CERTIFICATION GUIDE

Candidate Handbook

NCCT
NATIONAL CENTER FOR COMPETENCY TESTING

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NCCT is a testing agency under the umbrella of TESI (Testing and Education Services Incorporated). MMCI is a separate nonprofit corporation that conducts Phlebotomy Technician and Medical Assistant certification testing in the state of California. MMCI purchases utilizes NCCT's products and services.

About NCCT

Established in 1989, the National Center for Competency Testing (NCCT) is an independent credentialing organization that has tested more than 500,000 healthcare professionals and instructors throughout the United States. NCCT provides multiple qualifying paths for certification in the following roles:

- National Certified ECG Technician (NCET)
- National Certified Insurance and Coding Specialist (NCICS)
- National Certified Medical Assistant (NCMA)
- National Certified Medical Office Assistant (NCMOA)
- National Certified Patient Care Technician (NCPCT)
- National Certified Phlebotomy Technician (NCPT)
- Postsecondary Instructor (CPI)
- Tech in Surgery - Certified TS-C (NCCT)
- Certified Home Health Aide (CHHA)

NCCT certification is recognized by national certifying agencies and by leading healthcare providers and postsecondary institutions.

The National Certified ECG Technician (NCET), National Certified Medical Office Assistant (NCMOA), National Certified Medical Assistant (NCMA), National Certified Phlebotomy Technician (NCPT), National Certified Insurance and Coding Specialist (NCICS), National Certified Patient Care Technician (NCPCT), and Tech in Surgery-Certified TS-C (NCCT) certification programs have earned accreditation from the National Commission for Certifying Agencies (NCCA), the accrediting arm of the Institute for Credentialing Excellence (ICE).

The Commission on Accreditation of Allied Health Education Programs (CAAHEP) approved the NCMA certification examination for use as a program outcome measure. The Accrediting Bureau of Health Education Schools (ABHES) approved the TS-C certification examination and the NCMA certification examination for use as program outcome measures.

Mission Statement

It is our mission to certify healthcare professionals and provide pathways to lifelong learning in related healthcare disciplines.

Board of Testing

The NCCT Board of Testing was established in 2008 to promote the highest standards for allied health professionals and instructors through the development, implementation, coordination, and evaluation of all aspects of the certification and certification renewal processes and to enhance public protection. The Board of Testing is an independent and autonomous governing body for NCCT's certification programs.

The purpose of the Board of Testing includes maintaining the integrity of NCCT testing as related to eligibility, examination development and administration, examination scoring and all other certification decisions. Certification programs offered by the Board of Testing are developed and administered in compliance with nationally accepted accreditation standards for certification programs. The Board of Testing is solely responsible for essential decisions related to the development, administration, and ongoing maintenance of the certification programs.

Nondiscrimination Statement

NCCT and the Board of Testing do not discriminate against any candidates for certification on the basis of race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable local, state, or federal laws. All candidates for certification will be judged solely on the published eligibility criteria determined by the Board of Testing.

Certification Scope

The Board of Testing has established multiple qualifying pathways for healthcare-specific certifications in recognition of the diversity in education and experience of qualified applicants. The certification programs are developed for healthcare professionals and instructors throughout the United States.

National Certified ECG Technician (NCET)
(NCCA accredited)
Demonstrates healthcare-specific competency and a commitment to consumer safety by entry-level allied health professionals who perform diagnostics and assessments of the heart rhythm and rate of patients. Professionals who earn the NCET designation have the clinical skills and knowledge for proper electrode placement, electrocardiogram (ECG) recording, preparing reports for physicians, ensuring patient comfort and safety, and troubleshooting ECG recording abnormalities. The NCET is typically employed in medical-practice settings such as inpatient hospitals, physician's offices, and outpatient clinics.

National Certified Insurance and Coding Specialist (NCICS) (NCCA accredited)
Demonstrates healthcare-specific competency and a commitment to consumer safety by entry-level allied health professionals who provide medical billing and coding services for services rendered by health care providers. Professionals who earn the NCICS designation have the skills and knowledge in medical terminology, anatomy & physiology, diagnostic and procedural coding, insurance claims processing, and medical billing procedures for preparing, submitting, and sending claims and statements to insurance companies and patients. The NCICS is typically employed in medical-practice settings such as physician offices and medical specialty practices.

National Certified Medical Assistant (NCMA)
(NCCA accredited)
Demonstrates healthcare-specific competency and a commitment to consumer safety by entry-level allied health professionals who perform administrative and clinical duties typically under the supervision of licensed medical personnel. Professionals who earn the NCMA designation have the clinical skills and knowledge for safe performance of clinical procedures related to pharmacology (including injections), vital signs and other patient examination tasks, venipuncture and microsampling, point of care and other diagnostic testing, electrocardiography, and administrative procedures related to medical office settings. The NCMA is typically employed in medical-practice settings such as physician offices and outpatient clinics.

National Certified Medical Office Assistant (NCMOA)
(NCCA accredited)
Demonstrates healthcare-specific competency and a commitment to consumer safety by entry-level allied health professionals who perform medical office administrative tasks beginning with initial patient contact through final payment. Professionals who earn the NCMOA designation have the knowledge and skills to perform front office functions such as scheduling, communicating with healthcare professionals, patients and third party payers, handling medical records, financial management, and compliance with state and federal regulations. The NCMOA is typically employed in medical-practice settings such as physician's offices, outpatient clinics, and specialty practices.

National Certified Patient Care Technician (NCPCT)
(NCCA accredited)
Demonstrates healthcare-specific competency and a commitment to consumer safety by entry-level allied health professionals who perform direct patient care within their regulated scope of practice. Professionals who earn the NCPCT designation have the clinical skills and knowledge for basic nursing assistant tasks (as delegated by the nursing or medical staff) which may include obtaining patient vital signs and other data, communicating with the healthcare team and patients, assisting with activities of daily living, complying with confidentiality requirements, and performing electrocardiograms and phlebotomy tasks. The NCPCT is typically employed in medical-practice settings such as long-term care, assisted living, and hospital settings.

National Certified Phlebotomy Technician (NCPT)
(NCCA accredited)
Demonstrates healthcare-specific competency and a commitment to consumer safety by entry-level allied health professionals who are qualified to obtain patient specimens. Professionals who earn the NCPT designation have the clinical skills and knowledge for performing venipuncture, micro-collection, specimen processing and handling, and maintaining patient safety and confidentiality. The NCPT is typically employed in medical-practice settings such as hospital settings, physician's offices, and outpatient clinics.

Tech in Surgery-Certified TS-C (NCCT)
(NCCA accredited)
Demonstrates healthcare-specific competency and a commitment to consumer safety by entry-level allied health professionals who perform pre, intra, and post operative tasks. Professionals who earn the TS-C designation have the clinical skills and knowledge for maintaining asepsis during surgery, anticipating the surgeon's needs, and remaining attentive to all aspects of the surgical procedure to ensure a safe environment for the patient. The TS-C is typically employed in medical-practice settings such as inpatient hospitals or outpatient surgical centers.

Certified Postsecondary Instructor (CPI)
Demonstrates post-secondary instructional competency and a commitment to consumer safety by entry-level individuals who act in a teaching or training capacity without a formal academic background in education. Professionals who earn the CPI designation are subject matter experts with the knowledge and skills to design, implement and evaluate learning objectives, instructional plans, and methods of assessment in postsecondary learning settings. The CPI is typically employed in career or technical colleges or in non-academic institutions with training programs in healthcare, but the credential may be earned by instructors outside the healthcare field.

Certified Home Health Aide (CHHA)
Demonstrates healthcare-specific competency and a commitment to consumer safety by entry-level allied health professionals who provide home health services and companionship. Professionals who earn the CHHA designation have the knowledge and skills to perform basic home health aide tasks, such as obtaining vital signs, monitoring and documenting a client's response to a visit, and assisting in performing activities of daily living to ensure client comfort and safety. The CHHA is typically employed by a home health agency, but may also be employed in a long-term care or assisted living facility.

Benefits of Certification

Certification is a standardized process, by which individuals who have demonstrated the level of knowledge and/or skill required in the profession, occupation, role, skill, or specialty area are recognized and identified to the public and other stakeholders.

By voluntarily becoming certified, individuals demonstrate to employers a commitment to their profession. They have challenged their knowledge against a national examination and against accepted national standards. By maintaining their certification year after year, they demonstrate that professional growth and development are important to their performance as professionals.

Although certification is voluntary for the majority of professionals who hold it, many employers have come to expect it and make it a condition for employment. For consumers, certification provides a level of assurance that certificants are professionally qualified to do what they claim they can do.

NCCT is selected for testing and continuing education needs by facilities and organizations across the United States. Examples include:

- Hospitals and Medical Centers
- State/County Public Health Programs
- School District Regional Occupational Programs Facilities
- Outreach Training Centers
- Medical Laboratories
- Centers for Employment
- Centers for Workforce Development
- Job Corps Centers
- U.S. Armed Forces

Eligibility Routes

NCCT has five (5) routes of eligibility for its healthcare examinations (excluding the CPI), which includes the following stipulations:

- All qualifying education and experience must be less than five years old.
- All routes require the candidate to have graduated from a United States high school or hold equivalent credentials. Passing the U.S. General Educational Development (G.E.D.) test or any of the U.S. Department of Education approved examinations will be considered equivalent to the U.S. High School diploma for purposes of qualifying for NCCT certification.
- NCCT defines full-time experience as a minimum of 40 hours per week; self-employment does not qualify toward experience.
- Working as an instructor is not equivalent to a practitioner.
- Certification is not conferred until candidates submit all required documentation and fees, and pass the certification examination.
- Board of Testing members, Subject Matter Experts, verification staff and/or any certification vendors are not eligible to test within 2 years of their term, departure or role as a certification committee member.

