



NCC Certification Examination

GUIDE TO TESTING METHODS



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

See pages 11-12 for details.



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

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COMPUTER TESTING

Schedule Your Exam

It is your responsibility to schedule your examination.

- Candidates can take the exam at any available time within their 90-day eligibility, window, but must schedule the exam within the first 30 days of their eligibility window. The specific starting and ending dates and times are provided in their eligibility letter.
- Candidates who choose to schedule a test date toward the end of the 90-day eligibility window and are unable to test for any reason (i.e. illness, quarantine, accident, etc) will be required to pay a change fee to extend the eligibility window.
- Examination eligibility letters can be found in the candidate's NCC account and are sent via email. It is the responsibility of the individual to ensure their email is current and accessible.
- Candidates cannot schedule their examination until they receive the eligibility letter.
- **Candidates must schedule the appointment to take the examination within the first 30 days of the eligibility window.** Space availability will not be guaranteed if a candidate waits to schedule beyond the first 30 days. If the exam was not scheduled in the first 30 days of the eligibility window and space is not available in the assigned 90-day testing window, an Exam Change Request form will have to be filed with the applicable exam change fee.
- Appointments to take examinations are scheduled on a **first-come, first-served basis, Monday-Saturday, excluding holidays***. **Scheduling with PSI can be done from the candidate's NCC account at any time using the "Schedule or Launch Exam" link** or by calling PSI Candidate Services at 833-256-1426 during regular business hours. (see eligibility letter).
 - To test at a computer testing center**, it is required that a minimum of 4 business days occur between the date the candidate scheduled the examination and the date of the appointment to test.
 - To test using Live Remote Proctoring**, it is required that a minimum of 2 business days occur between the date the candidate scheduled the examination and the date of the appointment to test.
- PSI testing centers are located throughout the country. Test sites are subject to change. Visit <https://home.psiexams.com/#/test-center?p=WZ9829FC> to find nearby available test centers. **If already registered for a certification exam, candidates can sign into their account and click on the "Schedule or Launch Exam" link.** PSI Candidate Services will be able to advise candidates about the availability of testing centers, specific address and directions.



All PSI testing centers are CLOSED on the following days:

New Year's Day
Martin Luther King Jr. Day
Memorial Day
Independence Day (July 4)
Labor Day
Thanksgiving
(& the following Friday)
Christmas Eve
Christmas Day

Fees not Refunded

Computer Testing Guide

Preview of HELP page

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

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



Fees NOT Refunded

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

Specific rules apply, see "Request to Change or Withdraw from the Exam". (see pages 22-23 for details.)

- Failure to login to the test portal or appear at the testing center (no-show)
- Sign in late to the test portal or arrive too late at the testing center
- Failure to schedule an appointment to test within the first 30 days of the 90-day eligibility window
- Failure to have proper ID or to meet any required rules
- Failure to take a scheduled exam for any reason (illness, quarantine, accident, death, etc.)

Testing Software HELP Screen And Important Features

Below is an image of a sample test item with tips that highlight important features of the software you may need during the examination. Once you begin the examination, this Help Screen may be viewed by selecting the **Help** button in the lower left portion of the screen. Select the links below to read more about the following key features:

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

[Online Comments](#) [Bookmark](#) [Double Arrow](#) [Exit Button](#) [Navigation Control](#)

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

- A. Washington, DC
- B. New York, NY
- C. Chicago, IL
- D. Los Angeles, CA

Click or type choice to indicate your Response

Some tests allow you to provide a Comment on items.

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

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

Click to Bookmark an item to return to.

Item Status
Answered
Unanswered
Bookmarked

Exit Help

Calculator
Comment Time
Bookmark
< 1 >
>>

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

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

Click to go to the next Unanswered or Bookmarked item.

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

Exit Help

Computer Testing Guide

Preview of HELP page

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

Comment Time Bookmark

After entering a comment, the candidate must either submit the comment or cancel.

Leave Comments

Comments on item

Submit Cancel

After a comment has been submitted, an asterisk * will appear on the Comment button to indicate there is a comment submitted for that question.

