

NATIONAL HEALTHCAREER ASSOCIATION®

Candidate Handbook

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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)
- Phlebotomy Technician Certification (CPT)
- Medical Administrative Assistant Certification (CMAA)
- EKG Technician Certification (CET)
- Electronic Health Records Specialist Certification (CEHRS)
- Billing and Coding Specialist Certification (CBCS)
- Patient Care Technician/Assistant Certification (CPCT/A)
- ExCPT Pharmacy Technician Certification (ExCPT)

Other products are also available from NHA and can be found on the NHA website, www.nhanow.com.

Since 1989, the National Healthcareer Association (NHA) has supported allied health education across the nation to award more than 1.25 million allied health certifications.

Steps to certification

1. Check your eligibility
2. Prepare & study
3. Register & schedule exam
4. Take the exam
5. Obtain certification

ACCREDITED
CERTIFICATION PROGRAM
NCCA BY ICE

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Overview

This Candidate Handbook provides information about National Healthcareer Association® (NHA) and the certification examinations and credentials it offers in various allied health care fields. NHA candidates and certified individuals are referred to as “You” or “Yours” throughout this handbook.

This handbook includes information concerning:

- NHA allied health certification examinations
- 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. When you successfully pass the certification examination you will be awarded credentials indicating your 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.

About ACE Learning Evaluations of NHA Certification Exams and Learning Resources

Founded in 1918, The American Council on Education's College Credit Recommendation Services (ACE) connects workplace learning with colleges and universities by helping adults receive college credit for formal courses and exams taken in the workplace or other settings outside the traditional college environment. A number of NHA certification exams and learning resources have been evaluated and recommended for college credit by ACE. This means that when you pass the exams and complete the approved learning resources you are eligible to receive college credit for those achievements. For more information about how you can obtain college credit and for a full list of NHA's exams and learning resources that are ACE approved, go to the NHA website, www.nhanow.com/certification/Before-After-Certification/ace-credit.

Nondiscrimination

NHA and its designated test vendors 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 the test vendors 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 Shop at the top of the home page. Click on the applicable Profession in the left column and then click on the Certification Exam icon.

Certified Clinical Medical Assistant (CCMA)
Certified Phlebotomy Technician (CPT)
Certified EKG Technician (CET)
Certified Billing and Coding Specialist (CBCS)
Certified Electronic Health Records Specialist (CEHRS)
Certified Medical Administrative Assistant (CMAA)
Certified Patient Care Technician/Assistant (CPCT/A)
ExCPT Certified Pharmacy Technician (CPhT)



Eligibility Requirements

Eligibility Requirements for most NHA Exams (unless specific requirements are provided below):

The purpose of NHA eligibility requirements are to make sure: a) you have achieved an educational level that is equal to the level that our exams are written by requiring you to have a high school diploma or the equivalent; and b) you are familiar with the work duties and responsibilities you will perform by requiring you to successfully complete a training program or have work experience in the allied health field covered by your exam.

To be eligible to sit for an NHA exam (other than the ExCPT Pharmacy Technician) and receive certification, you 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 (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 **<u>one of the following pathways</u>**:

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 compete 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. (Employer Training Program Route): Successfully complete the didactic (coursework) portion of an employer-based training program that has been verified by your employer to provide academic preparation including technical skills and knowledge sufficient to prepare you to perform the duties of an entry-level healthcare worker in the healthcare field that aligns with the certification exam, provided:

- The employer has completed the employer agreement with NHA to allow employees to take the exam after completion of the coursework and prior to completion of the required on-the-job training.
- You will be informed whether or not you pass or fail the exam; however, for all passed exams, no certificate number will be assigned, and the certificate will not be available to you, an employer or any regulatory or state agency until the on-the job training completion has been received by NHA.
- You have one-hundred and eighty (180) days from the exam date to complete the on-the -job training and to ensure that your employer has notified NHA that you have completed the entire program.
- Once you complete the training, your employer will notify NHA that you have successfully completed the entire training program. Provided you passed the exam, NHA will assign you a certificate number and send you an email with instructions on how to print your certificate from your NHA account. 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 you are certified with NHA.
- If you do not timely complete the on-the-job training or your employer fails to notify NHA that you have successfully completed the entire training program and you passed the exam, NHA will void the exam score and you will be required to retake the exam in order to be certified; or

e. (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.
- If you take the exam prior to completion of your externship, you will be

informed whether you pass or fail the exam; however, for all passed exams, no certificate number will be assigned, and the certificate will not be available to you, an employer or any regulatory or state agency until the externship completion has been received by NHA.

- You have ninety (90) days from the exam date to (i) complete the externship, (ii) ensure that your institution has all the necessary paperwork needed for completion of the institution's program and (iii) have the institution notify NHA.
- Once you complete your externship, the institution will notify NHA that you successfully completed the entire training program. Provided you passed the exam, NHA will assign you a certificate number and send you an email with instructions on how to print your certificate from your NHA account. 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 you are certified with NHA.
- If you do not timely complete your externship or the institution fails to notify NHA that you have completed your externship within the applicable time frame from the date you passed the exam, NHA will void the exam score and you will be required to retake the exam in order to be certified.

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

PATHWAY 2: WORK EXPERIENCE – Have either at least one (1) year of supervised work experience in the last three (3) years OR 2 years of supervised work experience in the last five (5) years.* The work experience must in the health field covered by the NHA certification exam.