Route 1 : Education (Post-secondary)

1A. Current Student

A student in a post-secondary educational program validated by NCCT for eligibility to test in a field of study certified by NCCT. Students must be currently attending the program and verified to be in good standing.

After successful passing of the certification examination, students must fulfill the following to meet the criteria for certification:

- Submission of a copy of the certification discipline diploma, certificate of completion, or official (signed) transcript with graduation date;
- Completion and submission of the credential-specific Critical Skills Competency form, as applicable, and;
- Submission of all required documents within two (2) years after successful program completion for the certification to be released.

1B. Graduate

A graduate within the past five (5) years from a post-secondary educational program validated by NCCT for eligibility to test in a field of study certified by NCCT. Before taking the certification examination, students must fulfill the following to meet the criteria for certification:

- Submission of a copy of the certification discipline diploma, certificate of completion, or official (signed) transcript with graduation date, and;
- Completion and submission of the credential-specific Critical Skills Competency Form, as applicable.

Route 2: Experience

A candidate working in the field of study certified by NCCT. Candidates must have their relevant working experience confirmed by a qualified allied-health professional (e.g., nurse supervisor, physician).

Before taking the certification examination, candidates must fulfill the following to meet the criteria for certification:

- Verifiable experience as a practitioner within the last five (5) years;
- Submission of a copy of the official (signed) high school diploma (or equivalent);
- Submission of the Qualification by Experience form completed by an employer.

Route 3: Military

A candidate currently in or a graduate within the past five (5) years of a medical services training program by the United States Armed Forces in a field of study certified by NCCT.

Before taking the certification examination, candidate must fulfill the following to meet the criteria for certification:

- Submission of a copy of any of the following forms indicating successful completion of a formal medical services training program by the United States Armed Forces in a field of study certified by NCCT:
- Joint Services Transcript (JST)

- Sailor Marine Corps American Council on Education Registry Transcript Systems (SMART)
- American Council in Education Registry Transcript System (AARTS)

- Coast Guard Institute (CGI), Community College of the Air Force (CCAF)
- DD214, and;
- Completion and submission of the credential-specific Critical Skill Competency form, as applicable.

Route 4: High School

4A. Current Student

A student in a high school educational program validated by NCCT for eligibility to test in a field of study certified by NCCT. Students must be currently attending the program and verified to be in good standing.

After successfully passing the certification examination, students must fulfill the following to meet the criteria for certification:
- Submission of a copy of the certification discipline diploma, certificate of completion, or official (signed) transcript with graduation date;
- Submission of a copy of an official (signed) high school diploma or transcripts with graduation date;
- Completion and submission of the credential-specific Critical Skills Competency form, as applicable, and;
- Submission of all required documents within two (2) years after successful program completion for the certification to be released.

4B. Graduate

A graduate within the past five (5) years from a high school educational program validated by NCCT.

Before taking the certification examination, graduates must fulfill the following to meet the criteria for testing/certification:
- Submission of a copy of the certification discipline diploma, certificate of completion, and official (signed) transcript with graduation date, and;
- Completion and submission of the credential-specific Critical Skills Competency form, as applicable.

Route 5: Instructor

An Allied-Health Instructor in a field of study certified by NCCT.

Before taking the certification examination, applicant must fulfill the following to meet the criteria for certification.
- Discipline specific required years of verifiable teaching experience in the discipline testing within the last five (5) years;
- Verifiable experience as a practitioner;
- Submission of the Qualification by Experience form completed by an employer, reflecting discipline experience.

Eligibility Criteria

NCCT has developed eligibility requirements to ensure that the application process is fair and impartial for all applicants. Each eligibility requirement has been established to ensure that individuals certified by NCCT have an acceptable level of knowledge and skill needed to demonstrate healthcare-specific competency and a commitment to a patient safety in medical facilities and practice settings. In establishing these requirements, NCCT acknowledges that a combination of education, experience, and training has resulted in a sufficient understanding of the knowledge, skills, and abilities essential for individuals earning NCCT credentials. Using a nationally recognized process to define the roles and responsibilities of the industry professional, NCCT awards healthcare-specific credentials after the individual passes the certification examination to demonstrate their competence.

Be sure that you meet all of the requirements listed for your pathway!

NCCT has multiple pathways of eligibility for its healthcare examinations (excluding the CPI) which includes the following stipulations:

- All qualifying education and experience must be less than five years old.
- All pathways require the candidate to have graduated from a United States high school or hold equivalent credentials. Passing the U.S. General Educational Development (G.E.D.) test or any of the U.S. Department of Education approved examinations will be considered equivalent to the U.S. high school diploma for purposes of qualifying for NCCT certification.
- All required work experience must be obtained within the United States or its territories, including Puerto Rico, Guam, the U.S. Virgin Islands, the Northern Mariana Islands, and American Samoa.
- NCCT defines full-time experience as a minimum of 40 hours per week; self-employment does not qualify toward experience.
- Working as an instructor is not equivalent to working as a practitioner.
- Certification is not conferred until candidates submit all required documentation, pay all fees, and pass the certification examination.

ECG Technician Eligibility Criteria

CHOOSE YOUR PATHWAY

There are multiple pathways to become eligible for the NCET certification exam. *Note: All required work experience must be obtained within the United States or its territories.* **Select the pathway that describes your situation:**

High School Pathway

Current student or graduate from an NCCT-authorized ECG Technician program within the past five (5) years.

- You must be a current student or have graduated within the past five (5) years.
- Upon graduation you must submit a copy of your ECG Technician diploma or certificate of completion. (If career pathway courses are listed on your high school transcript, the official signed transcript will be required.)
- All required documents must be submitted within two (2) years of program completion to earn full certification.
- Current high school students receive a provisional certification when receiving a passing score. Full certification will be granted when all required documents are received.

Current Student Pathway

Currently enrolled in an NCCT-authorized postsecondary ECG Technician program. This includes the U.S. Department of Labor Registered Apprenticeship programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your ECG Technician diploma, certificate of completion, or official signed transcript with graduation date.
- Current students may test before submitting required graduation documentation; however, all documentation must be submitted within two (2) years of program completion.

Graduate Pathway

Graduate of an NCCT-authorized postsecondary ECG Technician program within the past five (5) years. This includes the U.S. Department of Labor Registered Apprenticeship Programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your ECG Technician diploma, certificate of completion, or official signed transcript with graduation date.

  NOTE: All required documentation must be submitted prior to testing.

Experience Pathway

One (1) year of verifiable full-time experience as an ECG Technician within the past five (5) years.

- You must submit a copy of your United States high school diploma or equivalent credentials, (e.g., GED).
- You must submit the ECG Technician Certification Qualification by Experience Form completed by your employer, verifying one (1) year of full-time employment (or equivalent, 2080 hours) as an ECG Technician under the direct supervision of a certified/licensed physician or primary care provider within the past five (5) years.

Military Pathway

Completion of an ECG Technician training program or its equivalent during U.S. Military service within the past five (5) years.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must provide a copy of a SMART transcript or DD214 indicating successful completion of a formal medical services training program of the United States Armed Forces relating to the discipline for which you are testing. The DD214 or SMART transcript must be current and training completed within the past five (5) years.

Instructor Pathway

One (1) year of current verifiable teaching experience in ECG at an NCCT-authorized organization within the last five (5) years; and, one (1) year of verifiable experience as an ECG technician.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit an Instructor Verification form verifying one (1) year of current employment as an instructor in the ECG field.
- You must submit an Instructor ECG Qualification by Experience form.

Tech in Surgery Eligibility Criteria

CHOOSE YOUR PATHWAY

There are multiple pathways to become eligible for the TS-C (NCCT) certification exam. *Note: All required work experience must be obtained within the United States or its territories.* **Select the pathway that describes your situation:**

Current Student Pathway

Currently enrolled in an NCCT-authorized postsecondary surgical technology program. This includes the U.S. Department of Labor Registered Apprenticeship programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your surgical technology diploma, certificate of completion, or official signed transcript with graduation date to obtain full certification.
- You must complete and submit a Tech in Surgery TS-C (NCCT) Certification Critical Skills Competency form.
  NOTE: Candidates are allowed a maximum of two (2) years from the test date for completion of case documentation.

Graduate Pathway

Graduate of an NCCT-authorized postsecondary surgical technology program within the past five (5) years. This includes the U.S. Department of Labor Registered Apprenticeship Programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your surgical technology diploma, certificate of completion, or official signed transcript with graduation date.
- You must complete and submit a Tech in Surgery Certification Critical Skills Competency form.
  NOTE: Candidates are allowed a maximum of two (2) years from the date of successful program testing for completion of case documentation.

Experience Pathway

Three (3) years of verifiable full-time experience as a surgical technologist within the past five (5) years.

- You must submit a copy of your United States high school diploma or equivalent credentials (e.g., GED).
- You must have three (3) years of full-time employment or equivalent (6240 hours) as a surgical technologist under the direct supervision of a licensed physician, surgeon, or registered nurse (RN)/circulating OR nurse within the past five (5) years.
  NOTE: You must submit a Tech in Surgery TS-C (NCCT) Certification Qualification by Experience form completed by your employer prior to testing.