A * indicates there is an existing comment submitted. Selecting the comment button will show the comment and allow editing.

Comment * Time Bookmark < 1 > >>

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

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Testing Center - Admission

- Candidates must report to the designated Testing Center location on the day of the examination at least 15 minutes before the scheduled appointment time. No guests, visitors or family members are allowed in the testing room or reception areas.
- **A candidate who arrives more than 15 minutes after the scheduled testing time will not be admitted and will not receive a refund.** *Candidates who are late or fail to take the test can file a Change Request Form with applicable fees.*
- After arrival at an PSI testing center, look for the signs indicating PSI Testing Center Check-in. Candidates must check in with the test supervisor.
- Candidates must bring the copy of the eligibility letter with them.
- To gain admission to the Testing Center, a candidate needs to present **two forms of identification**, one with a photograph. Both forms of **identification must be current, unexpired and include the candidate's current name and signature.** The primary form of identification **must include a photograph.** The candidate will also be required to sign a roster for verification of identity.

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

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

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

Proof of name change will not be accepted during testing for ID names that do not match the name on the test registration.

**CANDIDATES MUST HAVE PROPER IDENTIFICATION
TO GAIN ADMISSION TO THE TESTING CENTER.**



Testing Center - Rules and Policies

Personal Belongings

- Please bring a sweater or jacket that can be removed or put on as needed. (Note: Some test centers do not allow jackets and candidates may be asked to remove their jackets.) While every effort is made to provide a comfortable environment, individual temperature responses or facility management is beyond the proctor's control.
- No personal items, valuables, or weapons should be brought to the Testing Center. Only wallets and keys are permitted. Coats must be left outside the testing room.
- **No electronic devices** are permitted in the Testing Center. **No cellular phones, smart phones or watches**, tablets or other hand-held computers. **No digital music players**, signaling devices such as pagers and alarms, photographic or duplicating devices. Calculators are no longer permitted. An online calculator is enabled within the test, see page 5.
- No books, papers, dictionaries, other reference materials or personal items (e.g., purses, briefcases) may be taken into the Testing Center; candidates must leave all personal items at home or in their automobile.
- Candidates will be provided a soft locker to store their wallet and/or keys in the testing room. They will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.
 - watches
 - head coverings (If a candidate requires a head covering they must test at a test center)

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



Testing Center - Rules and Policies

Restrictions and Security

- NCC and PSI adhere to test administration and test security standards that are designed to ensure that all candidates are provided the same opportunity to demonstrate their abilities. The Testing Center is continuously monitored by audio and video surveillance equipment for security purposes.
- Candidates will be asked to pull out their pockets to ensure they are empty. If all personal items will not fit in the soft locker (see *Personal Belongings*) they will not be able to test. The site will not store any personal belongings. **Neither PSI nor NCC is responsible for loss, damage, or misplacement of any items brought into or stored at the PSI site.**
- NCC does not provide pencils or scratch paper for use during examinations. If a test center provides scratch paper, it must be returned to the supervisor at the completion of testing, or the candidate's exam will not be scored.
- **No documents or notes of any kind may be removed from the examination room.** All computer screens, questions, paper and written materials are the property of NCC and/or PSI and may not be reproduced in any form.
- **No** questions concerning the **content** of the examination may be asked during the test.
- Eating, drinking or smoking will not be permitted in the Testing Center.
- No breaks will be permitted during the testing time.
- If the candidate has any problem during the test session, they **MUST** alert the proctor at the time of the issue. This could be related to computer function, environment or any other issue. The chat log will document the concern for review later if needed.