**If you are a California resident applying for the Certified Clinical Medical Assistant (CCMA) certification exam under Pathway 2: Work Experience, you must have a minimum of two (2) years of work experience as a medical assistant within the last five (5) years immediately preceding your examination date.*

Step 3: If certifying as a Phlebotomy Technician or an EKG Technician, you must also complete the Additional Program-Specific Eligibility Requirements, described below, prior to sitting for the exam, or, if agreed to by your institution, within in the time frame stated in the Pre-Externship Route shown above.

Additional Program-Specific Eligibility Requirements

- **Phlebotomy Technician Certification (CPT):** For the CPT certification, you must be able to provide evidence that you have successfully performed a minimum of thirty (30) venipunctures and ten (10) capillary or finger sticks on live individuals.
- **EKG Technician Certification (CET):** For the CET certification, you must be able to provide evidence that you have 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, you must satisfy steps 1-2 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 your 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 a 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 you complete the training program; or
- Has been verified by your employer to provide academic preparation including technical skills and knowledge, sufficient to prepare you to adequately perform the duties of an entry-level Pharmacy Technician.

e. Successfully complete the didactic (coursework) portion of the pharmacy technician program as verified by the institution and prior to the completion of the 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.
- If you take the exam prior to completion of your externship, you will be informed whether you pass or fail the exam; however, for all passed exams, no certificate number will be assigned, and the certificate will not be available to you, an employer or any regulatory or state agency until the externship completion has been received by NHA.
- You have ninety (90) days from the exam date to (i) complete the externship, (ii) ensure that your institution has all the necessary paperwork needed for completion of the institution's program and (iii) have the institution notify NHA.
- Once you complete your externship, the institution will notify NHA that you successfully completed the entire training program. Provided you passed the exam, NHA will assign you a certificate number and send you an email with instructions on how to print your certificate from your NHA account. 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 you are certified with NHA.

- If you do not timely complete your externship or the institution fails to notify NHA that you have completed your externship within 90 days from the date you passed the exam, NHA will void the exam score and you will be required to retake the exam in order to be certified.

*If your date of graduation or completion from their training program is five (5) years or more prior to the date of application, you must have relevant work experience as described below.

PATHWAY 2: WORK EXPERIENCE: Complete at least 1,200 hours of supervised pharmacy-related work experience during a one (1) year period within 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 you, the instructor:

1. Possess a current state-recognized teaching certificate, are licensed as a teaching professional, or have a minimum of three years of full-time teaching experience in a health care or health science field;
2. are currently licensed, certified or registered as health care professional or have 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. Meet all program-specific requirements.

You must:

1. Register individually (you cannot associate yourself with your institution when registering with NHA); and
2. Sit for the exam at a PSI testing site location or via Live Remote Proctoring (LRP). You may not, under any circumstance, take the exam at your institution.

In addition, you:

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

It is important to note that the Provisional Certification expires eighteen (18) months (12 months for ExCPT) after the examination date. If the provisional certification lapses before you graduate, you will be required to retake the NHA certification exam. Accordingly, if you have not yet obtained a high school diploma, GED certificate or other high school equivalency, you are responsible for making sure that your exam is scheduled on a date that is no more than eighteen (18) months (12 mnths for ExCPT) before your graduation date.

Provisional Certification

If you are scheduled to graduate from an accredited high school or GED program (or other equivalent test recognized by your state or residency), you may take the certification exam and receive a Provisional Certification up to eighteen (18) months before graduation as long as all certification eligibility requirements are met. If you are taking the ExCPT exam (pharmacy technician) you may 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 you to take certification exams as near to the time you complete your training even though you have not yet met the eligibility requirement of holding a high school diploma or its equivalent needed to receive a standard (full) certification.

To obtain a Provisional Certification, you must sign into your NHA account and register for the exam. You must perform the actual registration. Parents, teachers, other school officials, or other parties are not permitted to register on your behalf. As noted below, the registration process includes Attestations that you must read and agree to before sitting for an examination, and you will be bound by the Attestations made at the time of registration.

Additionally, you are advised to provide a personal email address at the time of registration, rather than an email address associated with your current school, employer, or sponsor, so that NHA can provide important information concerning your certification even after you have left your current school, employer or sponsor.

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

- A Provisional Certification expires eighteen (18) months (twelve (12) months for the ExCPT certification) after the examination date. The Provisional Certification cannot be renewed or reinstated. It must be converted to a two-year certification by meeting all certification eligibility requirements, including the requirement to have graduated from high school or other equivalency program.
- Upon graduation, you, the holder of an active Provisional Certification must apply to have your Provisional Certification converted to a two-year Certification. If the Provisional Certification lapses before you apply for conversion to a two-year certificate, you will be required to retake the NHA certification exam.
- When applying for two-year Certification, you are 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, you must be able to provide written proof that you meet 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 two-year Certification” section of this Candidate Handbook.
- Once the Provisional Certification is converted to a two-year Certification, the expiration date will be based on the initial testing date and all requirements for continuing education are needed to renew the certification.

Eligibility Exception Requests

You 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 you 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 health care profession, if any, vary by state. You are solely responsible for knowing and understanding the requirements, if any, which govern the practice of your profession in your particular state, including those concerning certification requirements. You are advised to conduct online research to determine the name of the oversight body, if any, for the allied health care field in which you plan to practice in the state you 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, you should visit the website for the oversight body on a regular basis. NHA certification does not guarantee your ability to meet any or all regulatory requirements pertaining to your profession.