High School Pathway

Current student or graduate within the past five (5) years of a surgical technology program from an NCCT-authorized high school.

- You must be a current student or have graduated within the past five (5) years.
- Upon graduation, you must submit a copy of your surgical technology diploma or certificate of completion. (If career pathway courses are listed on your high school transcript, the official signed transcript will be required.)
- You must complete and submit a Tech in Surgery TS-C (NCCT) Certification Critical Skills Competency form.
  NOTE: Candidates are allowed a maximum of two (2) years from the test date for completion of case documentation.
- These documents are not required to take the exam but your certification will not be released until they are received.

Military Pathway

Completion of a surgical technology program or its equivalent during U.S. Military service within the past five (5) years.

- You must be a high school graduate or hold equivalent credentials (e.g., GED).
- You must provide a copy of a SMART transcript or DD214 indicating successful completion of a formal medical services training program of the United States Armed Forces relating to the discipline for which you are testing. The DD214 or SMART transcript must be current and training completed within the past five (5) years.
- You must complete and submit a Tech in Surgery Certification Critical Skills Competency form.

Instructor Pathway

Three (3) years of current verifiable teaching experience in surgical technology at an NCCT authorized organization within the last five (5) years; and three (3) years of verifiable experience as a surgical technologist.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit an Instructor Verification form verifying three (3) years of current employment as an instructor in the surgical technology field.
- You must submit an Instructor TS-C Qualification by Experience form.

Home Health Aide Eligibility Criteria

CHOOSE YOUR PATHWAY

There are multiple pathways to become eligible for the CHHA certification exam. *Note: All required work experience must be obtained within the United States or its territories.* **Select the pathway that describes your situation:**

High School Pathway

Current student or graduate from an NCCT-authorized Home Health Aide, Home Care Aide, or Certified Nursing Assistant program within the past five (5) years.

- You must be a current student or have graduated within the past five (5) years.
- Upon graduation, you must submit a copy of your Home Health Aide, Home Care Aide, or Certified Nursing Assistant diploma or certificate of completion. (If career pathway courses are listed on your high school transcript, the official signed transcript will be required.)
- All required documents must be submitted within two (2) years of program completion.
  NOTE: High school students receive a provisional certification when receiving a passing score - full certification will be granted when all required documents are received.

Current Student Pathway

Currently enrolled in an NCCT-authorized postsecondary Home Health Aide, Home Care Aide, or Certified Nursing Assistant program. This includes the U.S. Department of Labor Registered Apprenticeship programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Home Health Aide, Home Care Aide, or Certified Nursing Assistant diploma, certificate of completion, or official signed transcript with graduation.
- Current students may test before submitting required graduation documentation; however, all documentation must be submitted within two (2) years of program completion.

Graduate Pathway

Graduate of an NCCT-authorized postsecondary Home Health Aide, Home Care Aide, or Certified Nursing Assistant program within the past five (5) years. This includes the U.S. Department of Labor Registered Apprenticeship Programs.

- You must be a high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Home Health Aide, Home Care Aide, or Certified Nursing Assistant diploma, certificate of completion, or official signed transcript with graduation date.

  NOTE: All required documents must be submitted prior to testing.

Experience Pathway

Six (6) months of verifiable full-time experience as Home Health Aide within the past five (5) years with 2 or more clients.

- You must submit a copy of your high school diploma (or equivalent).
- You must submit a Home Health Aide Certification Qualification by Experience form completed by your employer prior to testing.

OR

One (1) year of verifiable full-time experience as a Home Health Aide within the past five (5) years.

- You must submit a copy of your high school diploma (or equivalent).
- You must submit a Home Health Aide Certification Qualification by Experience form completed by your employer prior to testing.

Military Pathway

Completion of Home Health Aide program or its equivalent during U.S. Military service within the past five (5) years.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of a SMART transcript or DD214 indicating successful completion of a formal medical services training program of the United States Armed Forces relating to the discipline for which you are testing. The DD214 or SMART transcript must be current and training completed within the past five (5) years.

Insurance & Coding Specialist Eligibility Criteria

CHOOSE YOUR PATHWAY

There are multiple pathways to become eligible for the NCICS certification exam. *Note: All required work experience must be obtained within the United States or its territories.* **Select the pathway that describes your situation:**

High School Pathway

Current student or graduate from an NCCT-authorized Insurance and Coding Specialist program within the past five (5) years.

- You must be a current student or have graduated within the past five (5) years.
- Upon graduation, you must submit a copy of your Insurance and Coding Specialist diploma or certificate of completion. (If career pathway courses are listed on your high school transcript, the official signed transcript will be required.)
- All required documents must be submitted within two (2) years of program completion to earn full certification.
- Current high school students receive a provisional certification when receiving a passing score. Full certification will be granted when all required documents are received.

Current Student Pathway

Currently enrolled in an NCCT-authorized postsecondary Insurance and Coding Specialist program. This includes the U.S. Department of Labor Registered Apprenticeship programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Insurance and Coding Specialist diploma, certificate of completion, or official signed transcript with graduation date.
- Current students may test before submitting required graduation documentation; however, all documentation must be submitted within two (2) years of program completion.

Graduate Pathway

Graduate of an NCCT-authorized postsecondary Insurance and Coding Specialist program within the past five (5) years. This includes the U.S. Department of Labor Registered Apprenticeship Programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Insurance and Coding Specialist diploma, certificate of completion, or official signed transcript with graduation date.
  NOTE: All required documents must be submitted prior to testing.

Experience Pathway

One (1) year of verifiable full-time experience as an Insurance and Coding Specialist within the past five (5) years.

- You must submit a copy of your United States high school diploma or equivalent credentials (e.g., GED).
- You must submit an Insurance and Coding Specialist Certification Qualification by Experience form completed by your employer, verifying one (1) year of full-time employment (or equivalent, 2080 hours) as an Insurance and Coding Specialist under the direct supervision of a certified/licensed physician or primary care provider within the past five (5) years.

Military Pathway

Completion of an Insurance and Coding Specialist program or its equivalent during U.S. Military service within the past five (5) years.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of a SMART transcript or DD214 indicating successful completion of a formal medical services training program of the United States Armed Forces relating to the discipline for which you are testing. The DD214 or SMART transcript must be current and training completed within the past five (5) years.

Medical Assistant Eligibility Criteria

CHOOSE YOUR PATHWAY

There are multiple pathways to become eligible for the NCMA exam. *Note: All required work experience must be obtained within the United States or its territories.* **Select the pathway that describes your situation:**

Current High School Student

Current student or graduate from an NCCT-authorized Medical Assistant program within the past five (5) years.

- You must be a current student or have graduated within the past five (5) years.
- Upon graduation you must submit a copy of your Medical Assistant diploma or certificate of completion. (If career pathway courses are listed on your high school transcript, the official signed transcript will be required.)
- All required documents must be submitted within two (2) years of program completion to earn full certification.
- Current high school students receive a provisional certification when receiving a passing score. Full certification will be granted when all required documents are received.

Current Student Pathway

Currently enrolled in an NCCT-authorized postsecondary Medical Assistant program. This includes the U.S. Department of Labor Registered Apprenticeship programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Medical Assistant diploma, certificate of completion, or official signed transcript with graduation date.
- Current students may test before submitting required graduation documentation; however, all documentation must be submitted within two (2) years of program completion.

Graduate Pathway

Graduate of an NCCT-authorized postsecondary Medical Assistant program within the past five (5) years. This includes the U.S. Department of Labor
Registered Apprenticeship programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Medical Assistant diploma, certificate of completion, or official signed transcript with graduation date.
  NOTE: All required documents must be submitted prior to testing.

Experience Pathway

One (1) year of verifiable full-time experience as a Medical Assistant within the past five (5) years.

- You must submit a copy of your United States high school diploma or equivalent credentials (e.g., GED).
- You must submit a Medical Assistant Certification Qualification by Experience form completed by your employer, verifying one (1) year of full-time employment (or equivalent, 2080 hours) as a Medical Assistant under the direct supervision of a certified/licensed physician or primary care provider within the past five (5) years.

Military Pathway

Completion of a Medical Assistant program or its equivalent during U.S. Military service within the past five (5) years.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must provide a copy of a SMART transcript or DD214 indicating you have successfully completed a formal medical services training program of the United States Armed Forces relating to the discipline for which you are testing. The DD214 or SMART transcript must be current within the past five (5) years.

Instructor Pathway

One (1) year of current verifiable teaching experience in Medical Assisting at an NCCT-authorized organization within the last five (5) years; and, one (1) year of verifiable experience as a Medical Assistant.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit an Instructor Verification form verifying one (1) year of current employment as an instructor in the Medical Assistant field.
- You must submit an Instructor Medical Assistant Qualification by Experience form.

Medical Office Assistant Eligibility Criteria

CHOOSE YOUR PATHWAY

There are multiple pathways to become eligible for the NCMOA certification exam. *Note: All required work experience must be obtained within the United States or its territories.* **Select the pathway that describes your situation:**

High School Pathway

Current student or graduate from an NCCT-authorized Medical Office Assistant program within the past five (5) years.