Inclement Weather, Power Failure or Emergencies

- In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Testing Center personnel are able to open the Testing Center. If power to a testing center is temporarily interrupted during an administration, the examination will restart where the candidate left off, and the exam may be continued.
- If the candidate has started the exam and is disconnected, please contact the proctor to attempt to get reconnected and continue testing. If the disconnection is related to the PSI testing facility or equipment the candidate will be provided with a new test date and time.
- If the candidate is unable to get reconnected after starting the exam, the timing for a second attempt to take the exam will be based on how much time and how many questions they were exposed to. If a candidate is disconnected and cannot be reconnected and have tested for under 15 minutes and were exposed to less than 10% of the exam they may be able to reschedule within the current eligibility window. **Candidates must work directly with PSI that day to reschedule and if they run into any issues they must notify NCC within 3 days of testing.** If a candidate tests for longer than 15 minutes and/or saw more than 10% of the questions on the exam they will have to wait 90 days before they can reschedule and must follow NCC's retest policy. A decision on the timing of a second attempt will be made after reviewing the test exposure. Please note, candidates need to retest at a Testing Center. Please notify NCC of the internet disconnection issue as soon as computer access is available.
- Candidates **should call** PSI Candidate Services at **833-256-1426** or use the same number they called to schedule their appointment to determine weather-related test site closures. Every attempt will be made to administer the examination as scheduled; however, should an examination be canceled at a testing center, all scheduled candidates will receive notification regarding a rescheduled examination date or reapplication procedures. Please check the test center openings the day before the exam and check for email and phone messages the day of the exam to insure there have been no last minute test site closures.

Testing Center - Taking the Exam

What to Expect

- After the candidate's identification has been confirmed, they will be directed to a testing carrel. They will be prompted on-screen to enter their NCC-assigned ID number. The candidate's photograph, taken before beginning the examination, will remain on-screen throughout their testing session.
- Prior to the examination, candidates will be given the opportunity to practice taking a test on the computer. The time used for this practice test is NOT counted as part of the examination time. When the candidate is comfortable with the computer testing process, they may quit the practice session and begin the timed examination. Instructions for taking the examination are provided on-screen. If candidates have any questions about how the computer testing works, please ask the proctor.

Misconduct

- A proctor may **dismiss a candidate from the examination** for any of the following reasons:
 - the candidate's admission to the examination is unauthorized
 - the candidate creates a disturbance, is abusive, or otherwise uncooperative
 - the candidate gives or receives help or is suspected of doing so
 - the candidate attempts to record test questions, answer keys or to make notes
 - the candidate displays and/or uses electronic communications equipment such as pagers, cellular phones
 - the candidate talks or participates in conversations with other examination candidates
 - the candidate leaves the Testing Center during the administration
 - the candidate attempts to take the examination for someone else
 - the candidate is observed with personal belongings
 - the candidate is observed with notes, books or other aids without it being noted on the roster

.....

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



FORFEITURE OF FEES

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

- Failure to follow any PSI rules
- Dismissal from the testing center for being disorderly or otherwise disruptive to other test candidates, testing center personnel or others at the testing center
- Dismissal from the testing center for any reason. **See Misconduct**
- Failure to show up for a scheduled exam for any reason (illness, quarantine, accident, death, etc.)

Live Remote Proctoring - About

- Live Remote Proctoring (LRP) is a secure and non-invasive platform that uses professional proctors and technology to monitor examinees live while they complete the certification exam. The process is secure, easily accessible, and monitors testing activity and records all aspects of the exam session. NCC is unable to offer live remote proctoring for the Inpatient Antepartum Nursing (RNC-IAP) or Neonatal Neuro-Intensive Care (C-NNIC) exams at this time.
- Candidates who would like to choose LRP are required to ensure the computer they will be using meets the Technical Requirements, System Specifications and passes the Compatibility and Webcam Testing to verify it will meet remote proctoring requirements.
- IF ALL requirements are met, candidates may schedule an exam with LRP.
- Candidates must visit the NCC webpage “Testing with Live Remote Proctoring” to access testing links and to carefully read the requirements, policies and procedures.
<https://www.nccwebsite.org/certification-exams/testing-with-live-remote-proctoring>

Administrative Rights

If candidates plan to use a work computer, or take the exam in an environment with firewalls, or use WiFi that may have a firewall (e.g. hotels) - they must ensure they have administrative rights to disable the firewall and the ability to download and install a small program – PSI’s secure web browser, prior to the exam.