Creating an Account with NHA and Registering for your Exam

You, the candidate, must complete a two-step process, which consists of:

1. Creating a Candidate Profile and
2. Applying to sit for one of more certification examinations.

Creating a Candidate Profile

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

If you are a returning candidate, have other certifications with NHA or previously created a Candidate Profile, skip this step and "Login" instead. Do NOT create another profile.

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

- You should create your own Candidate Profile. Profiles should not be created by a third party, such as your parent, teacher, school official, sponsor, case worker or any other party.
- When creating the Candidate Profile, you are required to select an "Organization Type." If you are associate with a school, employer, or other institution that is an authorized NHA test site, you will select that institution from a drop-down menu in the "Organization" field. If you are not affiliated with an institution, you 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 the specific exam the candidate wishes to take.

- NHA advises you to provide a personal email address when you create your Candidate Profile rather than an email address associated with your current institution. If NHA does not have a personal email for you, we will not be able to provide you important information about your certification after you have left your current school or employer.

Registering for an Exam

Once the Candidate Profile is created, you must apply/register for an exam. This can be done immediately following the creation of the profile or at a later date.

If you are affiliated with an NHA authorized testing institution, you must apply for a specific exam date. Step-by-step instructions for applying for an exam date through your institution can be found on the NHA website, **www.nhanow.com** under Help Center FAQs, under the Question "How do I register for an exam?"

If you selected "Registering individually" during the creation of your profile or your institution does not administer the exam you selected, you will take your exam via one of our third-party testing providers. Once you complete the NHA application process you may schedule your in-person exam with PSI immediately or at a later date by following the step-by-step directions on your NHA account. Alternatively, you may schedule your exam to be administered via Live Remote Proctoring (LRP). LRP allows you to take the exam remotely at your home or other appropriate location, provided that your internet service supports Voice over Internet Protocol (VoIP) and your individual computer system is compatible with the requirements of the remote proctor system. NHA may engage several LRP providers, including PSI. When you register, the LRP provider will be selected for you.

If you want to schedule your exam at a later date, you will need to log back in to your NHA account, click on "Apply for Exam" and follow the online instructions to schedule a date and time with PSI, if taking an in-person exam, or a LRP provider.

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

- You must complete your own exam application. Exam applications should not be completed by a third party such as a parent, teacher, school official, sponsor, case worker or any other party. The exam application process includes an Attestation that you must read and agree to before sitting for an examination. You are bound by the Attestations made during the exam application process.

- You must read the Attestation Agreement (see the "Attestation" section of this Handbook for more information) and select whether you agree or disagree with the Attestations. If you do not or cannot agree with the Attestation Agreement, you will be placed in contingency status and will not be able to complete the exam application until the status has been removed. When you select 'Disagree,' you will receive a warning message explaining that you will be placed in contingency status. If you confirm this selection, it is your responsibility to file an exception appeal request, which is reviewed by the Disciplinary & Appeals Committee.

To file an exception request, you must complete an Appeals Form, found on the NHA website under "Help Center" at the top of the home page, attach any supporting documentation that explains why you cannot agree with the Attestation and then fax, email or mail the package to the address on the Appeal Form. You will be notified in writing of the Committee's decision. For more information, see the "Appeals" section of this Handbook.

- During the application process, you may elect to share your examination scores with their institutions. In some cases, based on agreements or arrangements between you and your institution or other third parties, you may be required to share your score.

- Unless you are sponsored by an institution or employer that pays for the exam on your behalf, payment is required when you apply for the examination. You 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, your application will be voided. You must reapply for the examination and finalize payment to confirm your application for the exam. After the application/registration is completed, you will receive a confirmation email.

Attestations

You 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. You may be expected to re-attest to eligibility requirements at the test site. You are bound by the Attestations made at the time of registration and/or at the test site. Below are the Attestations that you must make at registration (provided verbatim):

Please note: If you are taking The Pharmacy Technician examination, you must agree to a program specific Attestation. You must also agree to a separate Attestation if you completed your training program as explained under Pathway 1(d) – Training Program – (Pre-Externship Route) in the Eligibility Section of this Handbook. The standard and all specific Attestations are listed below (provided verbatim).

Standard Attestation:
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 the 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 a high school diploma or the equivalent, or I expect to earn my high school diploma or equivalency within the next eighteen (18) months.

   Please note: If you do NOT meet this requirement, you must receive an official waiver from the NHA Disciplinary & 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.

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 five (5) years, I have successfully completed a formal training program in the health care field covered by this exam offered by an accredited or state approved institution or provided. This includes a training program 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 five (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 last three (3) years OR two (2) years of supervised work experience in the last five (5) years. The supervised work experience is in the healthcare field covered by this exam.

   c. **FOR INSTRUCTORS ONLY** – I have a current state-recognized teaching certificate, am licensed as a teaching professional or have a minimum of three (3) years of full-time teaching experience iin a health care or health science field; **AND**

   I am currently licensed, certified or registered as a health care professional, or I have a minimum of two (2) years of work experience in the health care field covered by this exam or in a discipline that is commensurate with or exceeds the health care field covered by this exam's scope of practice.

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 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 programable 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 or 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 connection with my test score without my permission.

