions are the copyrighted property of Assessment Technologies Institute®, LLC. The removal or attempt to remove questions or other assessment material from the test site is prohibited. It is forbidden under federal copyright law to copy, reproduce, record, distribute, or disclose these assessment questions by any means, in whole or in part. A violation of this type can result in civil and criminal penalties.
6. I certify that I will not cheat or violate the confidentiality of the examination. Cheating or violation of confidentiality may be defined as, but not necessarily limited to the following:
- a. obtaining help from any other person during the examination,
 - b. communicating with or giving help to another candidate during the examination,
 - c. using notes, books, or any other sources of information during the examination,
 - d. using electronic programmable devices, such as calculators, cell phones and PDAs during the examination,
 - e. reproducing or making copies of an NHA examination or test question by any means,
 - f. memorizing and reproducing test questions,
 - g. soliciting test questions from previous candidates,
 - h. discussing or disclosing the contents of the examination by any means, or
 - i. providing false or purposely misleading information when applying for, registering for, or completing the exam.

7. I understand that NHA will publish a list of Certified Candidates and that my employer and state regulatory board may be notified if my certification expires or is revoked. Unless required by law, my name will not be released to any party in conjunction with my test score without my permission.

8. I understand that any claim I may have related to the good-faith enforcement of these policies or the unintentional damage or loss of my exam records will not exceed the amount of my application fee for this examination.

I attest that by clicking on "I agree", I have read and understand the above, that the information I have provided is complete and accurate to the best of my knowledge and belief, and I further understand that NHA may revoke my certification if I provided any false or incomplete information.

ExCPT Pharmacy Technician Attestation (per verbatim):

Please read carefully. You MUST attest to the following statements in order to qualify for this examination:

1. I am the actual candidate registering for this exam and no other person is completing this registration on my behalf.

Please note: Registration must be performed by the candidate; parents, teachers, school officials or any other party are not permitted to register on the candidate's behalf. All candidates will be bound by the attestations made during the exam application process.

2. I have a high school diploma or the equivalent OR I am within 60 days of successfully completing all requirements needed to obtain a high school diploma or the equivalent.

For Arizona Residents Only: I attest that I have obtained my high school diploma or the equivalent prior to registering for this exam. Arizona Residents may not take this exam unless they have a high school diploma or the equivalent.

Please note: If you do NOT meet this requirement, you must receive an official waiver from the ExCPT Disciplinary and Appeals Committee that specifically allows you to sit for this exam. Answer "I do NOT agree" below and submit at Appeal Form which can be found at www.nhanow.com.

3. I have successfully completed a pharmacy technician training program OR I have relevant work experience as described below.

- **Training Program:** Within the past five years, a) I have successfully completed a pharmacy technician training program offered by an accredited or state-recognized institution or provider or b) I have successfully completed an employer-based training program or a training program offered by a national pharmacy association recognized by my state's Board of Pharmacy or verified by my employer to provide the technical skills and knowledge sufficient to prepare me to adequately performed the duties of an entry-level pharmacy technician. This may include formal pharmacy technician related training offered by any branch of the U.S. Military or offered through a Pharmacy Technician Apprenticeship Program that is registered pursuant to the guidelines of the U.S. Department of Labor. **Training programs completed more than five years from today's date require you to have the relevant work experience described below.**

- **Work Experience:** I have successfully completed a minimum of 1,200 hours of supervised pharmacy-related worked experience within any one (1) year of the last three (3) years.

Please note: If you do NOT meet this requirement, you must receive an official waiver from the ExCPT Disciplinary and Appeals Committee that specifically allows you to sit for this exam. Answer "I do NOT agree" below and submit at Appeal Form which can be found at www.nhanow.com.

4. For Instructors Only: I understand that I am eligible to sit for the ExCPT provided;
 - a. I possess a current state-recognized teaching certificate, am licensed as a teaching professional or have a minimum of 3 years of full-time teaching experience in a pharmacy related field **and**;
 - b. I am currently licensed, certified or registered as a Pharmacy Technician or Pharmacist, or I have a minimum of 2 years of work experience as a Pharmacy Technician or in a discipline that commensurates with or exceeds the scope of practice of a Pharmacy Technician.
5. I have read the Candidate Handbook and attest that I meet all of this examination's eligibility requirements and I agree to abide by the ExCPT Code of Conduct, the Code of Testing Conduct and all other rules and policies described in the Candidate Handbook.
6. I certify that I will not cheat or violate the confidentiality of the examination. Cheating or violation of confidentiality may be defined as, but not necessarily limited to the following:
 - a. Obtaining help from any other person during the examination,
 - b. communicating with or giving help to another candidate during the examination,
 - c. using notes, books, or any other sources of information during the examination,
 - d. using electronic programmable devices, such as calculators, cell phones, and PDAs during the examination,
 - e. reproducing or making copies of an NHA examination or test questions by any means,
 - f. memorizing and reproducing test questions,
 - g. soliciting test questions from previous candidates,
 - h. discussing or disclosing the contents of the examination by any means, or
 - i. providing false or purposely misleading information when applying for, registering for, or completing the exam.
7. I understand that NHA will publish a list of Certified Candidates and that my employer and state regulatory board may be notified if my certification expires or is revoked. Unless required by law, my name will not be released to any party in conjunction with my test score without my permission.
8. I understand that any claim I may have related to the good-faith enforcement of these policies or the unintentional damage or loss of my exam records will not exceed the amount of my application fee for this examination.

I attest that by clicking on "I agree" I have read and understand the above, that the information I have provided is complete and accurate to the best of my knowledge and belief, and I further understand that NHA may revoke certification if I provided any false or incomplete information.

Audit of Attestation Responses. NHA reserves the right to audit candidate responses to attestations.

Rescheduling or Cancellation of an Exam

Rescheduling an Exam: Candidates may reschedule an examination date, without repaying the fee, to a new date within six (6) months of the original scheduled examination date. Information about rescheduling is available on the NHA FAQ page at www.nhanow.com/help-center/faq.

- If a candidate has registered to take the exam at a PSI testing site and wants to reschedule to another date without having to repay the fee, the candidate must visit the PSI website (www.psiexams.com) at least 24 hours prior to the originally scheduled appointment in order to reschedule or cancel his/her examination without penalty. If a PSI testing center candidate does not cancel or reschedule his/her exam with PSI at least 24 hours prior to the scheduled time, the cost of the exam is forfeited and the candidate must re-register and repurchase the exam.
- If the candidate is taking the exam at an authorized testing institution or employer, he/she must reschedule his/her examination prior to the start of the actual exam. Approval of the rescheduling is at the school's or employer's discretion. Candidates should contact the administering site (e.g., the school, employer, or agency) where the examination is scheduled.
- If the candidate does not timely reschedule his/her exam or tries to reschedule to a date more than six (6) months after the original exam date, the examination fees will be forfeited and the candidate will need to re-register and repurchase the exam.