Environment

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

Live Remote Proctoring is NOT offered for these exams:

- Inpatient Antepartum Nursing (RNC-IAP)
- Neonatal Neuro-Intensive Care (C-NNIC)

Available Live Remote Proctoring Exams:

- Care of the Extremely Low Birth Weight Neonate (C-ELBW)
- Electronic Fetal Monitoring (C-EFM®)
- Inpatient Obstetric Nursing (RNC-OB®)
- Low Risk Neonatal Intensive Care Nursing (RNC-LRN®)
- Maternal Newborn Nursing (RNC-MNN®)
- Neonatal Intensive Care Nursing (RNC-NIC®)
- Neonatal Nurse Practitioner (NNP-BC®)
- Neonatal Pediatric Transport (C-NPT®)
- Obstetric and Neonatal Quality and Safety (C-ONQS)
- Women’s Health Care Nurse Practitioner (WHNP-BC®)

Live Remote Proctoring - Preparation

Computer Specifications

Candidates must make sure the computer that will be used for LRP meets the below requirements:

- Technical Requirements
- System Specifications
- Compatibility Testing

Make sure the PSI Tech support number is available at all times during the testing process. This number is in the candidate eligibility letter.

Technical Requirements

- **Candidates will not be able to use a tablet.** Chromebooks, tablets, and cellphones are not compatible and cannot be used. Touchscreens cannot be used.
- Laptop or desktop computer (**Windows or Mac only**)
- Dual screens are not allowed
- Webcam (*detachable preferred*), Microphone and Speakers (*functional and available for testing, HD 1080P webcam recommended*). **Candidates must be able to do a 360-degree room scan.** If the testing computer has a built-in web camera and cannot be moved to scan the entire room, candidates must have a 5" x 6" or larger handheld mirror to scan the testing room for the virtual proctor.
- Stable broadband internet connection – Minimum 500 Kbps; we recommend 5Mbps or higher upload and download [[click here to test internet speed](#)]
- A wired connection is preferred over wireless (WiFi)
- Screen resolution 1368 x 769 or higher
- Current version of Google Chrome or some other Chromium-based browser is best [[click here to learn how to determine browser versions](#)].
- It is highly recommended to use a personal computer and not a work-issued computer. Work-issued computers often have applications running in the background that a candidate cannot or may not have administrative right to close or detect.
- Ability to download and install a small program: PSI's secure web browser. Candidates who plan to use a work computer must have administrative access to disable the firewall, to share the screen and to end any running programs.
(See *Administrative Rights* page 11)
- Candidates must have permission to close running applications. Go to "Task Manager" click on the "processes" and "services" tabs and make sure prohibited applications can be closed (i.e. Dell Data Vault, ConnectWise, JAMF Screen Recording, Zoom, NVIDIA container, Adobe Creative Cloud, Configuration Manager Remote Control Service, HPsystemeventutility, Ice Cream Screen Recorder and Kaseya Agent Endpoint).
- If using a shared device (e.g. with other users or multiple profiles) ensure all profiles are logged out and there are no open sessions for prohibited applications running in alternate profiles.

System requirements can change. Please check the current requirements at PSI System Requirements <https://helpdesk.psonline.com/hc/en-gb/articles/4409608794260--PSI-Bridge-FAQ-System-Requirements>

Live Remote Proctoring - Preparation

System Specifications

System requirements can change and it is the candidates' responsibility to ensure they meet the requirements for the operating system (PC or MAC), screen resolution, bandwidth, microphone, and camera. Please check the most current requirements at PSI SYSTEM REQUIREMENTS.

<https://helpdesk.psonline.com/hc/en-gb/articles/4409608794260--PSI-Bridge-FAQ-System-Requirements>

Browser requirements:

For PC users Firefox and Chrome are supported. Microsoft Edge and Internet Explorer are not. For Mac users Safari, Firefox or Chrome can be used.

Compatibility Testing

Candidates must test the computer they are going to use to take the exam, and must check to see if the computer is compatible for Live Remote Proctoring (LRP) testing.

[\[click here for compatibility and webcam tests\]](#). If the computer is compatible and meets all technical and system requirements, they can proceed to register to take an exam.

The compatibility link does not check for operating system requirements, technical requirements or administrative rights.