8. I understand that any claims 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 by certification if I provided false or incomplete information.

You are required to agree to the following attestation if you have completed the training program as explained under Pathway 2.d. (Employer Training Program Route) or 2.e. (Pre-externship Route) in the Eligibility Section of this Handbook.

Employer Based Training or Pre-Externship Attestation: 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 possess either a high school diploma or the equivalent, or I expect to earn my high school diploma or equivalency within the next eighteen (18) months.

   PLEASE NOTE: If you do NOT meet this requirement, you must receive an official waiver from the NHA Disciplinary & 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 that I met or will have met either the Employer Training Requirements or the Pre-Externship Requirements as defined below:

   a. **EMPLOYER TRAINING PROGRAM:** – I have successfully completed the didactic (coursework) portion of my institution or provider's training program in the field covered by this examination.

      1. ON-THE-JOB TRAINING REQUIREMENTS - I agree to complete the required on-the-job training portion of my Employer's program within 180 days of successfully passing this examination.

      2. NHA CERTIFICATION HELD UNTIL 0N-THE-JOB TRAINING IS COMPLETED – I understand that my certification (provided I pass the exam) will be held and not released to me or any regulatory or licensing body or employer until I complete the required on-the-job training and my employer confirms to NHA that I have successfully completed the entire program including the 180 day on the job training; OR

      3. NHA CERTIFICATION HELD UNTIL 0N-THE-JOB TRAINING IS COMPLETED – I understand that my certification (provided I pass the exam) will be held and not released to me or any regulatory or licensing body or employer until I complete the required on-the-job training and my employer confirms to NHA that I have successfully completed the entire program including the 180 day on-the-job training; OR

b. **PRE-EXTERNSHIP TRAINING PROGRAM:** – I have successfully completed the didactic (coursework) portion of my Employer training program.

1. 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.

2. 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 any regulatory or licensing body or employer 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.

3. 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 any regulatory or licensing body or employer 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.

c. I have successfully completed any program specific eligibility requirements listed in this Candidate Handbook.

I further understand that my certification will be voided if I do not complete my externship within 90 days of passing the exam or if 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 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 programable 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 or 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 connection with my test score without my permission.

8. I understand that any claims 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 by certification if I provided false or incomplete information.

You are required to agree to the below Attestation if you are registering for the ExCPT Pharmacy Technician examination.

ExCPT Pharmacy Technician Attestation. 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 possess either a high school diploma or the equivalent, **OR** I expect to earn my high school diploma or equivalency within the next twelve (12) months.

   PLEASE NOTE: If you do NOT meet this requirement, you must receive an official waiver from the NHA Disciplinary & 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.

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 five (5) years,

   - I have successfully completed a Pharmacy Technician training program offered by an accredited or state-recognized institution or provider, or
   - I have successfully completed an employer-based training program 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 perform the duties of an entry level Pharmacy Technician. This includes formal Pharmacy Technician related training by any branch of the U.S. Military or offered through an Apprenticeship Program that is registered pursuant to the guidelines of the U.S. Department of Labor. **Training programs completed more than five (5) years from today's date require you to have the relevant work experience described below.**

   b. **Work Experience** – I have successfully completed a minimum of 1200 hours of supervised pharmacy-related work experience during a one (1) year period 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 (3) years of full-time teaching experience in a health care or health science field; **AND**

I am currently licensed, certified or registered as a health care professional, or I have a minimum of two (2) years of work experience as a Pharmacy Technician or in a discipline that is commensurate with or exceeds a Pharmacy Technician's scope of practice.

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 Candidate Handbook.

5. I understand that all assessment questions are the copyrighted property of Assessment Technologies Institute®, LLC. The removal or attempted removal of 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 programable 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 or 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 connection with my test score without my permission.

8. I understand that any claims 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 false or incomplete information.

Audit of Attestation Responses. NHA reserves the right to audit your responses to attestations and enforce disciplinary action if false attestations are discovered.

Rescheduling or Cancellation of an Exam

Rescheduling an Exam: You 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 on the NHA website, www.nhanow.com.

- If you registered to take the exam through PSI (either a testing center or through Live Remote Proctoring) or another NHA LRP provider and want to reschedule to another date or time without having to repay the fee, you must log into your NHA account and reschedule the exam by following the prompts on your account. If you do not cancel or reschedule your exam with PSI or another LRP provider at least 24 hours prior to the scheduled time, the cost of the exam is forfeited and you must re-register and repurchase the exam.

- If you are taking your exam at an authorized testing institution or employer, you must reschedule your examination prior to the start of the actual exam. Approval of the rescheduling is at the school's or employer's discretion. You should contact the administering site (e.g., the school, employer, or agency) where the examination is scheduled.

- If you do not timely reschedule your exam or try to reschedule to a date more than six (6) months after the original exam date, the examination fees will be forfeited and you will need to re-register and repurchase the exam.

Exam Cancellation by NHA, PSI or other LRP provider: If an exam date is canceled by NHA, PSI or another LRP provider and you do not reschedule you examination date, you will be entitled to a refund. There are no other circumstances under which refunds are offered.

If 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. (If you are scheduled to take your exam using another LRP provider, please check the NHA website for information about how you can confirm your exam schedule status with such provider.) Every effort will be made to reschedule the examination at a convenient time.

Accommodation Request

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 only, if any), reader, or other auxiliary aid.