- You must be a current student or have graduated within the past five (5) years.
- Upon graduation you must submit a copy of your Medical Office Assistant diploma or certificate of completion. (If career pathway courses are listed on your high school transcript, the official signed transcript will be required.)
- All required documents must be submitted within two (2) years of program completion to earn full certification.
- Current high school students receive a provisional certification when receiving a passing score. Full certification will be granted when all required documents are received.

Current Student Pathway

Currently enrolled in an NCCT-authorized postsecondary Medical Office Assistant program.
This includes the U.S. Department of Labor Registered Apprenticeship programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Medical Office Assistant diploma, certificate of completion, or official signed transcript with graduation date.
- Current students may test before submitting required graduation documentation; however, all documentation must be submitted within two (2) years of program completion.

Graduate Pathway

Graduate of an NCCT-authorized postsecondary Medical Office Assistant program from within the past five (5) years. This includes the U.S. Department of Labor Registered Apprenticeship Programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Medical Office Assistant diploma, certificate of completion, or official signed transcript with graduation date.
  NOTE: All required documentation must be submitted prior to testing.

Experience Pathway

One (1) year of verifiable full-time experience as a Medical Office Assistant within the past five (5) years.

- You must submit a copy of your United States high school diploma or equivalent credentials, (e.g., GED).
- You must submit the Medical Office Assistant Certification Qualification by Experience Form completed by your employer, verifying one (1) year of full-time employment (or equivalent, 2080 hours) as a Medical Office Assistant under the direct supervisor of a certified/licensed physician or primary care provider within the past five (5) years.

Military Pathway

Completion of a Medical Office Assistant training program or its equivalent during U.S. Military service within the past five (5) years.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must provide a copy of a SMART transcript or DD214 indicating successful completion of a formal medical services training program of the United States Armed Forces relating to the discipline for which you are testing. The DD214 or SMART transcript must be current and training completed within the past five (5) years.

Patient Care Technician Eligibility Criteria

CHOOSE YOUR PATHWAY

There are multiple pathways to become eligible for the NCPCT certification exam. *Note: All required work experience must be obtained within the United States or its territories.* **Select the pathway that describes your situation:**

High School Pathway

Current student or graduate from an NCCT-authorized Patient Care Technician program within the past five (5) years.

- You must be a current student or have graduated within the past five (5) years.
- Upon graduation you must submit a copy of your Patient Care Technician diploma or certificate of completion. (If career pathway courses are listed on your high school transcript, the official signed transcript will be required.)
- All required documents must be submitted within two (2) years of program completion to earn full certification.
- Current high school students receive a provisional certification when receiving a passing score. Full certification will be granted when all required documents are received.

Current Student Pathway

Currently enrolled in an NCCT-authorized postsecondary Patient Care Technician program.
This includes the U.S. Department of Labor Registered Apprenticeship programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Patient Care Technician diploma, certificate of completion, or official signed transcript with graduation date.
- Current students may test before submitting required graduation documentation; however, all documentation must be submitted within two (2) years of program completion.

Graduate Pathway

Graduate of an NCCT-authorized postsecondary Patient Care Technician program within the past five (5) years.
This includes the U.S. Department of Labor Registered Apprenticeship Programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Patient Care Technician diploma, certificate of completion, or official signed transcript with graduation date.
  NOTE: All required documentation must be submitted prior to testing.

Experience Pathway

One (1) year of verifiable full-time experience as a Patient Care Technician within the past five (5) years.

- You must submit a copy of your United States high school diploma or equivalent credentials, (e.g., GED).
- You must submit the Patient Care Technician Certification Qualification by Experience Form completed by your employer, verifying one (1) year of full-time employment (or equivalent, 2080 hours) as a Patient Care Technician under the direct supervisor of a certified/licensed physician or primary care provider within the past five (5) years.

Military Pathway

Completion of a Patient Care Technician training program or its equivalent during U.S. Military service within the past five (5) years.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of a SMART transcript or DD214 indicating successful completion of a formal medical services training program of the United States Armed Forces relating to the discipline for which you are testing. The DD214 or SMART transcript must be current and training completed within the past five (5) years.

Phlebotomy Technician Eligibility Criteria

CHOOSE YOUR PATHWAY

There are multiple pathways to become eligible for the NCPT certification exam. *Note: All required work experience must be obtained within the United States or its territories.* **Select the pathway that describes your situation: from the following:**

NOTE: Please check state guidelines in California and Louisiana regarding Phlebotomy Technician requirements.

High School Pathway

Current student or graduate from an NCCT-authorized Phlebotomy Technician program within the past five (5) years.

- You must be a current student or have graduated within the past five (5) years.
- Upon graduation you must submit a copy of your Phlebotomy Technician diploma or certificate of completion. (If career pathway courses are listed on your high school transcript, the official signed transcript will be required.)
- You must complete and submit a copy of your Phlebotomy Technician Critical Skills Competency Form.
- All required documents must be submitted within two (2) years of program completion to earn full certification.
  NOTE: High school students receive a provisional certification when receiving a passing score. Full certification will be granted when all required documents are received.

Current Student Pathway

Currently enrolled in an NCCT-authorized postsecondary Phlebotomy Technician program. This includes the U.S. Department of Labor Registered Apprenticeship programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Phlebotomy Technician diploma, certificate of completion, or official signed transcript with graduation date to obtain full certification.
- You must complete and submit a Phlebotomy Technician Critical Skills Competency Form.
  NOTE: All required documents must be submitted within two (2) years of successful program completion for certification to be released.

Graduate Pathway

Graduate of an NCCT-authorized postsecondary Phlebotomy Technician program within the past five (5) years. This includes the U.S. Department of Labor Registered Apprenticeship Programs.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Phlebotomy Technician diploma, certificate of completion, or official signed transcript with graduation date.
- You must submit a Phlebotomy Technician Critical Skills Competency Form.
  NOTE: All required documentation must be submitted prior to testing.

Experience Pathway

One (1) year of verifiable full-time experience as a Phlebotomy Technician within the past five (5) years.

- You must submit a copy of your United States high school diploma or equivalent credentials, (e.g., GED).
- You must have one (1) year of full-time employment (or equivalent, 2080 hours) as a Phlebotomy Technician under the direct supervision of a certified/licensed physician or primary care provider within the past five (5) years.
- You must submit the Phlebotomy Technician Certification Qualification by Experience form, completed by your employer, prior to testing.

Military Pathway

Completion of a Phlebotomy Technician training program or its equivalent during U.S. Military service within the past five (5) years.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must provide a copy of a SMART transcript or DD214 indicating successful completion of a formal medical services training program of the United States Armed Forces relating to the discipline for which you are testing. The DD214 or SMART transcript must be current and training completed within the past five (5) years.
- You must submit a Phlebotomy Technician Critical Skills Competency form.

Instructor Pathway

One (1) year of current verifiable teaching experience in Phlebotomy at an NCCT-authorized organization within the last five (5) years; and, one (1) year of verifiable experience as a Phlebotomy Technician.

- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit an Instructor Verification form verifying one (1) year of current employment as an instructor in the Phlebotomy field.
- You must submit an Instructor Phlebotomy Qualification by Experience form.

Eligibility Rationale

Each eligibility requirement has been selected to support the purpose of the credentials:

Education
NCCT certifications are intended for individuals who wish to become employed in the United States. The vast majority of employers in the US require the ability to read and understand English. Feedback from employers indicates that medical facilities will not hire individuals without a high school diploma (or equivalent) for liability and risk management protection. For these reasons, a high school diploma or its equivalent is accepted as the minimum educational requirement.

Candidates applying as a current high school student/graduate or post-secondary student/graduate will also demonstrate completion of an educational or training program that includes completion of "Critical Skills" competency documentation. The Board of Testing has identified these skills which may be learned in the classroom or during practicum, internship, and/or externship. The Board relies upon the educational program's assessment of competence in critical psychomotor skills, as NCCT certification programs do not include performance assessments.

Education is the foundation path to which NCCT compares all others for equivalence. Educational programs must meet established criteria for graduate eligibility, and graduates must apply within five (5) years after graduation to qualify via this pathway. This time period is congruent with the job analysis cycle of five (5) years based upon the rapid nature and complexity of the healthcare changes.

Experience
Candidates for NCCT certifications are diverse in background. While most are graduates of formal postsecondary education or training programs, some come from informal training settings and work experience. Academically accepted principles of adult education have demonstrated that adults often learn better outside the traditional classroom settings. For this reason, NCCT includes eligibility pathways outside the typical academic path. Candidates from experience must pass the same written examination as candidates from the educational pathway, which serves as an independent outcome measure of whether or not they possess the identified cognitive skills and knowledge to meet established criteria. Candidates must also submit a "Qualification by Experience" form verified by an employer, addressing competence in identified critical and practical skills; this step equates with academic program documentation of "critical skills".

Work experience path lengths are based upon the definition of a full-time equivalent as 2080 hours on the job, and must meet timelines to ensure it is recent enough that the candidate is not set up to fail. The number of hours for required work experience was established by subject-matter expert recommendation and validated by comparison of pass rates to those via the education pathway candidates. *Note: All required work experience must be obtained within the United States or its territories.*

Instructor
The instructor pathway requires candidates to meet the same minimum work experience and critical skill practice requirements. To ensure candidates are up-to-date with the latest practices and trends in the field, instructors must also have teaching experience within the past five years. This requirement reflects the importance of maintaining relevant, current knowledge, similar to the expectations for candidates in other pathways. *Note: All required work experience must be obtained within the United States or its territories.*

Military
Graduates of formal military training programs meet the same requirements of Education candidates. Active military or veterans of US military service without formal military training meet the same requirements as Experience candidates. The armed forces have performed extensive cross referencing between military and civilian job titles and job tasks or duties.