Live Remote Proctoring - Scheduling

- The examination is administered by appointment only. **Examinations may be taken any day of the week, including Saturday and Sunday, 24 hours a day.**
- It is the candidate's responsibility to schedule the examination as soon as the eligibility notice is received. This must be done within the first 30 days of the eligibility window.
- If a candidate is unable to take the exam by LRP for any reason, they will need to allow time to change to a computer test center, so it is critical they do not delay scheduling. If a candidate is unable to schedule at a PSI Testing Center for any reason, they may have to pay a change fee to extend the eligibility window. **There are no refunds**, if they submit a change request and then take the exam as scheduled or within the original testing window.
- The specific starting and ending days are provided in the candidate's eligibility notification - *candidates cannot finalize an appointment until receiving their eligibility notification*. Eligibility letters can be found in the candidate's NCC account and are sent via email once the candidate's application is approved. It is the responsibility of the individual to ensure their email is current and accessible. It is recommended that candidates schedule the appointment as soon as possible.
- Anyone unable to take the examination using LRP will have to take the exam at a Testing Center. Candidates may schedule using the "Schedule or Launch Exam" link on their NCC account page or by calling PSI Candidate Services at 833-256-1426 during regular business hours (see eligibility letter).

Live Remote Proctoring - Testing

What to Expect

- All candidates must report to the test portal by 15 minutes before the scheduled testing time. They can launch the exam platform starting 30 minutes before the appointment time. A minimum of 15 minutes is needed for checking IDs, surveying the testing environment and going through the security measures & exam rules.
- Anyone not starting the exam within 15 minutes of the scheduled appointment time, automatically forfeits the examination appointment and the ability to test using Live Remote Proctoring. Candidates who are late or fail to take the test can file a Change Request Form with applicable fees and will need to take the exam at a PSI Testing Center. *If a candidate is unable to obtain a test center date within the eligibility window and have already made one change request, they will no longer be eligible and will have to apply and pay an exam registration fee again. There are no refunds.*
- The time spent on the security measures and exam rules does not affect the testing time. Candidates will have the full time allotted to take the exam.
- **For the screen-sharing connection during the exam, candidates must download a program**, which connects the candidate's screen to the proctor. Once the candidate has connected their screen to the proctor, the proctor connects the two-way video and audio connection. Once the exam is over, the session expires, and the remote connection is no longer valid. *If a candidate does not wish to complete the download, they should consider taking the test at a PSI Testing Center).*
 - A small program file will download to the testing computer. Click the file to open it and select "Run" to install the program. If any pop-ups ask for approval, click "Yes" or "Okay".
 - A live proctor will connect with the candidate via a chat box. Candidates will read the rules and sign off on them.

Live Remote Proctoring - Process Identification

- **Two forms of current ID are required and must be presented to the proctor before the exam starts.** All identification presented must be current or unexpired and contain a signature. The primary one must have a photo, expiration date, and the first and last name must match those provided on the application. **Candidates will not be allowed to test without proper ID,** (e.g. Driver's License, State identity card (non-driver license), Passport, Passport card, Green Card, Alien registration, Permanent resident card, or National identification card). No forms of temporary identification will be accepted. The second form of identification must display name and signature for signature verification (e.g. credit card with signature, social security card with signature, employment/student ID card with signature). Military IDs cannot be used.
- **The proctor will confirm the candidates identification prior to starting the examination.**
- The proctor will ask the candidate to show their photo ID by holding it up to the webcam for identity verification. All information on the primary and secondary ID must be readable by the proctor to proceed to the exam.

Testing Environment

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

- The proctor will check to make sure the webcam and microphone are working properly and that screen sharing has been activated. Candidates will be asked to share the screen for all connected equipment.
- The proctor will ask the candidate to slowly move the webcam around the room to verify that the candidate is alone and that the desk is clear of restricted items. If there are notes, drinks, a box of tissues or any such items on the desk, the candidate will be asked to remove them prior to releasing the exam. Scanning the room is required. If for any reason the candidate is unable to scan the entire room with the webcam, a 5" x 6" or larger hand-held mirror may be used for scanning the testing room for the proctor.
- If a candidate needs assistance during the exam, a chat should be initiated with the online test administrator using the in-exam chat tool.
- No conversing or any other form of communication is permitted once the exam has been released.
- Candidates are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of NCC and PSI security policies. Either one may result in the disqualification of examination results, may lead to legal action and will be reported to the candidate's Licensing Authority/Sponsor.