To be considered for special accommodations, you must complete the NHA Request for Accommodations Form, which is located on the NHA website, www.nhanow.com under "Help Center" found at the top of the home page. Please be sure to complete the form completely before submitting it to NHA and attach the required supporting documentation described below.

Although we make every attempt to review your request as soon as possible, we recommend that you allow 30 days for review of your request. Accommodation requests are reviewed in the order received.

If you want NHA to contact someone at your school regarding your requested accommodations, please provide the name, phone number, and email address of that contact. If you prefer we only contact you, you should leave those spaces blank on the form.

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.

Required Supporting Documentation. Requests for accommodations must include either:

1. A letter from an objective physician or health care 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 you are a high school student 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. An acceptable 504 plan may also be considered provided the 504 plan contains all of the information requested below.

   The letter, IEP or 504 Plan MUST include the following:

   a. The specific disability/diagnosis.

   b. A brief explanation of how this condition limits your ability to take the exam under standard conditions.

   c. If this is not a permanent disability/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 documentation 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 NHA or the testing center or LRP provider. The cost of excessive accommodation requirements is to be borne by the candidate (i.e., electronic communication equipment, etc.).

If you are approved for accommodations, you may be required to take your exam at your institution or employer or at a PSI testing center. Live Remote Proctoring (LRP) may not be available to you if are approved for certain accommodations.

If you are testing with PSI, 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 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.

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, you 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 to become eligible to sit for an NHA exam and does not guarantee a passing score on an examination.





Exam Administration

Testing Format

All NHA exams are multiple choice exams, administered under proctored testing conditions. Computer-based testing is available at all authorized locations and all testing centers.

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. You are not aware which questions are scored questions and which questions are pretest questions. However, the pretest questions do not affect your score; only the scored questions count toward your official score.

The number of scored questions and pretest questions, as well as the length of time you have 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, you should click on "Get Certified" at the top of the home page, choose the exam you are planning on taking and locate the section entitled "Prepare for Your Certification Exam. Click on "Download Free Plan". At the top of the test plan, you will find the number of scored questions (referred to as "items"), number of pretest question and the time allowed for completing the exam.

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

You must have identification verified with a current government-issued photo ID before entering the examination room. Proctors, including remote proctors, are required to verify your identity as a condition of your admittance to the exam. You must present a government-issued ID, such as a driver's license or passport, which should include a current photograph, your signature, and a permanent address. If the address on the government-issued photo identification is different from that supplied at the time of registration, you must show proof of address, such as a current utility bill that matches the government-issued ID. After the verification process is complete, you are required to initial the roster next to your 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, you are required to (i) provide accurate and truthful information when you 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 you may be disciplined.

Testing Rules of Conduct

You must abide by the following NHA Testing Rules of Conduct:

- All exams must be completed within a single, continuous session. You may not stop your exam administration and return to review your 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 you are taking your exam at your institution, your proctor will provide you with two (2) sheets of scratch paper and a writing instrument. All scratch paper must be returned to the proctor before leaving the room. If you are testing at a PSI in-person testing center, the proctor will provide you with a whiteboard, marker, and eraser. You must return all of the items to the proctor before you leave the testing center. If you are taking your exam via LRP, you will have access to a digital whiteboard when testing remotely.

- Telephones, personal computers, electronic tablets, electronic readers, cameras, MP3 players, pagers, radios, watches, AI glasses, earbuds, earphones, 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 you to use the built in exam calculator as needed during your exam. You may not use your personal calculators or access your computer's calculator.

- The proctor will not answer any questions pertaining to the examination content.

- Once you have entered the in-person exam room or signed on to the LRP site, 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, unless NHA approves the use of specific reference material or devices for an exam.

- 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 you) or, with respect to certain electronic devices that must be supplied by you, the device will be subject to inspection by the proctor. People providing assistance, such as sign language interpreters and test readers, may not assist you 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 you 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. During an in-person examination, 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) you 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. If you are taking the exam via LRP, you may not leave the room during the administration of the exam at any time. No breaks are allowed during an LRP session.

- No other individual other than you, the test taker, may be in the room where the exam is being administered via a LRP session at any time.

- If you are taking the exam via LRP, 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.
- 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 by any person including institutional personnel, instructors, proctors and candidates.
- You are honor-bound to report any and all suspected cheating or attempts to steal examination content by others that you witness, hear about, or are asked by another to participate in, even if such acts are done by institutional personnel, instructors or proctors. 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 Conduct

NHA has established a code of ethics and guidelines 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). You are required to follow the appropriate code of ethics stated below (provided verbatim).

As a certified professional through 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 health care 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, health care 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 health care resources.

- A Pharmacy Technician respects and values the abilities of pharmacists, colleagues and other health care 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 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

Misrepresenting your eligibility, providing false attestation, violating the Testing Rules of Conduct, or failing to adhere to the NHA or Pharmacy Technician Codes of Ethics, is considered Misconduct for which NHA may take disciplinary action. If you engage in any activity that may compromise the security, validity or integrity of an NHA Exam you 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 you provide inaccurate or false information concerning Eligibility requirements or the Attestations, NHA has the right to:

- If discovered before the exam is administered, disallow you 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 you are 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 you are 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 you as the correct person who is scheduled to take the exam, the proctor should deny access to the examination. Under most circumstances, you will be able to reschedule the examination without additional charge to a date on which you can present proper verification of identity. NHA reserves the right to determine that you are 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 you violate any of the Rules, the proctor can terminate the exam and remove you 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 you 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 you ineligible to retake the exam or sit for any other NHA certification exam or to take legal action against a third-party, which may be your institution or proctor, involved in the theft of its intellectual property.