Exam Cancellation by NHA or PSI: If an exam date is canceled by NHA or a PSI testing site and the candidate does not reschedule his/her examination date, the candidate will be entitled to a refund. There are no other circumstances under which refunds are offered.

- In the event that severe weather or other emergency forces the closure of a PSI test site on a scheduled examination date, the examination will be rescheduled by PSI at no additional charge. PSI personnel will attempt to contact candidates who are in this situation. However, candidates may also check the status of their examination schedules by visiting PSI at www.psiexams.com or calling PSI at 1-833-537-1330. Every effort will be made to reschedule the examination at a convenient time.

Accommodation Requests

Accommodations may be available to individuals with documented disabilities pursuant to the Americans with Disabilities Act (ADA). NHA provides reasonable testing accommodations to candidates whose documented disabilities or other qualifying medical conditions hinder their ability to take the examination under standard conditions. Examples of requests for special testing accommodations that may be granted include modification of seating or other physical arrangements in the testing facility, or providing for the examination to be taken in an accessible location, providing for a reasonable extension of testing time, providing a sign language interpreter (to assist with audio or spoken components, if any), reader, or other auxiliary aid.

To be considered for special accommodations, a candidate must complete the NHA Request for Accommodations Form, located at www.nhanow.com/help-center/forms, in its entirety.

Information about requesting accommodations is available on the NHA FAQ page at www.nhanow.com/help-center/faq

Please be aware that submission of a request for an accommodation does not guarantee testing accommodations. Decisions will be made on a case-by-case basis considering the information submitted and in accordance with the law.

Requests for accommodations must include either:

1. A letter, written no more than two years earlier than the date of the request, from an objective physician or healthcare professional qualified to diagnose the disability or medical condition and render an opinion as to the need for an accommodation.
2. An “objective” professional cannot be the candidate requesting the accommodation or a relative of the candidate.
3. If the candidate is a high school student, or is within two years of his/her high school graduation, an Individual Educational Plan (IEP) may be used in lieu of the letter provided that the IEP is actively in place, or was actively in place at the time of graduation.

Older IEPs will be considered, if provided, in any accommodation determination, but cannot be used in lieu of a letter from a qualified healthcare professional.

The letter or IEP MUST include the following:

- a. The specific disability/diagnosis. Mental/emotional disabilities must be accompanied by a numerical DSM-IV classification code.
- b. A brief explanation of how this condition limits the candidate’s ability to take the exam under standard conditions.
- c. If this is not a permanent disability or diagnosis, include date first diagnosed, approximate duration, and method used to make the diagnosis.
- d. State specifically the accommodation(s) required. Requested accommodations should be adequate to address the candidate’s specific disability or diagnosis without creating an unfair advantage. Please note that candidates who require extra time to complete the exam will be given 150% (or 1 1/2 times) the standard allotted time. If more time is needed, the letter or IEP must specifically state how much time is needed and why that amount of time is required.

Accommodations are provided to qualified candidates with disabilities to the extent that such accommodation does not fundamentally alter the examination or cause an undue burden to the NHA or the testing center. The cost of excessive accommodation requirements is to be borne by the candidate (i.e., electronic communication equipment, etc.).

Please note: The exam is written and administered in the English language. A lack of facility with the English language is not considered a disability. Exams will not be translated into foreign languages, and interpreters are not permitted inside the exam room for the purpose of translating the examination from English into another language for a candidate.

Exam Preparation Materials

After registering for the examination, the candidate may choose to purchase preparation materials, such as a Study Guide and/or Practice Assessment, offered by NHA. The purchase or use of preparation materials is not required in order to become eligible to sit for an NHA exam, and does not guarantee a passing score on an examination.

PSI Software Demonstration

Candidates that register to take their exam at a PSI testing center can view a demonstration of the PSI software prior to taking the exam. This demonstration is available at <http://candidate.psiexams.com/>. A brief demonstration session is available to candidates prior to the beginning of the examination. This is not a practice examination, but rather a demonstration of the software interface.





Testing Format

All NHA exams are multiple choice exams, administered under proctored testing conditions. Computer-based testing is available at most authorized locations and all PSI testing centers. Paper/pencil testing is available at authorized locations that do not support computer-based testing.

Proctor Policy

All proctors at authorized test locations must complete the NHA proctor training, sign the Proctor Oath and agree to abide by all NHA testing policies and procedures. PSI testing center proctors are trained by PSI and must agree to follow PSI proctor procedures, which have been reviewed and approved by NHA.

Time Limits and Number of Questions for Exams

Each exam includes a specific number of questions and a time limit for completing the exam. The exam includes scored questions as well as a limited number of pretest questions. The pretest questions are asked to determine the validity of using the question as a scored item on a future exam. The candidate is not aware which questions are scored questions and which questions are pretest questions. However, the pretest questions do not affect the candidate's score; only the scored questions count toward the candidate's grade.

The number of scored questions and pretest questions, as well as the length of time a candidate has to complete an exam is available on our website, www.nhanow.com. To review the number of questions and the time limit for the exam, the candidate should select the specific exam by clicking on "Certifications" at the top of the website's home page. The number of exam questions and the time limit for that exam can be found under "Exam Details".

Proctors will adhere to the time limits set for each examination. If an accommodation for additional time has been requested and approved, proctors will adhere to the time limit set in the approved accommodation.

Security at Authorized Locations and Test Sites

All candidates must have identification verified with a current government-issued photo ID before entering the examination room. Proctors are required to verify the candidate's identity as a condition of candidate admittance to the exam. Candidates must present a government-issued ID, such as a driver's license or passport, which should include a current photograph, the candidate's signature, and a permanent address. If the address on the government-issued photo identification is different from that supplied at the time of registration, the candidate must show proof of address, such as a current utility bill. After the verification process is complete, candidates are required to initial the roster next to their name. After the exam, proctors are required to return the roster to NHA, which indicates that all identification was verified according to policy.

Misconduct

NHA does not tolerate cheating or any breach of academic or professional ethics. NHA also does not tolerate activity or conduct that jeopardizes the security or integrity of its certification exams. Accordingly, all candidates are required to (i) provide accurate and truthful information when they register, including responding to the attestations, (ii) abide by the Testing Rules of Conduct and (iii) adhere to applicable Code of Ethics. Failure to do so is considered Misconduct for which the candidate may be disciplined.