Live Remote Proctoring - Process

Testing Environment

- **The testing environment will be surveyed by the proctor prior to testing.** The testing computer must be in a private room and be able to be used without interruption. A proctor will continuously monitor both the test taker and the testing environment.
- **No other people** (i.e. guests, visitors, family members) **or pets** are allowed in the testing room. Having another person enter the room can end the examination.
- The workspace must be cleared of all materials, including books, papers, dictionaries, other reference materials or personal items (e.g., purses, briefcases, coats).
- **No electronic devices** (*other than the computer being used to test*) **are allowed in the room.** This includes, cell/smart phones or watches, signaling devices such as pagers and alarms, cameras or other photographic or duplicating devices, personal digital assistants (PDAs), recording devices or other hand-held computers, tablets and digital music players (e.g., iPod & iPad).
- **All jewelry** (i.e., watches, necklaces, pins) **and head coverings must be removed from the room** prior to the testing session. If a candidate requires a head covering, they will need to test at a computer test center.
- The launch button will be enabled when the exam is fully prepared for delivery.
- Candidates may not exit the camera view or use a cell phone or other electronic devices during the examination.
- Candidates must keep their face on the screen during the examination and avoid looking down or to the sides during testing. Talking or mouthing words while testing is prohibited.
- Candidates hands must be visible to the camera at all times.
- PSI requires all employees and exam takers to conduct themselves in a professional and courteous manner at all times. Exhibiting abusive behavior towards a proctor via chat or other candidates (if at a test center) will be reported to the candidate's Licensing Authority/Sponsor and may result in criminal prosecution.
- The proctors have a list of major and minor events that are not allowed during the examination. Major events will stop the examination immediately. Three minor event warnings and the examination will be terminated. Candidates are responsible for reading the full list of Major and Minor events found on the website under "Testing with Live Remote Proctoring".



Live Remote Proctoring - Rules and Policies Restrictions and Security

- **The computer screen, questions and browser are monitored by the proctor throughout the exam process.** All information displayed on the computer screen during testing (instructions, questions, etc.) is the property of NCC and may not be reproduced in any form.
- **No questions concerning the content of the examination may be asked during the test.**
- No breaks will be permitted during the testing time.
- **If any non-approved items are observed on the workspace after the examination is started, the candidate will be dismissed, the test administration will end, and all fees will be forfeited.**
- If testing has to be shut down for technical reasons, the candidate will be required to reschedule at a PSI Testing Center and may have to pay an additional fee. PSI requires a 2-day notice to reschedule. **If a candidate is unable to reschedule for a test center exam within the eligibility window, a change request along with a \$125.00 fee will have to be submitted to obtain a new eligibility window.**
- Any questionable behavior will be reviewed on the webcam, chat logs and audio from time of authentication through submission of the examination. All recordings are deleted after 30 days.

Live Remote Proctoring - Rules and Policies

Misconduct

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

- the candidate gives or receives help or is suspected of doing so
- the candidate attempts to record test questions or to make notes
- the candidate displays and/or uses electronic communications equipment such as pagers, cellular phones, PDAs
- the candidate attempts to take the examination for someone else
- the candidate is observed with personal belongings
- the candidate allows one major event or three minor events. Candidates are responsible for reading the full list of major and minor events found on the website under "Testing with Live Remote Proctoring".
- the candidate is observed with notes, books or other aids without it being previously approved by NCC
- any event that the proctor(s) deems as a compromise to the testing session

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



FORFEITURE OF FEES

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

- Failure to follow any PSI rules
- Dismissal from the testing center for being disorderly or otherwise disruptive to other test candidates, testing center personnel or others at the testing center
- Dismissal from the testing center for any reason.
See Misconduct
- Failure to show up for a scheduled exam for any reason (illness, quarantine, accident, death, etc.)