NHA reserves the right to report violations of these Rules to concerned third parties, which may include your 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 you, or suspend or revoke your credentials, if you fail 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 you if you engage 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 your school or employer, any regulatory or licensing body, or law enforcement.

You 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), and by the Privacy Policies and statements posted on NHA's website. To protect your privacy, NHA's database of personal information is accessible only by authorized staff and authorized contractors operating under a nondisclosure agreement. Such confidential information will only be disclosed as described in the posted Privacy Policy or statements, unless required by

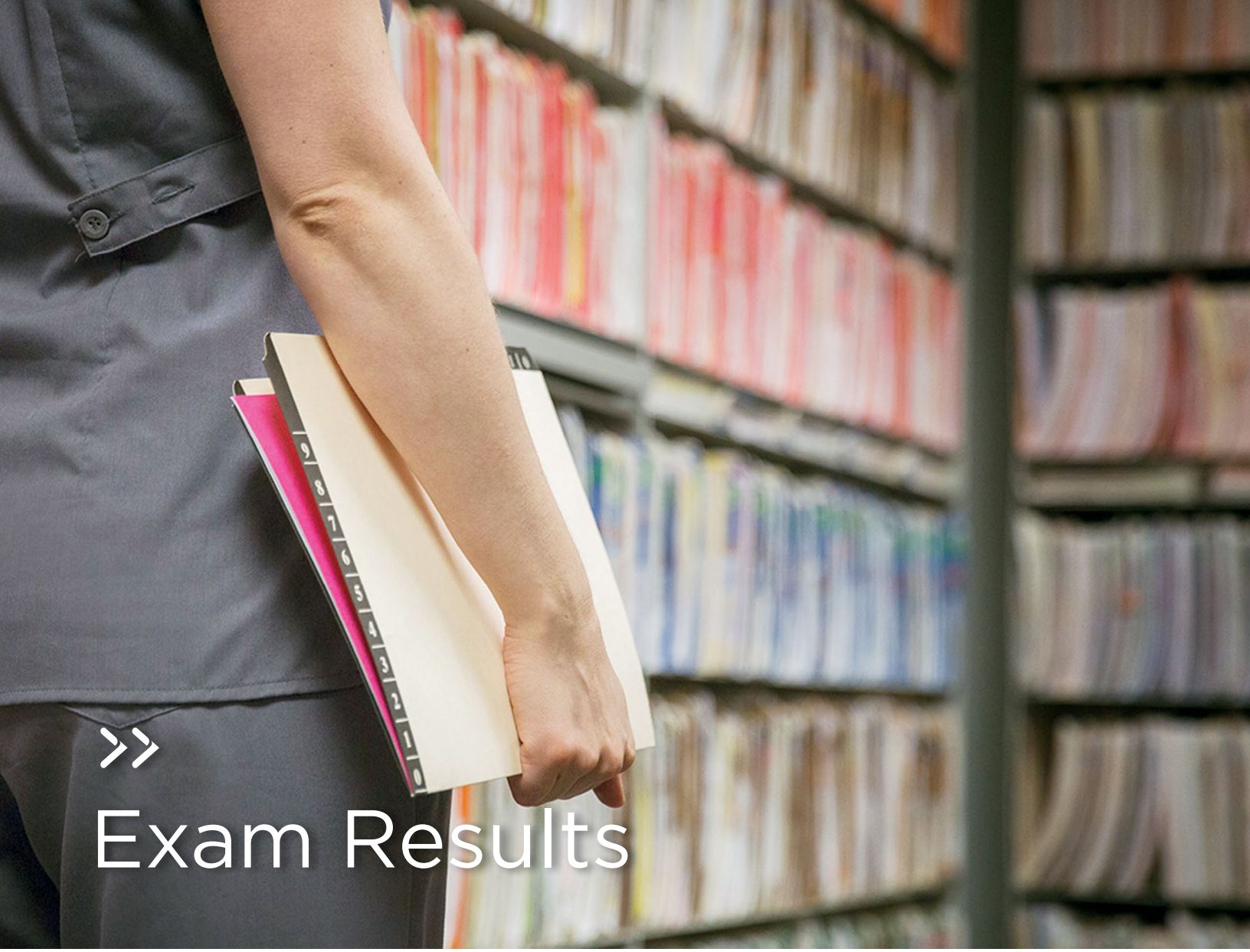
law or court order.

Unless required by law to be provided to a regulating agency, score results are provided only to you and, where applicable, your institution. Test scores are not provided over the phone.

Information that is not considered confidential and may be shared with schools or employers includes your certification status, certification number, and the current status of a previously certified credential. NHA is required by its accreditor to allow any member of the public, including regulatory bodies, employers, and schools, to verify credentials of certified individuals through the Verification Tool posted on its website.

Information in the NHA database, such as pass rates, number of certified individuals, 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 there are 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.

If you achieve a passing score, you will receive an email notifying you that you can print your certificate by logging into your NHA account, clicking on “My Achievements” and following the prompts.

Release of your exam score:

- Disclosure of Scores to Candidates: You are provided with your final exam scores online by logging into your 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 institution or unless required by law to provide results to regulating agencies.