NCCT will review the request within 15 days.

Application Requirements

Applicants not attending a school/facility serving as an NCCT test site may contact NCCT for a test date and location. The remainder of the application may be completed online, including payment and uploading of documents.

Incomplete Applications

An application is considered incomplete if any of the requested documentation is missing, illegible, or the appropriate fee is not included.

Candidates are notified via email that the application is incomplete and what must be done to complete the application.

Applications must be completed before documents are reviewed and approved.

Supporting Documentation

Supporting documentation varies by each discipline's eligibility route. Specifics may be located on credential-specific application forms located on the NCCT website.

With the exception of Current Student candidates, NCCT requires that all documentation be received for verification of eligibility fourteen (14) days prior to a requested test date. Current Student applicants are not required to send documentation to NCCT prior to taking the examination, however, official certifications will not be released until documentation is received and verified.

An applicant may submit required documentation to NCCT electronically, by fax, or USPS. Directions for uploading documents electronically are provided on the NCCT website. NCCT is not responsible for documents submitted on behalf of a candidate and will not return documentation. Originals should not be submitted.

Documentation Verification

The following information must be submitted with the application form(s) and will be verified by NCCT:

Education
Candidates testing prior to graduation must obtain a test site code from the authorized school/program official as part of the application process; the test site codes verify the current student status. All authorized organizations must provide copies of official certificate/transcripts to NCCT as part of the Program Eligibility Application process, used for verifying authenticity of graduate documents.

Critical Skills and Experience
Experience applicants must submit a separate NCCT Qualification by Experience form signed by the direct patient care supervisor (employer) to verify critical skill performance competency with exact dates of work experience.

Critical Skill Competency forms may be required of some Education and Military applicants. These forms must be completed and signed by the applicant's direct patient care supervisor/employer. Full contact information must be provided for verification on all forms. *Note: All required work experience must be obtained within the United States or its territories.*

Ethics
To ensure that the applicant has read the Code of Ethics and agrees to adhere to its requirements, the application form will be reviewed to determine that the applicant has signed the Code of Ethics.

Appeal of Adverse Eligibility & Decisions

A candidate whose eligibility for initial certification or re-certification has been denied may request reconsideration of the decision, The formal request for reconsideration must be submitted in writing to the Director of Testing Operations within thirty (30) days of an adverse decision. The request should state the reasons the candidate believes he or she is eligible for certification and how he/she complies with the published requirements.

Exam Scheduling

All applications for testing must be received by NCCT a minimum of fourteen (14) days prior to the requested test date. NCCT certification staff will review and process all applications and supporting documentation within three (3) to five (5) business days. Applications completed and approved are scheduled for testing and will receive, via email or USPS mail, an authorization confirming the requested test date, location, and instructions. *Please note: Some public test sites may charge a sitting fee, payable directly to the testing location and not included in NCCT fees.* NCCT certification staff will add eligible candidates to the test site's official roster. If an application is received inside the fourteen (14) day deadline, the applicant will be contacted by an NCCT representative for alternative testing arrangements.

Exam Fees

- NCET, NCICS, NCMA, NCMOA, NCPCT, NCPT, CHHA $119
- TS-C (NCCT) $199
- CPI $119

Cancellations, Rescheduling, and Refunds

NCCT is not responsible for expenses incurred by the applicant due to cancellation of a test session, location changes, time changes, testing site equipment malfunctions, or other events/incidents.

Candidates requesting to reschedule a testing appointment must contact NCCT at least fourteen (14) days prior to the scheduled appointment. Rescheduling is subject to availability of space at a testing site. Candidates will be charged a $25 reschedule fee.

Applications and corresponding fees are valid for one (1) year from the date of submission. Applicants who request to withdraw a certification application within three (3) business days after receipt by NCCT or if an applicant is determined to be ineligible to test will be sent a refund of the examination fee, minus a $39 administrative fee.

Remote Testing

Candidates are required to **run a system check before submitting their application** on the desktop or laptop that will be used to test. System check link https://examroom.ai/systemtest/#/device

If the system check is not passed, candidates must contact NCCT customer service at **800.875.4404** (candidate may not be able to test remotely).

You must have a **valid government-issued photo ID** (e.g., driver's license, state ID, passport). Current high school students are allowed to use their current school ID if they do not have a state ID or driver's license.
The name on your Identification must match the name on the official exam roster (the name on the official roster will be the name provided to NCCT at the time of applying). Note: Expired IDs, paper copies or a picture of your ID will not be considered valid and will not be accepted.

All browsers, other than the testing browser must be closed. The on-boarding agent will make sure to assist with closing the browsers. If you deny any requests from the onboarding agent or proctor, you will not be allowed to test. Any incidents will be reviewed and considered for disciplinary action.

The front camera and microphone must be on at all times throughout the entire testing time. If you refuse to leave the camera on at all times throughout the exam, you will not be allowed to test. If the exam is ongoing and you do not follow policy, the proctor will end the testing session and the testing attempt will be counted as one of your testing attempts. The incident will be reviewed and considered for disciplinary action.

When prompted by the on-boarding agent or proctor, you **must provide a room scan** at any time before or during the exam. If you do not comply you may not be allowed to test or finish the exam. The incident will be reviewed and considered for disciplinary action.

You **must leave the 360-degree camera on throughout the duration of the exam**. It must be placed in the position requested by the on-boarding agent or proctor. If you do not comply you may not be allowed to test or finish the exam. Once the 360 is set you are not allowed to change the view. Doing so may end the testing session. The incident will be reviewed and considered for disciplinary action.

Forbidden Actions for Remote Testing Circumstances

- Individuals other than the test taker are not allowed in the testing area at any time. Policy violation may result in the cancellation of the exam. The incident will be reviewed and considered for disciplinary action.
- Expired IDs, paper copies or a photo of your ID, or work IDs are not allowed and will not be accepted.
- No sitting on a couch, sofa, or bed.
- No blankets. Dress appropriately if it's cold in your testing area wear something warm.
- No pillows or cushions.
- No water bottles, cups, or food.
- No breaks once the exam has begun. Make sure to take a bathroom break prior to starting the exam. In the event you require an emergency bathroom break, please advise your on-line proctor. ***Note: Any question viewed for longer than one second before the pause will be locked and cannot be answered after you return, including bookmarked questions.***
- No notes of any type are allowed.
- Books are not allowed of any kind (insurance and coding candidates are allowed 3 books; ICD, CPT & HCPCS).
- Paper, pen, or pencils are not allowed while testing.
- No headphones/headsets, ear pods, air pods, etc.
- No additional electronic devices other than your testing computer and a 360-view device. Note: the use of an additional electronic device while testing will result in the cancellation of your exam. NCCT and the Board of Testing have zero tolerance for policy violations.

What is Needed for Remote Testing?

- Distraction-free testing area. No other individuals are allowed in the testing area.
- Testing desk or table
- Chair required (sitting on a couch, sofa, or bed is not allowed)
- A screen laptop or desktop computer
- Webcam with built-in microphone (headset or any type of headphones are not allowed)
- One additional electronic device capable of downloading an app (for example: cell phone or tablet)
- A place to set a 360-degree camera (for example, a small table or tripod — see example image below)
- A good internet connection (at least 3 Mbps) is required. NCCT or remote testing entity are not responsible for any issues with browser connectivity, internet connection, and or power loss during on-boarding or the exam.
- Candidates utilizing LRP testing are not eligible for an ADA accommodation involving the use of an audible reader due to security and proprietary exam content. Requests for audible reader accommodations must be arranged and administered at an approved testing center.

Disconnection or Technical Issues

Neither NCCT or the remote testing entity are responsible for any connection/disconnection issues due to your internet connection, power outages, bad weather, system incompatibility, etc.

If a candidate is to get disconnected for any reason while testing, they must try to login again. Candidates have 15 minutes to login again from the time of disconnection, otherwise, they will not be allowed to reconnect or continue the test. All rescheduling and exam fees will be the candidate's responsibility.

In case of a disconnection, answers will be saved and you may continue testing where you left off when disconnected if you log in within 15 minutes from disconnection.

Testing Misconduct

Individuals suspected of misconduct or cheating will be subject to the NCCT disciplinary policies and procedures. Any incidents of a suspected violation of NCCT test site policies, such as, disturbances, attempts to remove test materials or notes from the testing room, or other exam-related irregularities will be reported immediately. All incidents will be investigated.

Testing irregularities may result in termination of a candidate's participation in the examination administration, invalidation of exam scores, or other disciplinary action. The NCCT reserves the right to investigate any testing irregularities and to require retesting and/or cancellation if such irregularities cannot be satisfactorily explained.

If your exam is canceled due to misconduct, you will receive notification in writing once the investigation is complete. If you decide to appeal you will be given 30 days to respond. Your response along with all the evidence will be submitted to the Board of Testing. You will receive a final decision within 90 days from when NCCT receives your appeal.