Testing Rules of Conduct

Each candidate must abide by the following NHA Testing Rules of Conduct:

- All exams must be completed within a single, continuous session. Candidates may not stop their exam administration and return to review their answers or continue the exam(s) at a later date or time.
- No reference books will be allowed during any NHA examination administration. Such material or any other papers may not be brought into the examination room. If appropriate for the specific exam, scratch paper and a writing instrument will be provided by the proctor. (Note: Candidates must provide their own No. 2 pencils for paper/pencil examinations.) All paper – exam booklets, answer sheets, scratch paper – must be returned to the proctor before leaving the examination room.
- Telephones, personal computers, electronic tablets, electronic readers, cameras, MP3 players, pagers, radios, watches, electronic translators, calculators, and all other electronic devices are prohibited in the examination room, except to the extent the electronic device is approved pursuant to an accommodation request. Such approved devices are subject to inspection. NHA allows candidates taking the Pharmacy Technician exam to use a calculator supplied by the test site. Candidates may not use their personal calculators.
- The proctor will not answer any questions pertaining to the examination content.
- Once the candidate has entered the exam room, referencing written materials, using electronic devices, or discussing or reviewing any aspect of the exam with other individuals is strictly prohibited, even during scheduled breaks, if any, until the exam is completed.

Where an accommodation has been granted, and such accommodation requires the use of written materials, electronic devices, or the assistance of another person, the accommodation will be provided by the proctor (and not the candidate) or, with respect to certain electronic devices that must be supplied by the candidate, the device will be subject to inspection by the proctor. People providing assistance, such as sign language interpreters and test readers, may not assist the candidate with answering the examination and also are subject to these Testing Rules of Conduct.

- Eating or drinking in the examination room will not be allowed unless deemed necessary due to a documented medical condition and the candidate sought and received approval for the accommodation prior to the examination date.
- Leaving the examination room at any time other than at a scheduled break, if any, is not allowed. The proctor is permitted to make an exception to this rule only under specific conditions, which include: (i) a determination by the proctor that the break is reasonably necessary; (ii) only one examinee may be absent from the examination room at any time; (iii) the candidate may not engage in conversation, may not reference any written materials, and may not use any electronic devices while outside of the examination room; (iv) the time for taking the exam will not be extended or altered (in other words, break time is counted as test taking time); and (v) any other condition the proctor determines is necessary to protect the integrity of the examination process and the security of the exam.

- Removal of exam content from the examination room is prohibited. All exam booklets, answer sheets, and paper used during an exam must be provided by the proctor and returned to the proctor at the end of the exam. Any act to retain exam content for use after the completion of the exam will be deemed a breach of the confidentiality policy and considered theft of NHA's intellectual property. This includes any effort to copy, photograph, record, or memorize exam content.
- Candidates are honor-bound to report any and all suspected cheating or attempts to steal examination content by others that he/she witnesses, hears about, or is asked by another to participate in. Failure to alert the proctor or NHA to such activity will be deemed a violation of the Testing Rules of Conduct.

NHA and Pharmacy Technician Codes of Ethics

NHA has established a code of ethics and guidelines in order to protect the public and the Profession. Due to the specific duties of a pharmacy technician, NHA has established a separate code of ethics and guidelines for the pharmacy technician (see Code of Ethics for Pharmacy Technicians below). Candidates are expected and certificants are required to follow the appropriate code of ethics stated below (provided verbatim).

As a certified professional through the NHA, I have a duty to:

- Use my best efforts for the betterment of society, the profession, and the members of the profession.
- Uphold the standards of professionalism and be honest in all professional interactions.
- Continue to learn, apply, and advance scientific and practical knowledge and skills; stay up to date on the latest research and its practical application.
- Participate in activities contributing to the improvement of personal health, our society and the betterment of the allied health industry.
- Continuously act in the best interests of the general public.
- Protect and respect the dignity, privacy and safety of all patients.

Pharmacy Technician Code of Ethics*

Pharmacy Technicians are healthcare professionals who assist pharmacists in providing the best possible care for patients. The principles of this code, which apply to pharmacy technicians working in any and all settings, are based on the application and support of the moral obligations that guide the pharmacy profession in relationships with patients, healthcare professionals and society. The following principles apply to all ExCPT Certified Pharmacy Technicians:

- A pharmacy technician's first consideration is to ensure the health and safety of the patient, and to use knowledge and skills to the best of his/her ability in serving patients.
- A pharmacy technician supports and promotes honesty and integrity in the profession, which includes a duty to observe the law, maintain the highest moral and ethical conduct at all times and uphold the ethical principles of the profession.
- A pharmacy technician assists and supports the pharmacists in the safe and efficacious and cost-effective distribution of health services and healthcare resources.

- A pharmacy technician respects and values the abilities of pharmacists, colleagues and other healthcare professionals.
- A pharmacy technician maintains competency in his/her practice and continually enhances his/her professional knowledge and expertise.
- A pharmacy technician respects and supports the patient's individuality, dignity and confidentiality.
- A pharmacy technician respects the confidentiality of a patient's records and discloses pertinent information only with proper authorization.
- A pharmacy technician never assists in dispensing, promoting or distribution of medication or medical devices that are not of good quality or do not meet the standards required by law.
- A pharmacy technician does not engage in any activity that will discredit the profession, and will expose, without fear or favor, illegal or unethical conduct of the profession.
- A pharmacy technician associates with and engages in the support of organizations, which promote the profession of pharmacy through the utilization and enhancement of pharmacy technicians.

**Adapted from The American Association of Pharmacy Technicians Code of Ethics, published Am. J. Health-Syst Pharm. 2003.*

Disciplinary Actions for Misconduct

Any misrepresentation of a candidate's eligibility, false attestation, violation of the Testing Rules of Conduct, or failure to adhere to the NHA or Pharmacy Technician Codes of Ethics is considered Misconduct for which NHA may take disciplinary action. Any candidate engaging in any activity that may compromise the security, validity or integrity of an NHA Exam will be subject to disciplinary action, which can include the invalidation of exam scores, revocation of credentials and imposition of a ban from retaking the examination or any other examination offered by NHA.

Misrepresentation of Eligibility/False Attestation

If a candidate provides inaccurate or false information concerning Eligibility requirements or the Attestations, NHA has the right to:

- If discovered before the exam is administered, disallow the candidate from sitting for the exam. No refund will be provided.
- If discovered after the exam was administered but before the exam is scored or before a credential is issued, invalidate the score and/or withhold the certification credential. No refund will be provided. At NHA's sole discretion, NHA has the right to determine that the candidate is ineligible to retake the exam or any other NHA certification exam.
- If discovered after the credential was issued, suspend or revoke certification credential. No refund will be provided. At NHA's sole discretion, NHA has the right to determine that the candidate is ineligible to retake the exam or sit for any other NHA certification exam.

Suspicion of Misconduct Arising at or During the Examination

If the proctor is unable to verify the identity of the person appearing at the exam, the proctor should deny access to the examination. Under most circumstances, the candidate will be able to reschedule the examination without additional charge to a date on which he/she can present proper verification of identity. NHA reserves the right to determine that the candidate is ineligible to take the exam at a future date in cases of misrepresentation, fraud, or other circumstances indicating attempted cheating or exam content theft.

Proctors are permitted, on NHA's behalf, to enforce the Testing Rules of Conduct. If a candidate violates any of the Rules, the proctor can terminate the exam and remove the candidate from the examination room. The proctor will file a report with NHA, and NHA will determine if any further discipline is warranted. Absent a determination that the proctor's concerns were unfounded, no refund will be provided.