Live Remote Proctoring - Rules and Policies

Timed Examination

- After the security measures have been completed and the rules have been reviewed, the examination will start. During the exam the browser is secured with no ability to copy, paste, screen capture, access other sites, use instant messaging applications or run remote access/virtual machines.
- The use of Live Remote Proctoring is based on the candidate's computer, the bandwidth and the ability to download the program that provides the proctor and the exam. In some cases, this process can take time to work through and may cause a delay in the start time for the exam. The exam is not started or timed until the set up process is completed. If a candidate feels that attempting this set up prior to the start of the exam will cause undue stress, NCC recommends they take the exam at a test center.

Inclement Weather, Power Failure, Internet Disconnections, or Emergencies

- Candidates unable to take the scheduled examination due to inclement weather, power failure or unforeseen emergencies, may reschedule the exam ONCE at no charge by contacting PSI. This reschedule must occur within the 90-day testing window. If the candidate has already used the one-time rescheduling option with PSI, then a "Change Request Form" must be submitted (fees and restrictions apply).
- If power or the internet is temporarily interrupted during the exam administration, all attempts will be made to restart where the candidate left off so they may continue to take their examination.
- If the candidate has started the exam and is disconnected please use call PSI tech support to attempt to get reconnected and continue testing.
Inside the U.S.: 855-560-3721
Outside the U.S.: 1-617-564-9052

If the disconnection is related to the PSI testing facility or equipment the candidate will be provided with a new test date and time. Any issue related to the candidates equipment, system, or wifi connection may require the submission of a change request and change fee.

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

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

Taking the Exam by Computer

What to Expect

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

Candidates will have three (3) hours to complete the 175* questions on a core exam

Inpatient Antepartum Nursing (RNC-IAP)
 Inpatient Obstetric Nursing (RNC-OB*)
 Low Risk Neonatal Intensive Care Nursing (RNC-LRN*)
 Maternal Newborn Nursing (RNC-MNN*)
 Neonatal Intensive Care Nursing (RNC-NIC*)
 Neonatal Nurse Practitioner (NNP-BC*)
 Women's Health Care Nurse Practitioner (WHNP-BC*)

* Core exams have 175 multiple-choice items. 150 are scored and 25 are used to gather statistical data on item performance for future exams.

Candidates will have two (2) hours to complete the 125* questions on a subspecialty exam

Care of the Extremely Low Birth Weight Neonate (C-ELBW)
 Electronic Fetal Monitoring (C-EFM*)
 Neonatal Neuro-Intensive Care (C-NNIC)
 Neonatal Pediatric Transport (C-NPT*)
 Obstetrics and Neonatal Quality and Safety (C-ONQS)

* Subspecialty exams have 125 multiple-choice items. 100 are scored and 25 are used to gather statistical data on item performance for future exams.

- Only one test item is presented at a time showing the stem and three answer options labeled A, B and C. **Selections are indicated by either entering the letter of the option (A, B, or C) or clicking on the option.** To change an answer, enter a different option. *Candidates may change the answers as many times as they wish during the testing time limit.*
- To move to the next item, click on the forward arrow (>) in the lower right portion of the screen. This action will move the examination forward item by item. If a candidate wishes to review any item or items, click the backward arrow (<) or use the left arrow key to move backward through the examination.
- A test item may be left unanswered and returned to later in the testing session. Items may also be bookmarked (flagged) for later review by clicking in the blank square to the right of the Time button. Select the double arrows (>>) to advance to the next unanswered or bookmarked item on the examination.
- When the examination is completed, the number of test items answered is reported. If all items have not been answered, return to the examination and answer those items. **Any unanswered question is considered a wrong answer. It is to the candidate's advantage to provide an answer for each test item before ending the examination.**
- Online comments may be provided for any item by clicking on the *Comment* button to the left of the *Time* button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided. **NOTE: the time to make comments will be counted toward the test time and comments are NOT accepted as answers.**