Remote Testing Fees & Refund Policy

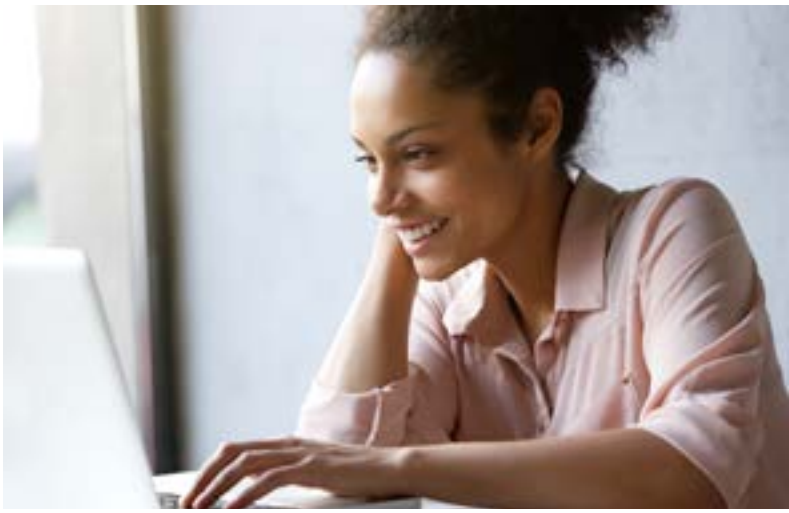
The remote testing fee is $44 in addition to the exam fee.

Rescheduling fee: $25

- If a candidate reschedules less than 5 days before the intended exam date they are responsible for paying a $25 reschedule fee, plus the $44 remote testing fee for a total of $69.
- If a candidate reschedules more than 5 days before the intended test date they are responsible for paying a $25 rescheduling fee only.

There are no refunds for remote testing fees or rescheduling fees.

Preparing for the Exam



Exam Development

The Board of Testing provides oversight for the development and ongoing maintenance of the NCCT certification examinations. NCCT examinations are developed and maintained in a manner consistent with generally accepted psychometric, educational testing practices, and national accreditation standards for certification programs.

Job Analysis & Detailed Test Plan

The job analysis study includes a survey developed by a group of subject-matter experts and validated by a national survey. Results of the job analysis define the content and provide the foundation for the exam. Developed using the job analysis study data, the detailed test plan lists the content domains for the exam, the relative weight of each domain, and the tasks associated with each content area.

Item Development & Test Assembly

Test items are written and reviewed by a team of trained and qualified practitioners under the guidance of a psychometrician. All test items undergo multiple levels of review and editing. Test items are assembled into a test form using the detailed test plan specifications. The test form is reviewed by a team of subject-matter experts before being finalized.

Setting the Passing Point & Data Analysis

The passing point for each examination is established using a criterion-referenced technique. The passing score is based on the difficulty ratings for each exam item established by a panel of experts. After the exam is administered, a statistical analysis is performed to identify quality improvement opportunities and any adjustments needed before the exam results are finalized.

Ongoing Development & Maintenance

Content of the exam is reviewed regularly to ensure that items remain accurate and relevant. New forms of the exam are developed to ensure security. Job analysis studies are conducted every five years to ensure the content online remains up-to-date.

Studying for the Exam

As a certification organization, NCCT's role is in developing and administering certification examinations to determine the qualifications of candidates for certification. NCCT does not require, provide, or endorse any specific study guides, review products, and/or training courses. Candidates may prepare for certification examinations with any educational materials they choose. Purchase of NCCT review materials is not a requirement for testing, nor does use of any review materials (NCCT or otherwise) guarantee a passing score on a certification examination. NCCT offers various study resources for the certification examinations, such as online practice tests. Sample questions for the practice test were developed by subject-matter experts and are typical of the types, construction, and content of the certification exams. No study resources are prerequisites for the certification examinations.

Detailed Test Plans

The content for the examinations are determined based upon the detailed test plans and content category weights developed from the Job Analysis Studies. The final detailed test plans and corresponding content weights are published on the NCCT website at https://www.ncctinc.com/forms-and-documents.

Language

All NCCT certification examinations are prepared and offered in English only. Special accommodations requesting translation dictionaries and/or extra time due to language barriers, are not permitted.

Exam Taking Strategies

These are some generally accepted exam strategies that may be valuable to the examinee.

- Make sure name, user ID, and other information are correct.
- Note allotted time for the exam; determine the midway mark.
- Read the "stem" of the questions carefully before reading the possible responses.
- Be sure to answer all questions before time is up.
- There is no penalty for guessing.
- Questions and responses are in random order. There are no patterns.
- Be familiar with how to go back to review questions before closing out the exam.

Test Discipline	Time Allotment	Format	Item Type	Scored Items	Pretest Items
National Certified ECG Technician (NCET)	3 hours	Computer-based	Four-option, multiple choice items and innovative item types (e.g. multiple select, hotspot, drag and drop)	100	25
National Certified Insurance & Coding Specialist (NCICS)	3 hours	Computer-based	Four-option, multiple choice items and innovative item types (e.g. multiple select, hotspot, drag and drop)	100	25
National Certified Medical Assistant (NCMA)	3 hours	Computer-based	Four-option, multiple choice items and innovative item types (e.g. multiple select, hotspot, drag and drop)	125	25
National Certified Medical Office Assistant (NCMOA)	3 hours	Computer-based	Four-option, multiple choice items and innovative item types (e.g. multiple select, hotspot, drag and drop)	125	25
National Certified Patient Care Technician (NCPCT)	3 hours	Computer-based	Four-option, multiple choice items and innovative item types (e.g. multiple select, hotspot, drag and drop)	125	25
National Certified Phlebotomy Technician (NCPT)	3 hours	Computer-based	Four-option, multiple choice items and innovative item types (e.g. multiple select, hotspot, drag and drop)	100	25
Certified Home Health Aide (CHHA)	3 hours	Computer-based	Four-option, multiple choice items and innovative item types (e.g. multiple select, hotspot, drag and drop)	125	25
Tech in Surgery-Certified TS-C (NCCT)	4 hours	Computer-based	Four-option, multiple choice items and innovative item types (e.g. multiple select, hotspot, drag and drop)	150	25
Certified Postsecondary Instructor ® (CPI ®)	4 hours	Computer-based	Four-option, multiple choice items and innovative item types (e.g. multiple select, hotspot, drag and drop)	200	0

Taking the Exam at a Test Site

Testing Sites

All NCCT certification examinations are offered on-demand as computer-based tests. NCCT delivers certification examinations at authorized testing sites located across the United States and on U.S. military bases. Typically, eligible educational programs seek authorization from NCCT to serve as an approved testing site. Colleges and other post-secondary settings with testing centers that offer internet-based testing in a controlled, proctored environment may also serve as testing sites.

What to Expect on Exam Day

Candidates are eligible to take NCCT examinations after their application has been approved by NCCT certification staff. To ensure a fair and consistent environment for all candidates, examinations are delivered under strict security with standardized procedures. Candidates are required to follow all test site procedures and appropriate examination conduct at all times. Failure to comply may result in termination of a candidate's testing session, invalidation of the candidate's test score, and/or disciplinary action.

Feedback from candidates regarding the content of the exam or specific questions may be submitted via the comment screen during the exam administration, and this feedback will be reviewed and considered by subject-matter experts (SMEs) as part of the ongoing item review and test development process.

Because of the secure nature of the examination, NCCT will not disclose examination questions or candidate's responses to individual questions.

Identification

To gain admission at the test site to take an NCCT examination, all candidates are required to present a valid government issued, non-military photo identification. Current high school students are allowed to use their current school ID if they do not have a government ID. The candidate's name on the identification card must match the name on the candidate's application form.

A candidate will not be admitted to a test site if their name does not appear on the official NCCT Test Roster for that test location and date. The name on the identification must match the name printed on the official exam roster.

Testing Site Regulations and Candidate Conduct

- Candidates must have their user name and password available to login to the NCCT website on the day of the exam. If a candidate is unable to login, they will be required to reschedule their exam for a later date. Reschedule fees will apply.
- Candidates should dress comfortably. While testing centers strive to ensure the test is given in a room that is neither too hot nor too cold, candidates should be prepared with appropriate dress. Sunglasses and hats are not permitted.
- Candidates must arrive at least 15 minutes prior to the scheduled testing time. Once the examination has begun, no additional candidates may be admitted. Any candidate denied admission due to tardy arrival will be required to reschedule the examination at least 14 days in advance of the new date, and all applicable reschedule fees will apply.
- Candidates for all certification exams, excluding Insurance and Coding Specialist, will not be permitted to bring anything other than their ID and car keys into the testing room. Unless the facility provides a locker to secure personal belongings during the exam, candidates should leave personal belongings at home or in a locked vehicle. Items not permitted in the testing room include, but are not limited to:
    - Electronic devices (e.g., cell phones, personal tablets, cameras, smart watches, smart glasses)
    - Weapons or any instruments that may be reasonably used as weapons
    - Chewing gum and tobacco products
    - Food and beverages (unless a special accommodation request has been documented and approved by NCCT)
- Candidates must act in a responsible and professional manner. Any candidate who does not comply with NCCT policies and procedures or testing site regulations may be asked to leave the testing site and will have to reschedule the exam at the candidate's expense. A proctor irregularity report will be filed with NCCT.
- Candidates will be observed at all times during testing.

Security procedures are in place and will be enforced.