Violations of Certain Testing Rules of Conduct

Violations amounting to cheating: All allegations of cheating will be investigated. NHA has the right to invalidate test scores, suspend or revoke certification credentials, and deem a candidate ineligible to retake the exam or sit for any other NHA certification exam.

Violations amounting to theft of exam content: All allegations concerning the security of the exams and NHA's intellectual property will be investigated. NHA has the right to invalidate test scores, suspend or revoke certification credentials, and deem a candidate ineligible to retake the exam or sit for any other NHA certification exam.

NHA reserves the right to report violations of these Rules to concerned third parties, which may include the candidate's school or employer, any regulatory or licensing body, or law enforcement.

Failure to Adhere to the Applicable ExCPT or NHA Code of Ethics or Other Unprofessional Conduct

NHA reserves the right to reprimand a candidate or certificant, or suspend or revoke the credentials of a certificant, who fails to adhere to the applicable ExCPT or NHA Code of Ethics or engages in Unprofessional Conduct as described in the "Suspension or Revocation of Credentials (Disciplinary Action)" Section below.

NHA reserves the right to discipline a candidate who engages in illegal, threatening or unprofessional behavior, or activity not specifically described above. NHA also reserves the right to report disciplinary actions to concerned third parties, which may include the candidate's school or employer, any regulatory or licensing body, or law enforcement.

Candidates and certificants are entitled to Due Process and have a right to appeal disciplinary action, as described more fully in the "Due Process" and "Appeals" sections of this Candidate Handbook.

Confidentiality

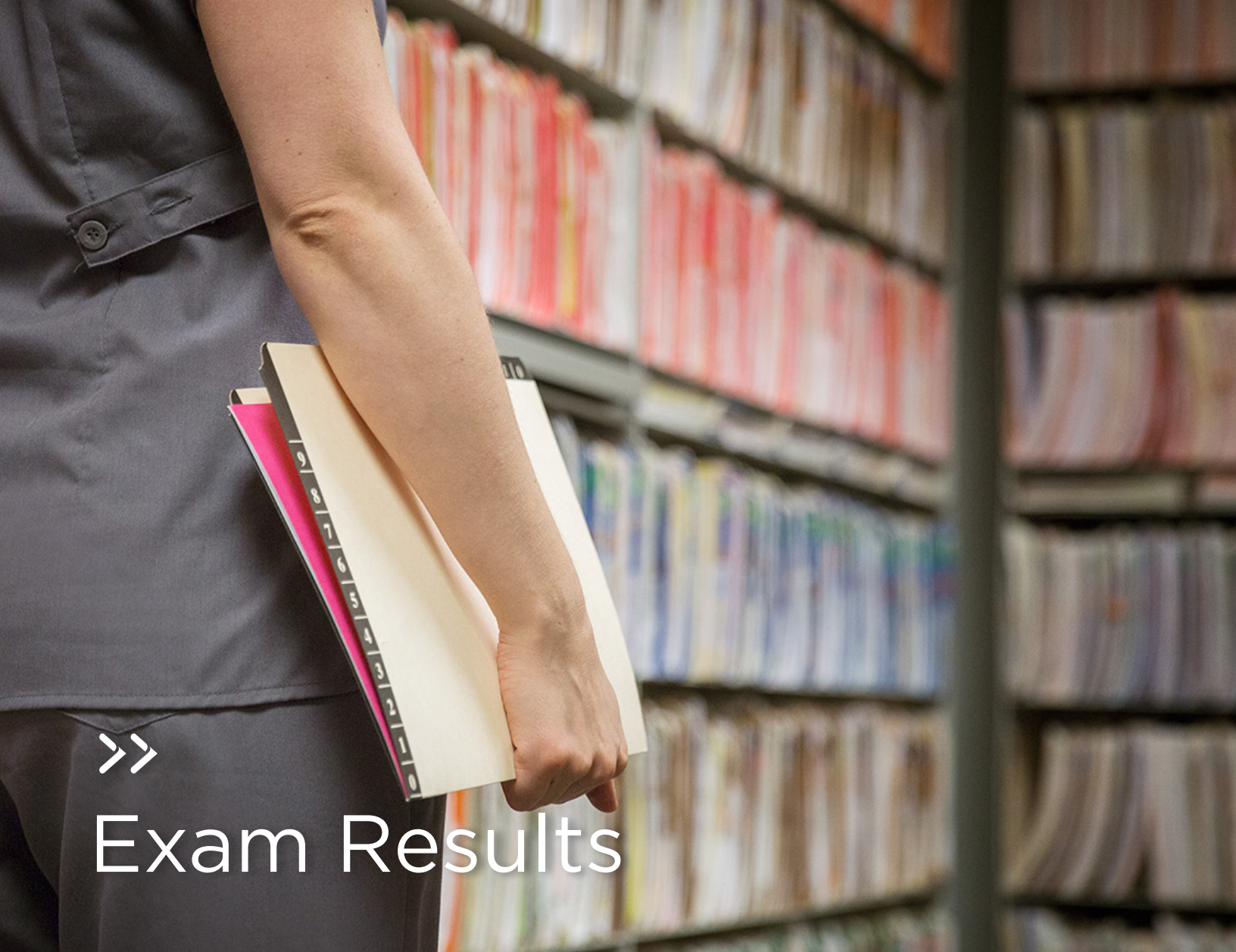
Confidential information (non-public information including, but not limited to, name, address, social security number, bank account numbers, financial, or financial aid information, medical information, etc.) is protected by federal, state and local laws or regulations, including the Health Insurance Portability and Accountability Act (HIPAA) and the Federal Education Rights and Privacy Act (FERPA). To protect the privacy of candidates, NHA's database of personal information is accessible only by authorized staff and authorized contractors operating under a nondisclosure agreement. Such confidential information will not be disclosed without the expressed written consent of the candidate in question, unless required by law or court order.

Unless required by law to be provided to a regulating agency, score results are provided only to the candidate the candidate's employer or the candidate's school. Test scores are not provided over the phone.

Information that is not considered confidential and may be shared with schools or employers includes certification status, certification number, and the current status of a previously-certified individual's credential. NHA allows any member of the public, including regulatory bodies, employers, and schools, to verify credentials of certified candidates through a web application.

Information in the NHA database, such as pass rates, number of certificants, score trends, etc., may be used in aggregate (summarized across all candidates) for the purpose of research reports and other published data. Additionally, schools or employers may be provided aggregate (summarized across all students/employees, provided that there were enough students/employees to assure that individual data cannot be deduced) reports reflecting the Pass/Fail percentage.





Exam Results

Scoring

Computer-based exams are scored by web-based testing software. Paper/pencil exam answer sheets are scanned upon receipt, and software is utilized to score the answer sheets and record the results electronically.