Taking the Exam

Results Notification

- **NO RESULTS ARE PROVIDED IMMEDIATELY AFTER TESTING FOR ANY EXAM FORMAT.** After completing the examination, an email will be sent by the testing company explaining how test results can be obtained.
- **Official results, with the score report, can be found in the candidate's NCC account within 15 business days** of computer exam administration.
- When new forms of an exam or new test grids are developed **official results can take up to 21 business days.**
- **Date of certification is based on the date of the official results, not the exam date.**
- Candidates are not certified until the official results are in their NCC account.
- Test result reports are NOT available by phone or email, pass/fail status can only be seen in the candidate's NCC account. They will receive an email when the test results are in their account. Candidates can check their account at any time by signing in with their username (email) and password.
- NCC reserves the right to cancel test scores when there is reason to believe that scores are invalid. Proof of misconduct is not required to cancel scores.
- **Third-party notification of pass/fail status will not be released without authorization from the candidate.** A \$30 fee is required for any third-party notification or issuance of duplicate pass/fail reports. Such verifications will not be issued until official written confirmation of pass/fail is made by NCC and notification has been sent to the candidate. **Verification requests can only be made via the online verification system on the NCC website.**
- Successful candidates will be mailed a certificate and pin to the address in their account. If a candidate does not receive the certificate and pin within two weeks of getting the test results, they must contact NCC. After 6 months a lost certificate and/or pin must be purchased.

Testing Center Locations

PSI testing centers are located throughout the country. Test sites are subject to change.

To find available test centers go to

<https://home.psiexams.com/#/test-center?p=WZ9829FC>

If a candidate has already registered for a certification exam, they can sign into their account and click on the "Schedule or Launch Exam" link.

What Happens if You Cannot Take the Test Using Any of the Modes of Testing:

REQUEST TO CHANGE OR WITHDRAW FROM THE EXAM

Change your Testing Date, Method of Testing or Exam Category

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

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

All candidates requesting a change MUST:

- Submit the change request within one calendar year from the first date of their original assigned eligibility window
- **Cancel their exam date with PSI** (if they have one scheduled), **before submitting a change**. Scheduled exams may be canceled using the "Schedule or Launch Exam" link in the candidate's account or by calling PSI Candidate Services at 833-256-1426 during regular business hours (see eligibility letter).
- Use the NCC website to submit the Change Request Form (*changes requested in any other format, will not be accepted*).
- **Submit a non-refundable fee of \$125 with the Change Request Form**

To change examination category:

- The time to consider eligibility for the new category will count toward the original assigned 90-day computer testing window.
- **Examinees must take the exam for which they have been determined eligible. No changes will be permitted on examination day.** If a candidate knowingly or unknowingly takes an examination other than the one she/he was found eligible to take, the examination will not be scored. No refunds will be allowed, and all fee policies will apply if the candidate reapplies for an examination.
- Examination category cannot be changed from a subspecialty or RN Core application to a NNP or WHNP certification. Candidates who registered for an RN Core exam or subspecialty exam and need to change to NNP or WHNP will have to submit an exam withdrawal for a partial refund and complete the full registration for one of these APRN certification exams.
- Candidates must submit their request at least 30 days prior to the end of their testing window.

Withdrawing Candidates

- Only the applicant/candidate can withdraw from the examination process.
- All withdrawal requests must be submitted online at the NCC website **BEFORE the final day of the original eligibility window.**
- Candidates who register using a bulk purchase voucher cannot withdraw from the exam.
- To withdraw candidates **CANNOT have a scheduled appointment** to take an exam through PSI.
- If candidates have a scheduled appointment they will be unable to withdraw until they **cancel the appointment directly with PSI.** Candidates must UNSCHEDULE the exam prior to submitting the withdrawal application with NCC. Candidates can cancel their appointment by logging into their account and clicking on the "Schedule or Launch Exam" link or by calling PSI Candidate Services at 833-256-1426 during regular business hours.
- Any test appointment with PSI must be canceled/unscheduled no later than four business days prior to the scheduled testing date.
- PSI can only remove a candidate from the test schedule after they have canceled the test date. After the candidate has canceled, they can complete the NCC online withdrawal request form.
- Anyone who has previously requested an exam change of any kind, including a request for a new eligibility window or exam category is not eligible to withdraw.
- **No refund will be considered after the original eligibility window expires.**