- Candidates must do their own work. Any indication to the contrary may void results and invalidate certification.
- During online testing, candidates are not allowed to open any other window(s) or software.
- Candidates may only communicate with the proctor during the examination and ask questions about testing procedures or problems. Candidates may not ask proctors for assistance in reading or interpreting test questions.
- Candidates may not discuss or share examination content at any time with anyone. This includes friends, classmates, instructors, or any other party. NCCT certification exam content is copyrighted and protected by laws governing intellectual property.
- Candidates should notify proctors immediately and quietly of any test-related problems (e.g. wrong examination, computer malfunctions).
- NCCT reserves the right to retain all fees and invalidate the candidate's examination.
- Candidates should complete the examination quietly and exit without disturbing others.
- If a connection is lost during an exam: The interruption will not affect tests. Candidates will be able to resume the exam exactly where they left off. Candidates will not lose testing time because of the interruption.
- If you require an emergency bathroom break, please raise your hand quietly. ***Note: Any question viewed for longer than one second before the pause will be locked and cannot be answered after your return, including book-marked questions.***

Notice of Non-discrimination and ADA/Special Accommodation

NCCT does not discriminate against any candidate based on race, creed, color, national origin, sex, religion, disability, marital status, or age. NCCT will provide, on a case-by-case basis, reasonable and appropriate testing accommodations in accordance with the Americans with Disabilities Act of 1990 (ADA) for individuals with documented disabilities who request and demonstrate the need for accommodations as required by law. ADA regulations define a person with a disability as someone with a physical or mental impairment that substantially limits one or more major life activities. NCCT requires verifiable documentation to ensure the individual qualifies under the ADA as a disable individual, and to allow accommodations to be specifically matched with the identified functional limitation to provide equal access to all testing functions. Reasonable accommodations are decided upon based on the:

- Individual's specific request;
- Individual's specific disability;
- Documentation submitted; and
- Appropriateness of the request.

Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the examination. Reasonable accommodations generally are provided for candidates who:

- Have a physical or mental impairment that substantially limits that person in one or more major life activities (e.g. walking, talking, hearing, performing manual tasks);
- Have a record of such physical or mental impairment; and
- Are regarded as having a physical or mental impairment.

To apply for accommodation(s), candidates must:

- Indicate the need for special accommodations on your test application.
- Complete and submit the Documentation of Disability-Related Needs Form. The ADA Special Accommodations Request can be found at: https://www.ncctinc.com/Documents/Accommodations Form.pdf. The ADA Document of Disability-Related Needs can be found at: https://www.ncctinc.com/Documents/Disability Related Needs.pdf. These documents can also be found in the Forms & Documents section under the Resources tab of the NCCT website.
- All required documentation must be received at least two (2) weeks prior to the testing date.

Requests for accommodations will be reviewed by NCCT certification staff. Responsibility to verify with the NCCT that accommodations have been made rests with the applicant.

No test materials, test documents, notes, scratch paper or erasable whiteboards of any kind may be taken into or from the examination room.

Copyright Information

All examination materials are the sole property of NCCT. Examinations are securely administered to candidates for the sole purpose of testing a qualified candidate in a single discipline for which an application for certification has been made.

The Statement of Understanding on NCCT applications must be signed and demonstrates the candidate's understanding that all examination materials are sole property of NCCT and all information contained in there is strictly confidential. Additionally, no part of the examination may be reproduced, stored in a retrieval system, transmitted in any form, or copied by any other means without expressed written permission from NCCT. If this proprietary information is disclosed, the candidate further understands that such disclosure would constitute a violation of copyright laws and certification will be revoked.

After the Exam

Exam Results

NCCT provides candidates with a notification of examination results, both those failing the examination and those passing the examination.

Examination results are provided immediately following the examination. Candidates may access examination results on the NCCT website by logging into their personal, password protected user accounts.

Score reports will include a "pass" or "fail" result. Score reports for failing candidates will include a total scaled score and information on candidate performance in each content domain area. Guidance about limitations in interpreting and using the feedback and guidance for proper use, and limitations of this information will also be detailed.

Understanding Your Score

A criterion-referenced standard setting process is used to establish the passing point for the examinations. This means that each candidate's performance on the exam is measured against a predetermined standard. Candidates are not graded on a curve and do not compete against each other or against a quota.

This passing score for the exam is established using a panel of qualified subject-matter experts who carefully review each exam question to determine the basic level of knowledge or skill that is expected. A small portion of these items may have been generated by an LLM AI model. However, all items are thoroughly revised and reviewed by qualified subject matter experts and psychometricians before appearing on the exam. The passing score is based on the panel's established difficulty ratings for each exam question. Under the guidance of our psychometricians, the panel develops and recommends the passing point which is reviewed and approved by the Board of Testing. The passing points for the examinations are established to identify individuals with an acceptable level of knowledge and skill. Receiving a score higher than the passing score is not an indication of more advanced knowledge or a predictor of better job performance. All individuals who pass the exam, regardless of their score, have demonstrated an acceptable level of knowledge.

After candidates take the exam, they will receive a passing or failing result. If a candidate receives a failing score, a report will list the failing candidate's performance in each content area. This performance is displayed as a percentage of questions answered correctly. NCCT provides this content performance information to help failing test takers identify areas of weakness. The exam is designed to reflect a test taker's overall competence in the profession. Therefore, a test taker could achieve a high percentage in some content areas and still not pass the exam.

NCCT reports certification exam scores of 200-720, with all pass points scaled to a 575. The scaled score is a conversion of a candidate's raw score that allows for comparisons between different forms of the same examination. Even if the questions on one examination are harder or easier than on another, the same level of performance is required to meet the scaled passing score of 575 regardless of which form of the exam a candidate takes.

Re-Examination

Candidates who fail their 1st attempt must wait at least 30 days for their 2nd attempt.
Candidates who fail their 2nd attempt must wait at least 30 days for their 3rd attempt.
Candidates who fail their 3rd attempt must wait at least 90 days for their 4th attempt.
Candidates who fail their 4th attempt (and each subsequent attempt) must wait at least 180 days, appeal to the Director of Testing, and provide evidence of remediation for their 5th (and each subsequent) attempt.
The wait-times between unsuccessful test challenges were established by the Board of Testing to ensure candidates had sufficient time for additional preparation to increase their chances for subsequent success. After four failures, the knowledge deficit would appear to be significant enough to require substantial remediation.

After the fourth testing failure and any subsequent testing, candidates must appeal to the Director of Testing and wait one-hundred and eighty (180) days from the last failed attempt, if approved. Candidates must also submit evidence of remediation, (e.g., minimum of six (6) months of current

work experience in the discipline for which you are testing; completion of an NCCT approved program) that must be dated after the last failed exam attempt. All eligibility guidelines must be current (graduation or initial experience) within the past five (5) years. NCCT is not authorized to waive retest periods due to test security policies.

Exam-Related Complaints

Candidates with complaints about the examination processes or their experiences at the testing site should use the comment form at the end of exam survey.

Candidates who fail the exam and believe irregular testing conditions, significant technical problems, or violation of Board of Testing policy to have been a contributing factor may file a complaint with NCCT. All requests must be made in writing and emailed no later than thirty (30) days after the exam score report was issued. All complaints must describe the suspected error or problem and the requested remedy.

NCCT will review exam-related complaints within fifteen (15) days of receipt and will obtain additional information from the test site and/or psychometricians, as needed. If the issue can't be resolved at the staff level, NCCT will make a determination and will notify the Board of Testing.

Irregularities

If NCCT's Testing Operations Department or psychometricians have concerns regarding the validity of any examination score, NCCT and the Board of Testing reserve the right to cancel examination scores or require retesting under specified conditions. Circumstances warranting such actions are rare but may include the following:

- Presence of test irregularities at a test site.
- Reports of talking or other communication during an examination.
- Reports of candidates giving or receiving aid from others during an examination.
- Notice of a proctor not following Board of Testing procedures.
- Consulting study aids of any type during an examination.
- Copying, transcribing, printing, or reproducing proprietary test materials in any manner.
- Disclosure, publication, transmission, or distribution of any examination content.
- Taking photos of the test questions.
- Having improper access to examination content prior to testing.
- Presence of statistically impossible or highly improbable score patterns.

NCCT reserves the right to investigate any test irregularities and to require retesting and/or cancellation. Test irregularities may include but are not limited to:

- Multiple candidates who have statistically unlikely answers.
- A candidate who retakes an exam before the required waiting period.
- Significant changes in individual or test site scores.
- Identification, paperwork, processing, policy or other discrepancies.

Complaints and Disciplinary Actions

Information regarding the complaint process will be available to the public via NCCT's website or other published documents. A complete copy of this policy will be made available to any individual upon request.

In order to ensure fairness in the administration of testing and to maintain and enhance the credibility of NCCT certification programs, the Board of Testing has adopted the following administrative procedures to allow individuals to bring forth issues or complaints concerning the conduct of an NCCT certificant to the Board of Testing.

In the event a certificant violates NCCT's certification rules, requirements, and/or policies, the Board of Testing may reprimand or suspend the individual or may revoke certification.

Grounds for Sanctions

The grounds for sanctions under these procedures may include but are not necessarily limited to:

- Any restrictions, such as revocation, suspension, probation, or other sanctions of the individual's professional license, where applicable;
- Violation of established Board of Testing rules, requirements, and/or policies;
- Conviction of a felony or other crime of moral turpitude under federal or state law in a matter related to the practice of, or qualifications for, services provided by NCCT certificants;
- Gross negligence, willful misconduct, or other unethical conduct in the performance of services for which the individual has achieved NCCT certification;
- Fraud, falsification, or misrepresentation in an initial application or renewal application for certification;
- Falsification of any material information requested by NCCT;
- Misrepresentation of NCCT certification status, including abuse of logo;
- Cheating on any certification examination; and
- Other circumstances as determined by the Director of Testing Operations which require Board of Testing review.