Candidates who achieve a passing score will receive a formal certificate and wallet card via US mail within approximately 7 to 10 business days from the date the exam was scored.

Release of a Candidate's exam score:

- **Disclosure of Scores to Candidates:** Candidates are provided with their final exam scores online by logging into their NHA account. Exam scores are never provided over the phone.
- **Disclosure of Scores to Third-Parties:** NHA does not disclose exam scores to third parties other than your school or employer or unless required by law to provide results to regulating agencies.

NHA is required to provide certification verification information to the general public. Each candidate who passes the certification exam is listed in the online Verification Tool available on nhanow.com. NHA does not disclose either failed attempts or the candidate's exam score on this tool.

How an NHA exam is scored: NHA exams are scored using a scaled score method. Each NHA exam has multiple forms and a scaled score helps provide consistency in reporting the passing score. The scaled score takes into account the difficulty of each exam form by weighting the exam questions based on the difficulty level so that the passing scaled score of 390 is consistent regardless of the which form the candidate takes. Scaled scores range from 200 to 500 and require that a candidate meet a scaled passing score of 390 or higher in order to pass any examination covered in this Handbook.

Score Reports

What is a score report: NHA will issue a final score report following the completion of the exam, by posting it on the candidate's NHA account. By logging into their account, candidates can see the score report which shows the score, whether the candidate passed or failed the exam and diagnostic information on how the candidate performed on each of the major content areas of the exam.

When is the score report available to the Candidate: The availability of a score report varies based on where the exam was taken, whether the candidate took a paper or online computer-based exam and which exam was taken.

- Computer-based exams taken at a candidate's institution: **preliminary** score reports are available immediately upon completion of the exam;
- Computer-based exams taken at PSI (excluding the ExCPT): within 48 hours of the completion of the exam;
- ExCPT exams taken at PSI: **preliminary** score reports are available immediately upon completion of the exam; and
- Paper exams: within 24 hours of NHA's receipt of the answer sheets (which may be up to 10 business days after the exam date).

It is important to know that preliminary results are not final results and candidates who use the preliminary score report or any other documentation other than the formal certificate as evidence to employers or regulatory agencies that they passed the exam do so at their own risk.

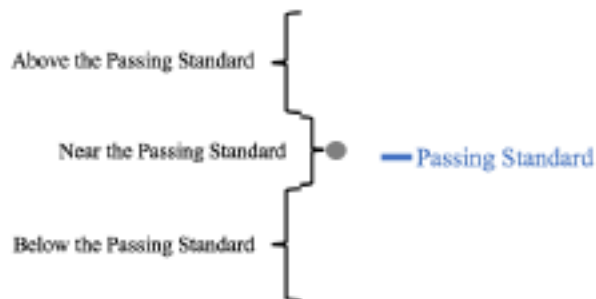
Exam result data may be analyzed for anomalies or errors and, if any incidents are reported, for test misconduct. If anomalies or errors that impact the scoring are found, the exam will be re-scored, and the candidate will be advised if the rescore impacts whether he/she passed or failed the exam. If misconduct is suspected, an investigation will be launched. A finding of misconduct may invalidate the exam results.

Other important information on the score report: In addition to indicating whether a candidate has passed or failed the exam, the score reports also provide performance indicators on each of the major content areas (the high-level topics on the test plan, which also may be called a “Domain”) covered on the examination. To learn more about the content areas, please review the exam-specific test plan posted on the www.nhanow.com website. For each of the exam’s major content areas, a candidate’s performance is placed into one of three categories*:

- Above the passing standard,
- Near the passing standard, or
- Below the passing standard.

*If a major content area had 5 or fewer questions on the exam, the score report will list an “N/A” in the performance category column. A performance category cannot be assigned to the content area because the limited number of questions introduces statistical reliability concerns.

What these categories mean: Each performance category represents a range as illustrated in the diagram below:



The “Passing Standard” shown on the diagram, indicates the overall exam passing standard and then applies this standard to each major content area. Each performance category represents a **range** of ability in relationship to the overall exam passing standard.

- *Above the passing standard (“Above”)* indicates that the candidate’s exam performance demonstrated an ability within the range that is above the exam-level standard for the major content area.
- *Near the passing standard (“Near”)* indicates the candidate’s performance was close to the exam-level standard in a particular content area. Candidates should be aware that achieving this category does not indicate that his/her performance in this content area was satisfactory.
- *Below the passing standard (“Below”)* indicates that the candidate’s performance demonstrated an ability within the range that is below the exam-level standard for the major content area.

It is important to remember that the Below, Near and Above categories reflect a **range**. Because these categories are ranges, they do not indicate whether a candidate’s performance was at the high end of a category or at the low end; it simply indicates that the candidate’s performance fell somewhere in the overall range of one of the three categories explained above.

The categories are designed to provide you with feedback about how you performed in each of the major content areas of the exam. If you failed the exam, you can use this feedback to determine how best to spend time reviewing and preparing for a retake of the exam. If you passed the exam, you may still use this feedback to help improve your knowledge or skill in a particular area where the score was near or below the passing standard.

It is important to note that the level a candidate received in each of the major content areas on one exam will not guarantee that the candidate will receive the same or higher level on any exam retake. *These levels are estimates of a candidate's proficiency in each of the major content areas for the exam, taking into consideration the difficulty of the items the candidate encountered in the major content area during that specific exam administration. As noted previously, each exam administration may use a different exam form, which in turn may result in an adjustment in the allocation of difficult questions in each of the major content areas. In other words, it is unlikely that the retake exam will be the same as the prior exam.*

It is also important to know that because the performance categories take into consideration the difficulty of the questions and the overall exam score does not, the performance categories cannot be "added" up to the overall outcome of the exam.

How to use the report to prepare for a retake of the exam: If you are preparing to retake the exam, you should spend considerable study time reviewing the tasks covered in the content areas for which you received a *Below* or a *Near* performance rating. You should review the test plan and make sure that you understand all of the tasks associated with each content area in which you received *Below* or *Near*. While NHA cannot require a candidate to use NHA's study material or practice exams, you may be able to better prepare to retake the exam by using these materials to study and to measure your understanding of the tasks associated with these content areas in which you received *Below* or *Near*.

While it is clear that you should spend study time reviewing the content areas where you received either a *Below* or *Near* the passing standard, you should not assume that areas where an *Above* was received can be excluded from your study plan. Because the performance categories are ranges, the *Above* can mean anywhere within the range, not necessarily at the top of the range. NHA recommends that candidates consider their level of confidence in their knowledge of each task in those major content areas where an *Above* was achieved in order to determine how much additional study time they should devote to those tasks. If you are using practice tests to prepare, you can check your confidence level by looking at how you perform on the practice questions that fall in the tasks that make up a major content area in which you achieved an *Above* performance on your previous exam attempt.

