



Live Remote Proctoring (LRP) Exceptions to the Candidate Handbook

Due to the closing of schools and testing facilities during the Coronavirus Pandemic and for a reasonable time thereafter, all eight (8) of the NHA certification exams may be administered via Live Remote Proctoring (LRP) in addition to being administered at a PSI Testing Center, or at your school or employer.

As a result of this change, please review the following changes to the Candidate Handbook to support testing via LRP. There are also additional changes you should be aware of regarding how you schedule your exam, either at a PSI Testing Center or via Live Remote Proctoring.

1. Instructors may sit for their exam at either a PSI testing center or via LRP.
2. **Candidates applying to take their exams either at a PSI testing center or via Live Remote Proctoring should note the following procedure for scheduling their exam date and time:**

If you selected “Registering Individually” during the creation of your profile or your institution is not administering the exam you selected, you will take your exam via our Third-Party Testing entity, PSI. Once you complete your registration for the exam and pay the registration fee, you can immediately schedule an exam date with PSI, either at one of the PSI testing centers or by Live Remote Proctoring (LRP). Live remote proctoring allows you to take the exam remotely at your home or other appropriate location provided your internet service supports Voice over Internet Protocol (VoIP) and your individual computer system is compatible with the requirements of PSI’s remote proctor system. You should pick an available date and time. After completing the scheduling of the exam, you will receive a confirmation email with exam details.

3. **Candidates who need to reschedule or cancel their exam should note the following change in procedure:**

If you are registered to take the exam at a PSI testing site or by Live Remote Proctoring and want to reschedule to another date without having to repay the fee, you will need to log in to your NHA Account and select the “Schedule Now” button and follow the prompts to either reschedule or cancel the scheduled exam.

If you cannot make your exam appointment, you must reschedule or cancel at least 24 hours prior to the scheduled exam date and time. If you do not reschedule or cancel at least 24 hours prior to the schedule time, the cost of the exam is forfeited, and you must re-register and repurchase the exam.

4. Candidates who are approved by NHA for accommodations should review the following information:

If you are approved for accommodations, you may be required to take your exam at your institution/employer or at a PSI testing center. LRP may not be available to candidates who are approved for certain accommodations.

Once NHA has notified PSI of an approved accommodation, the PSI Accommodations Department will call you at the phone number listed in your NHA Account within 48 hours of the notification. If you have previously scheduled an exam date and time, you may have to modify the date or time in order for PSI to provide the approved accommodations. If you have not received verbal acknowledgement from PSI that the approved accommodations are in place, you should call PSI prior to the date of the exam to confirm. The PSI phone number and extension for speaking with the PSI Accommodations Department is **833.537.1330. extension 6750.**

5. Testing Rules of Conduct:

All testing rules of conduct listed in the Candidate Handbook apply to Live Remote Proctoring (LRP) unless modified below:

- You may have two pieces of scratch paper during your LRP testing session. Before the test begins you will be required to show both sides of the paper as well as the writing instrument to the proctor. The paper must be blank on both sides. Once you have finished the exam, you must show the proctor that you have torn the paper into small enough pieces that the paper cannot easily be put back together again.
- You may not leave the room during the administration of the exam for any reasons. No breaks are allowed during an LRP session.
- No individual other than you, the test taker, may be in the room where the exam is being administered at any time.
- Calculators are not allowed for any NHA exam other than the Pharmacy Technician Certification Exam (ExCPT). Calculators for the ExCPT exam will be furnished by PSI whether at a PSI Testing Center or via LRP. You may not use your personal calculator.
- You must follow the proctor's instructions to remove certain items from the testing area, to turn off other devices, to adjust the lighting as needed for some of the camera functions, or to reduce noise in the testing area.

6. When your ExCPT score report will be available if you take the exam via Live Remote Proctoring (LRP).

Your ExCPT score report will be available to you within 48 hours of the completion of the exam if you take your exam via LRP. You will be able to access your score report by logging in to your NHA account.