NHA is required to provide certification verification information to the general public. If you pass the certification exam your name and applicable certification is listed in the online Verification Tool available at nhanow.com. NHA does not disclose either failed attempts or your 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 considers 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 you meet a scaled passing score of 390 or higher 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 your NHA account. By logging into your account, you can see the score report which shows the score, whether you passed or failed the exam and diagnostic information on how you performed on each of the major content areas of the exam.

When is your score report available to you: The availability of a score report varies based on where the exam was taken, and which exam was taken.

- Computer-based exams taken at your institution: Preliminary score reports are available immediately upon completion of the exam;
- Computer-based exams taken at PSI either in a testing center or via Live Remote Proctoring (LRP): Within 48 hours of the completion of the exam.

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

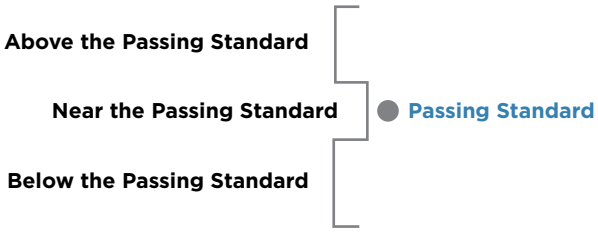
Exam result data may be analyzed for anomalies or errors and, if any incidents are reported, for test misconduct. If anomalies or errors that impact the scoring are found, the exam will be re-scored, and you will be advised if the rescore impacts whether you passed or failed the exam. If misconduct is 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 you 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. Form the home page, click on the “Get Certified” tab, select the certification exam you took and then locate the section entitled “Prepare for Your Certification Exam.” Click on “Download Free Plan.” For each of the exam’s major content areas, your 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 five (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 you received in each of the major content areas on one exam will not guarantee that you will receive the same or higher level on any exam retake. These levels are estimates of your proficiency in each of the major content areas for the exam, taking into consideration the difficulty of the items you 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 you 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 you consider your level of confidence in your knowledge of each task in those major content areas where an Above was achieved to determine how much additional study time you 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 you 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 you 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

If you wish to retake an examination, you must go to the NHA website and log in as a returning candidate to schedule the examination and submit the appropriate fee. If you who do not pass the certification exam on the first attempt, you will be allowed to retake the exam after a 30-day waiting period. You are allowed three (3) attempts to successfully pass the exam, with a waiting period of a minimum of thirty (30) days between each examination attempt. For each repeated failure after the third attempt, you are required to wait one (1) year before attempting to take the exam again. For each retake attempt, you must re-register and pay the full examination price.

Exam Challenges

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

Appeals: You may request an appeal of your 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/get help, within thirty (30) days of the examination date. Decisions will be communicated in writing only. All decisions are final.

Awarding of Credential

You may only use the certification program credential if you achieve a passing score on the exam. 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, refer to the “Converting Provisional Certification to Full Certification” section of this Handbook.)

Credential Use

If you achieve a passing score on the exam and have a current valid credential, you may include the certification credential (the NHA program abbreviation) behind your 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. If you fail to abide by this Credential Use policy, you will be subject to disciplinary review, including the potential revocation of your certificate.





Maintaining your Certification

Recertification

You are required to keep your certification current by fulfilling continuing education requirements every two (2) years. This is referred to as "recertification" or "renewal". The purpose of recertification is to assure that professionals holding the NHA credential stay current with best practices in your health care field and demonstrate a continued investment in your profession. The failure to meet the recertification requirement before your expiration date of the certification will nullify the credential.

Recertification Requirements (excluding ExCPT and CA CCMA, which are described below): A certification is valid for two (2) years following the issue date of the certification and expires on the date noted on the certificate. During each two-year certification cycle, you are required to complete and submit to NHA appropriate documentation evidencing the completion of a minimum of ten (10) continuing education credits relevant to your professional field, other than certified Pharmacy Technicians. Continuing education credits may be acquired through the NHA CE or through other outside educational programs or institutions. NHA reviews credits based on current events, industry trends, and relevance to the allied health care 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.

You are responsible for submitting your CE documentation. Completed NHA CE is automatically recorded to your account. If you need to submit documentation from other CE sources you 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. You 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 your 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 (2) years following the issue date of the certification and expires on the date noted on the certificate. During each two-year certification cycle, you 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 into the NHA website, you 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 you 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. You 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 click on "Renew your Certification" on the home page, then click on "Learn More" in the icon specifically for Pharmacy Technicians.

Specific Recertification Requirements for California CCMA certification holders that train other medical assistants: If you are renewing your Medical Assistant (CCMA) Certification, work in California and train other medical assistants, you are required to complete a minimum of sixty (60) continuing education hours every five (5) years.

NHA will typically review the submission of your completed CE documents within five (5) business days. Additional processing time may be required if your submission is selected for an audt.

Reinstatement

Should a certification expire, reinstatement (recertification) is permitted within one (1) year of the expiration date. If reinstatement is initiated within one (1) year of the expiration date, you must submit:

- Evidence of fifteen (15) continuing education credits; (Pharmacy Technicians must submit twenty (20) hours of continuing education credits).

- Appropriate recertification fees.
- Reinstatement fees.

After one (1) year from the expiration date, reinstatement is not permitted. Instead, you must re-register, retake the examination and pay the full examination price to become certified again.