It is important to be aware that achieving a high score on the practice test does not guarantee a candidate will pass the certification exam. The items from the practice exam are not the same questions that are on the certification exam, but like the certification exam, practice exam questions are linked to the major content areas. While NHA cannot require a candidate to use NHA's study material or practice exams, you may be able to better prepare to retake the exam by using the practice exam as part of your study to assess your understanding of the tasks associated with these content areas.

Retaking the Exam

Candidates who wish to retake an examination must go to the NHA website and log in as a returning candidate to schedule the examination and submit the appropriate fee. Candidates who do not pass the certification exam on the first attempt will be allowed to retake the exam after a 30-day waiting period. Candidates will be allowed three attempts to successfully pass the exam, with a waiting period of a minimum of 30 days between each examination attempt. For each repeated failure after the third attempt, the candidate will be required to wait one (1) year before attempting to take the exam again. For each retake attempt, the candidate must re-register and pay the full examination price.

Exam Challenges

Rescoring requests: Candidates may request a hand scoring of their exam by submitting a written request. NHA has the right to assess a fee for any rescoring requests. Scoring requests must be received within sixty (60) days of the examination date. All rescoring determinations are final.

Appeals: Candidates may request an appeal of their final exam score. Requests must be received in writing on the official NHA Appeals form, which can be found under "Forms", which can be found at www.nhanow.com/help-center/forms, within thirty (30) days of the examination date. Decisions will be communicated in writing only. All decisions are final.





Certification Credentials

Awarding of Credential

Only candidates who achieve a passing score on the exam will be allowed to use the certification program credential. Certifications are valid for two (2) years and expire on the date provided on the certificate, except that Provisional Certifications expire twelve (12) months after the examination date. (For more information concerning the expiration of Provisional Certifications, please refer to the “Converting Provisional Certification to Full Certification” section of this Candidate Handbook.)

Credential Use

Candidates who achieve a passing score on the exam and have a current valid credential are allowed to include the certification credential (the NHA program abbreviation) behind their name. The use of the certification credential should always be in a context and using media consistent with demonstrating professional credentialing, including but not limited to: office signage, resumes, websites, business cards, presentations, introductions and electronic signatures. NHA credentials may not be used to endorse any product, service or company; or as a company, product, or brand name. Any NHA certified individual who fails to abide by this Credential Use policy will be subject to disciplinary review, including the potential revocation of his/her certificate.

Recertification

NHA certificants are required to keep their certification current through fulfilling continuing education requirements every two (2) years. This is referred to as “recertification.” The purpose of recertification is to assure that professionals holding NHA credential stay current with best practices in their fields and demonstrate a continued investment in their professions. The failure to meet the recertification requirements before the expiration date of the certification will nullify the credential.

Recertification Requirements: A certification is valid for two (2) years following the issue date of the certification and expires on the date noted on the certificate. Due to the rapid changes in healthcare, new drug treatments and technology, certified pharmacy technicians must complete distinct continuing education requirements (see section titled “Recertification Requirements for Pharmacy Technicians” below). During each two-year certification cycle, certificants are required to complete and submit to NHA appropriate documentation evidencing the completion of a minimum of ten (10) continuing education credits relevant to their professional field for all certificants other than certified pharmacy technicians. Continuing education credits may be acquired through the NHA Continuing Education Program or through other outside educational programs or institutions. NHA reviews credits based on current events, industry trends, and relevance to the allied healthcare field. Two (2) hours of attendance at a qualified continuing education program are equal to one (1) continuing education credit. Excess credits achieved in a certification cycle cannot be applied to the next cycle.

Submission of Continuing Education Documentation: Certificants are responsible for obtaining a certificate of completion or other official document from each continuing education course attended. Only official documentation will be accepted for recertification. Certificants are responsible for submitting documents reflecting ten (10) continuing education credits and the appropriate recertification fees to NHA either annually or all at once before the expiration of their certifications. NHA allows a one-month grace period. Information concerning how to submit documents and the amount of the recertification fee is available online at www.nhanow.com.

Please note: Recertification is not applicable to holders of Provisional Certifications. Provisional Certifications are valid for only one (1) year and must be converted to NHA’s full standard certification before the one year expiration of the Provisional Certification. For more information about converting a Provisional Certification, see the “Converting Provisional Certification to Full Certification” section of this Handbook.

Specific Recertification Requirements for Pharmacy Technicians: The ExCPT certification is valid for two years following the issue date of the certification and expires on the date noted on the certificate. During each two-year certification cycle, certificants are required to complete and submit to NHA appropriate documentation evidencing the completion of a minimum of twenty (20) continuing education (CE) hours. Acceptable CE hours must be related to pharmacy technician practice and must include at least one (1) hour of pharmacy law and one (1) hour of patient safety per two-year certification period. NHA reserves the right to reject hours not deemed applicable to pharmacy technician practice.

When logging in to the NHA website, certificants should be aware that CE hours are converted to credits. Every two (2) hours of completed CE will appear on the NHA website as one (1) credit.

There are many ways for a certificant to complete continuing education requirements for recertification. CE programs offered by national and state pharmacy associations and pharmacy technician associations will generally be acceptable if related to pharmacy technician practice. Certificants may also use acceptable in-service employer training programs and specific college courses to satisfy CE requirements.

For a current list of acceptable topics, college courses, and in-service training programs or projects, please visit the NHA website, www.nhanow.com, and review the information under the Continuing Education tab. The website also provides links to recommended Continuing Education programs, as well as other pertinent information to help the certificant complete his/her Continuing Education requirement.

Reinstatement

Should a certification expire, reinstatement (recertification) is permitted within one year of the expiration date. If reinstatement is initiated within one year of the expiration date, the certificant must submit:

- Evidence of 15 continuing education credits; (pharmacy technicians must submit 20 hours of continuing education credits).
- Appropriate recertification fees.
- Reinstatement fees.

After one year from the expiration date, reinstatement is not permitted. Instead, the candidate must re-register, retake the examination and pay the full examination price in order to become certified again.

Please note: Reinstatement is not applicable to holders of Provisional Certifications.