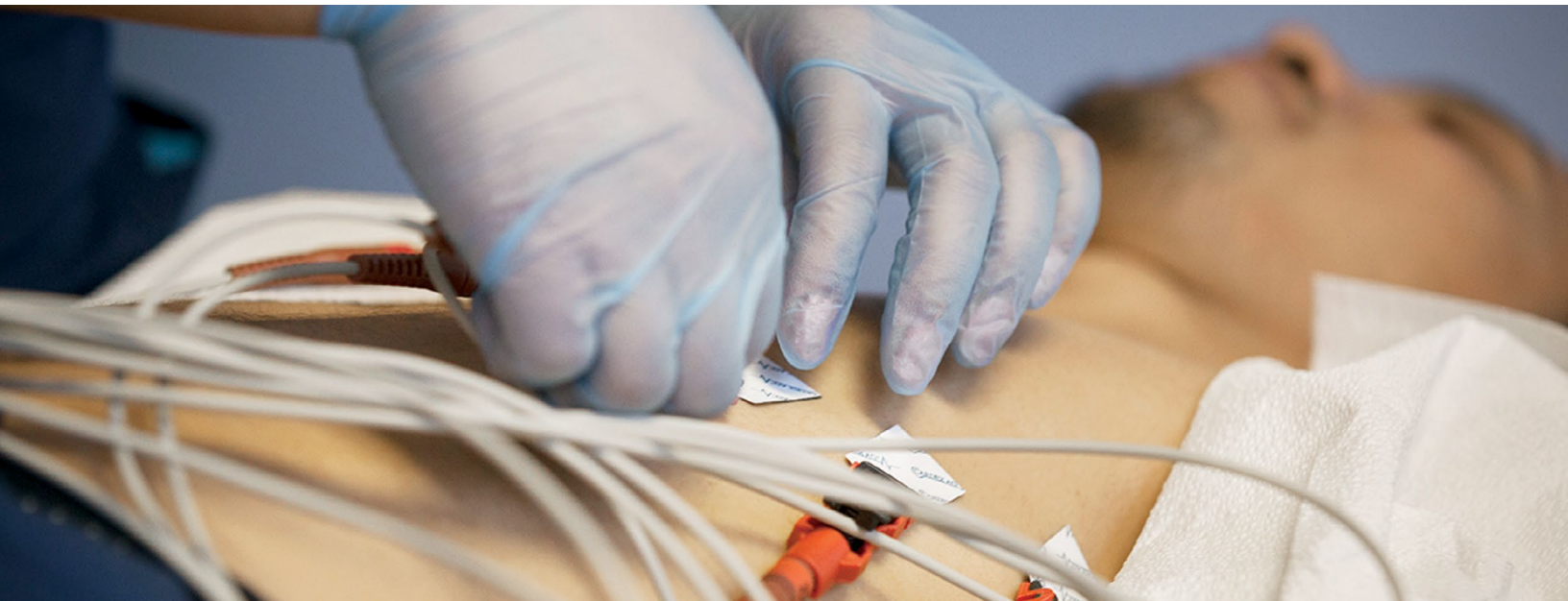
Please note: Reinstatement is not applicable to holders of Provisional Certifications

Converting Provisional Certification to Two-Year Certification

A "Provisional Certification" is a placeholder and is intended to allow you to take certification exams as near as possible to the time you complete your training even though you have not yet met the eligibility requirements needed to receive a standard (two-year) certification (high school diploma, GED certificate, or other equivalency). It is important to note that the Provisional Certification expires eighteen (18) months (12 months for ExCPT) months after the examination date. If the Provisional Certification lapses before you graduate or before you convert the Provisional to a standard (two-year) certification, you will be required to retake the NHA certification exam.

Accordingly, upon graduation, you must apply to have your Provisional Certification converted to a standard (two-year) certification. When applying for a two-year certification, you are required to provide the following:

- A letter stating your name, current address, current email address and either the number located on your Provisional Certification certificate or enclose a copy of the certificate;
- Proof of graduation (high school diploma, GED certification or other documentary proof of successful completion of a high school equivalency program);
- Written proof that you met the training or work experience eligibility requirement; and
- If converting a Provisional Certification for Phlebotomy Technician, evidence that you have 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 you have 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 your credentials if you 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 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 Handbook.

Unprofessional Conduct

You serve the public in essential health care fields while holding an NHA credential. NHA requires you to behave professionally and reserves the right to suspend or revokes 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 your care.
- Unlawful activity, particularly such activity that jeopardizes the life, safety or health of others or calls into question your ability to practice as a competent health care 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 NHA.
- Material misrepresentation or fraud in any statement to NHA, including but not limited to statements made to assist you or another person 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 you if you engage 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 your 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 to 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; and
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. 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

Appeals of Disciplinary Actions

As described above in the Due Process Section, your recourse, if you wish 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 (3) 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, you must meet certain requirements to be eligible to sit for a certification exam or to obtain recertification. If you are seeking exceptions to these requirements, you may do so as described below:

Eligibility Exception Requests: You 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/get-help. 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. You 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: You 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. You 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. The test plan is available for download on the NHA website. Form the home page, click on the "Get Certified" tab, select the certification exam you are interested in and then locate the section entitled "Prepare for Your Certification Exam." Click on "Download Free 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 needs 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. A pilot scoring period is required when 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 your exams 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 you receive your results upon initial scoring.

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