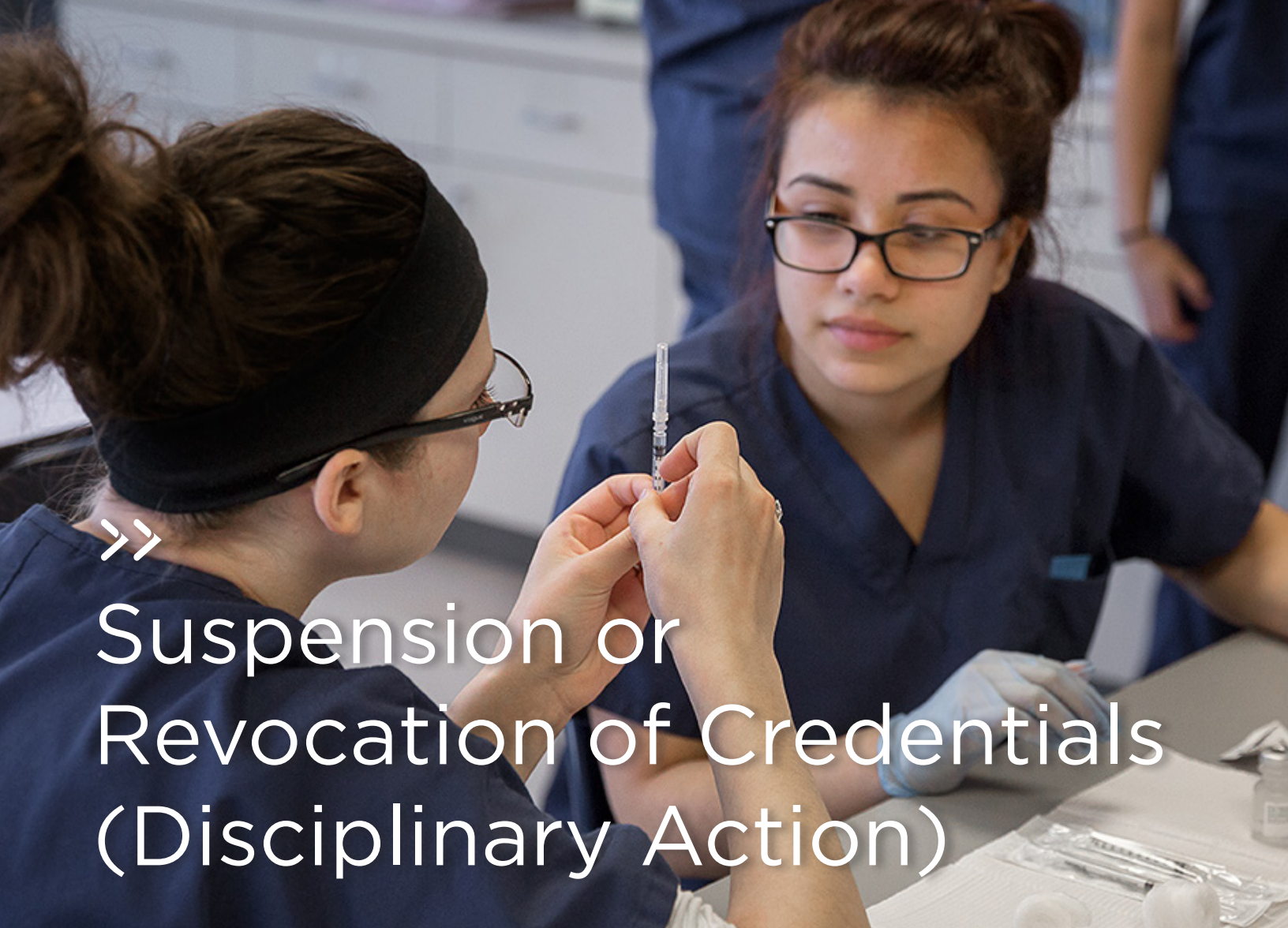
Converting Provisional Certification to Full Certification

A “Provisional Certification” is a placeholder and is intended to allow candidates to take certification exams as near as possible to the time they complete their training even though they have not yet met the eligibility requirements needed to receive a standard (full) certification (high school diploma, GED certificate, or other equivalency). It is important to note that the Provisional Certification expires twelve (12) months after the examination date. If the provisional certification lapses before the candidate graduates or before the holder of the Provisional Certification converts the Provisional to a standard (full) certification, the candidate will be required to retake the NHA certification exam.

Accordingly, upon graduation, the holder of an active Provisional Certification must apply to have his/her Provisional Certification converted to a standard (full) certification. When applying for full certification, a candidate is required to provide the following:

- A letter stating his/her name, current address, current email address and either the number located on his/her Provisional Certification certificate or enclose a copy of the certificate or wallet card;
- Proof of graduation (high school diploma, GED certification or other documentary proof of successful completion of a high school equivalency program);
- Written proof that they have met the training or work experience eligibility requirement; and
- If converting a Provisional Certification for Phlebotomy Technician, evidence that he/she has performed a minimum of thirty (30) venipunctures and ten (10) capillary sticks on live individuals; or
- If converting a Provisional Certification for EKG Technician, evidence that he/she has performed a minimum of ten (10) EKGs on live individuals.





»» Suspension or Revocation of Credentials (Disciplinary Action)

NHA reserves the right to reprimand, suspend or revoke a certification holder's credentials who has violated the Pharmacy Technician or NHA Code of Ethics or for unprofessional conduct as described below.

NHA and Pharmacy Technician Code of Ethics

NHA has established codes of ethics and guidelines in order to protect the public and the Profession. The NHA Code of Ethics and the Pharmacy Technician Code of Ethics are provided in the "Exam Administration Section" of this Candidate Handbook.

Unprofessional Conduct

Certificants holding NHA credentials serve the public in essential healthcare fields. NHA requires all certificants to behave professionally and reserves the right to suspend or revoke credentials for any of the following reasons:

- Acts of dishonesty, misrepresentation or fraud.
- Behavior that disregards the dignity, safety or privacy of the patient or anyone under the certificant's care.
- Unlawful activity, particularly such activity that jeopardizes the life, safety or health of others or calls into question the certificant's ability to practice as a competent healthcare professional.

- Conduct that is discriminatory or harassing, including acts of sexual harassment.
- Denial or revocation of licensure, registration, or approval by a state board or agency or membership organization with oversight responsibilities for the profession on grounds of gross misconduct or gross negligence of duties.
- Unauthorized use of NHA's proprietary materials and or copyright infringement with regards to exams, study guides and any other materials distributed as property of the NHA.
- Material misrepresentation or fraud in any statement to NHA, including but not limited to statements made to assist the applicant, certificant or another to apply for, obtain or retain certification.
- Failure to abide by the Credential Use Policy.
- Violation of the Testing Rules of Conduct, even if not discovered until after the issuance of NHA certification credentials.

NHA reserves the right to discipline a certificant who engages in illegal, threatening or unprofessional behavior or activity not specifically described above. NHA also reserves the right to report disciplinary actions to concerned third parties, which may include the certificant's school or employer, any regulatory or licensing body, or law enforcement.

Due Process

Due process is afforded to any individual involved in a reported violation of Misconduct, the NHA or Pharmacy Technician Code of Ethics or Unprofessional Conduct, as described herein. Similarly, due process is afforded organizations whose test administration privileges have been suspended or revoked due to testing improprieties. These procedures involve:

1. Determining the existence of a possible violation;
2. Investigating the suspected violation;
3. Communicating the findings and sanctions imposed, if any, to the affected parties.

If a proctor, candidate, consumer or other party makes a complaint to NHA, the charged person will be notified of the complaint by traceable mail, such as registered mail or Federal Express. A written response concerning the complaint will be considered if submitted within ten (10) days following the delivery of the complaint to the accused individual. If the complaint concerns Test Misconduct, the NHA Test Security and Accreditation Team will investigate the misconduct and, if misconduct is found, impose disciplinary action.

If the complaint concerns a reported violation of the NHA or Pharmacy Technician Code of Ethics or Unprofessional Conduct, the complaint and response, if any, will be reviewed by a three-member Disciplinary & Appeals Committee.

Upon review of the complaint and the evidence, the Disciplinary & Appeals Committee will determine if a further investigation is warranted. Based on its review after the deliberation results/outcome, and upon the affirmative vote of two-thirds of the Committee, this Committee shall determine whether any disciplinary action already taken by NHA needs to be revised or enhanced and, in cases where disciplinary action has been taken, whether grounds for disciplinary action exist and, if so, what disciplinary action should be taken. The Committee shall notify the charged person of their decision within thirty (30) business days by traceable mail.



Appeals of Disciplinary Actions

As described above in the Due Process Section, the first recourse for a candidate or certificant who wishes to appeal a disciplinary action is to file a complaint with the appropriate Disciplinary & Appeals Committee. The Committee will review the complaint, evidence, the investigation that was performed by NHA and the disciplinary action taken. If the Committee affirms the disciplinary action or if the Committee imposes its own disciplinary action, the individual may file an appeal for reconsideration by the appropriate Certification Governing Board. The Board will review the appeal at the next scheduled board meeting. The Board typically meets three times a year. Decisions of the Board are final. All decisions of the Committee or the Board are communicated in writing only.

Exception Requests

As noted in the “Eligibility” and “Recertification” sections of this Candidate Handbook, candidates must meet certain requirements in order to be eligible to sit for a certification exam or to obtain recertification. Candidates seeking exceptions to these requirements may do so as described below.

Eligibility Exception Requests: Candidates may request an exception to eligibility requirements to sit for the certification exam by completing the appropriate Appeals/Exceptions request form. This form can be found at www.nhanow.com/help-center/forms. NHA reserves the right to uphold eligibility requirements as established by the appropriate Certification Governing Board. Decisions concerning exception requests will be communicated in writing only. Candidates may appeal the exception request decision to the appropriate Board. The Board will review the appeal at their next scheduled board meeting. Decisions of the Board are final.

Recertification Exception Requests: Certificants may request an exception to attestations required for recertification by completing the appropriate NHA Appeals/Exceptions request form. NHA reserves the right to uphold recertification requirements as established by the applicable Certification Governing Board. Decisions concerning exception requests will be communicated in writing only. Certificants may appeal the exception request decision to the Board. The Board will review the appeal at their next scheduled appropriate Board meeting. Decisions of the Board are final.

Due process: Decisions about how to respond to exception requests are made by the Disciplinary & Appeals Committee. If the Committee has considered substantially similar cases, their decision in those prior cases will be considered precedent for future cases and NHA staff will apply the prior decision where appropriate. Under those circumstances, NHA staff will send a decision letter that is consistent with the Committee's earlier decisions. The precedent-based determination may be appealed to the appropriate Certification Governing Board within thirty (30) days of receiving the decision letter. If the Committee has not considered substantially similar cases and there is no determinative precedent, the request and supporting evidence will be reviewed by the Committee, and NHA staff will communicate the decision to the person requesting the exception. The Committee's decision may be appealed to the appropriate Certification Governing Board within thirty (30) days of receiving the decision letter. The Board will hear the appeal at the next scheduled Board meeting.



About the Development of NHA Exams

NHA is committed to providing the highest quality certification examinations through continuous development and psychometric review. The examination development process begins with a job analysis. This is an industry-accepted process for determining the competencies that are required for safe and effective practice in the tested field. Subject matter experts representing both practitioners and educators work with NHA's psychometricians to define the knowledge, skills, and abilities required for safe and effective practice in the field covered by the exam. The results of this job analysis are then used to form the examination test plan; every question written for the examination must address one of the specified tasks on this test plan. Regular assessment of the profession and the conduct of the job analyses allow the examination to remain a current assessment of the competencies a minimally qualified candidate need in order to enter the profession. Prior to the release of any new examination test plan, it is reviewed and approved by the appropriate Certification Governing Board. Once a new exam form is implemented, the psychometric team evaluates the statistical properties throughout the life of that exam form, as well as the quality of pretest items used to develop future exam forms.

About Cut Scores

A cut score is the minimum score needed to pass an examination. Criterion-referenced cut scores are set to establish minimum levels of competency for the NHA examinations. A modified version of the standard setting method presented by Angoff (1971) is used to establish cut scores for each assessment. These cut scores are established by panels of subject matter experts who evaluate whether a minimally qualified candidate would correctly respond to each item on the examination, rating those items accordingly.

About Pilot Scoring

When the first exam form for a new examination test plan is released, NHA may employ a pilot scoring period. LFA pilot scoring period is required, the new test is released but there is a brief delay in the release of scores and pass/fail results. This allows NHA psychometricians to conduct cut score studies and make any necessary scoring adjustments. The process helps ensure candidates are scored appropriately and pass/fail scores are set fairly. Once the scoring adjustments are complete and the pass/fail scores are set, NHA progresses to full release and candidates receive their results upon initial scoring.



Addendum

Exceptions for the Coding and Billing Specialist Certification Exam (“CBCS”) for Exams taken on or after September 28, 2021

The NHA Testing Rules of Conduct have been modified for CBCS candidates. All candidates taking the CBCS exam on or after September 28, 2021, are required to bring the following coding manuals to their exam:

- CPT Professional Edition
- HCPC Level II
- ICD-10-CM

No other manuals will be accepted. Candidates must bring the hard copy of the coding manuals; no digital versions will be allowed in the testing room. **Candidates who fail to bring the three coding manuals will not be permitted to take the exam.**

Coding manuals are updated annually. Candidates must bring the correct edition of the manuals to the exam, in accordance with the following rules:

1. All exams taken before June 1st of each year should use the previous year's coding manuals.
2. All exams taken on or after June 1st of each year should use the current year's coding manuals
3. As an example, if the candidate takes the exam before June 1, 2022, he or she should use the 2021 edition. However, if the candidate takes the exam on or after June 1, 2022, he or she should use the 2022 edition. This requirement will apply to future exams in subsequent years.
4. If the candidate does not have the edition of the manual described in #3, he or she may use the immediately preceding edition. Older editions will not be accepted, and the candidate will not be admitted to the exam. Candidates should make every attempt to use the most current edition recommended in #3; outdated manuals may adversely affect the candidate's performance on the exam.

Manuals may contain handwritten notes in the margin of the pages, highlighting and/or tabs. No loose or inserted pages are allowed and must be removed prior to entering the exam room.

All coding manuals will be inspected by the Proctor prior to the start of the exam. Candidates should be prepared to open their manuals and show the content to the Proctor when requested.

IMPORTANT: Candidates must reschedule their exam and will forfeit their exam fee if they fail to follow any of the above requirements.