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, state, and/or local government agencies may be made about the conduct of the certificant in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

Complaint Submission

Complaints may be submitted by any individual or entity. Complaints should be reported to the Director of Testing Operations in writing and should include the name of the person submitting the complaint, the name of the person the complaint is regarding, along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with Board of Testing's confidentiality policy. Submit complaints to: ethics@ncctinc.com.

Preliminary Review

Upon receipt and preliminary review of a complaint involving the certification program, the Director of Testing Operations, may conclude, in his/her sole discretion, that the submission:

- Contains unreliable or insufficient information, or
- Is patently frivolous or inconsequential.

In such cases, the Director of Testing Operations may determine that the submission does not constitute a valid and actionable complaint that would justify bringing it before the Board of Testing for investigation and a determination of whether there has been a violation of substantive requirements of the certification process. If so, the submission is disposed of by notice from the Director of Testing Operations to its submitter, if the submitter is identified. All such preliminary dispositions by the Director of Testing Operations are reported to the Board of Testing at its next meeting.

If a submission is deemed by the Director of Testing Operations to be a valid and actionable complaint, the Director of Testing Operations will see that written notice is

provided to the certificant whose conduct has been called into question. The certificant whose conduct is at issue will also be given the opportunity to respond to the complaint in writing. The Director of Testing Operations also will ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by the Review Committee.

Preliminary review will be conducted within 15 business days of the receipt of the complaint.

Complaint Review

For each complaint that the Director of Testing Operations concludes is a valid and actionable complaint, the Board of Testing authorizes an investigation into its specific facts or circumstances to whatever extent is necessary in order to clarify, expand, or corroborate the information provided by the submitter.

Review Committee

NCCT will establish a Review Committee consisting of a minimum of the Director of Testing Operations and two more individuals, who are not members of the Board of Testing to investigate and make an appropriate determination with respect to each such valid and actionable complaint; the Review Committee may review one or more such complaints.

The Review Committee initially determines whether it is appropriate to review the complaint under these procedures or whether the matter should be referred to another entity engaged in the administration of law. The timeline for responses and for providing any additional information will be established by the Review Committee.

The Review Committee may be assisted in the conduct of its investigation by other members of the NCCT staff or legal counsel.

Both the individual submitting the complaint and the certificant who is the subject of the investigation (or their employer) may be contacted for additional information with respect to the complaint. The Review Committee may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.

All investigations and deliberations of the Review Committee and the Board of Testing are conducted in confidence, with all written communications sealed and marked "Personal and Confidential", and they are conducted objectively, without any indication of prejudgment. Investigations and deliberations cease at the discretion of the Review Committee or when a certificant's certification expires or is surrendered. NCCT notifies and cooperates with all appropriate authorities as necessary.

An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant. Formal hearings are not held, and the parties are not expected to be represented by counsel, although the Review Committee and Board of Testing may consult their own counsel at any time during the investigation and/or deliberations.

Certificants who are found to bring frivolous complaints against other certificants or NCCT may be subject to disciplinary action by the Board of Testing, up to and including revocation of certification.

Determination of Violation

Review Committee Recommendation

Upon completion of an investigation, the Review Committee recommends whether the Board of Testing should make a determination that there has been a violation of NCCT policies and rules. When the Review Committee recommends that the Board of Testing find a violation, the Review Committee also recommends imposition of an appropriate sanction. If the Review Committee so recommends, a proposed determination with a proposed sanction is prepared and is presented by a representative of the Review Committee to the Board of Testing along with the record of the Review Committee's investigation at the next regularly scheduled Board meeting.

Board of Testing Determination

If the Review Committee recommends against a determination that a violation has occurred, the complaint is dismissed with notice to the certificant, the certificant's employer (if involved in the investigation), and the individual or entity who submitted the complaint; a summary report is also made to the Board of Testing.

The Board of Testing reviews the recommendation of the Review Committee based upon the record of the investigation. The Board of Testing may accept, reject, or modify the Review Committee's recommendation, either with respect to the determination of a violation or the recommended sanction to be imposed. If the Board of Testing makes a determination that a violation has occurred, this determination and the imposition of a sanction are promulgated by written notice to the certificant and to the individual submitting the complaint, if the submitter agrees in advance and in writing to maintain in confidence whatever portion of the information is not made public by the Board of Testing.

In certain circumstances, the Board of Testing may consider a recommendation from the Review Committee that the certificant who has violated the certification program policies or rules should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Review Committee to make such a recommendation, and of the Board of Testing to accept it, are within their respective discretionary powers. If such an offer is extended, the certificant at issue must submit the required written assurance within thirty (30) days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the Board of Testing. If the Board of Testing accepts the assurance, notice is given to the certificant's employer and to the submitter of the complaint, if the submitter agrees in advance and in writing to maintain the information in confidence.

Sanctions

Any of the following sanctions may be imposed by the Board of Testing upon a certificant whom the Board of Testing has determined to have violated the policies and rules of its certification program(s), although the sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:

- Written reprimand to the certificant;
- Suspension of the certification for a designated period; or
- Termination of the certification from NCCT.

The Board of Testing may, at its discretion, impose any of the sanctions, if warranted, in specific cases. For sanctions that include suspension or termination, a summary of the final determination and the sanction with the certificant's name and date is published by NCCT.

Certificants who have been terminated will have their certification revoked and may not be considered for NCCT certification in the future. If certification is revoked, any and all certificates or other materials requested by the Board of Testing must be returned promptly to NCCT.

Appeal

Request for Appeal

Within thirty (30) days of receipt of notice of a determination by the Board of Testing that a certificant violated the certification program policies and/or rules, the affected certificant may submit to the Vice President of Exam Development in writing a request for an appeal.

Appeal Committee

Upon receipt of a request for appeal, the Board Chair establishes an appellate body consisting of at least three, but not more than five, individuals. This Appeal Committee may review one or more appeals, upon request of the Board Chair. No current members of the Review Committee, TESI Board of Directors, or the Board of Testing may serve

on the Appeal Committee; further, no one with any personal involvement or a potential conflict of interest may serve on the Appeal Committee. Members of the Appeal Committee may be reimbursed for necessary and reasonable expenses incurred in connection with the activities of the Committee.

Basis for Appeal

The Appeal Committee may only review whether the determination by the Board of Testing is a violation of the certification program policies and/or rules was inappropriate because of:

- Material errors of fact, or
- Failure of the Review Committee or the Board of Testing to conform to published criteria, policies, or procedures.

Appeal Procedure

Only facts and conditions up to and including the time of the Board of Testing's determination as represented by facts known to the Board of Testing are considered during an appeal. The appeal will not include a hearing or any similar trial-type proceeding. Legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the Board of Testing and the Appeal Committee. The Board of Testing and Appeal Committee may consult legal counsel.

The Appeal Committee conducts and completes the appeal within ninety (90) days after receipt of the request for an appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the appellant and of the Board of Testing. Submissions are made according to whatever schedule is reasonably established by the Appeal Committee. The decision of the Appeal Committee either affirms or overrules the determination of the Board of Testing but does not address a sanction imposed by the Board of Testing. A statement of the decision and the rationale will be reported to the Board of Testing and the TESI Board of Directors.

The Appeal Committee decision is binding upon the Board of Testing, the certificant who is subject to the sanction, and all other persons.

The determination of the Appeal Committee is communicated in writing to the Vice President of Exam Development and the full Board of Testing. Notice of the Appeals Committee determination shall be provided to the appellant within ten (10) business days of the decision. Notification will be conveyed via a traceable delivery carrier.

Resignation

If a certificant who is the subject of a complaint voluntarily surrenders his or her certification(s) at any time during the pendency of a complaint under these procedures, the complaint will be surrendered as no contest and dismissed without prejudice or any further action. The entire record is sealed and the individual may not reapply for certification. However, the Board of Testing may authorize the Director of Testing Operations to communicate the fact and date of resignation and the fact and general nature of the complaint which was pending at the time of the resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the certificant's employer and the person or entity who submitted the complaint are notified of the fact and date of resignation and that the Board of Testing has dismissed the complaint as a result.

Certification Status

Board of Testing decisions are made at the next scheduled meeting. While waiting for the Board of Testing's decision, the certificant will be granted an active certification status if all requirements are met. However, their status will be labeled as "pending investigation" in NCCT's internal system, and reported to the certificant and their employer. Any changes to the certification status, such as suspension or revocation, will take effect at the time of the Board of Testing's determination.

Recertification

Once a credential is earned, maintenance of that credential is achieved through recertification. Recertification with NCCT is required annually (every year).

Purpose
The Board of Testing requires the continuing professional development of its certificants through recertification to ensure that individuals who hold NCCT credentials maintain an ongoing commitment to learning, keep pace with developments in the field of healthcare and strengthen their knowledge and skills. The mandatory recertification process promotes continuing competence through the completion of continuing education hours to assure the public that certificants meet the professional standards required for certification.

Rationale
The one-year recertification period established for retention of active status is based on both the scope of issues that face healthcare professionals and the Board of Testing's acknowledgment that new practices, research, and information are introduced in the field with enough frequency that professional development activities should be conducted routinely. The one-year requirement is to encourage certificants to remain up-to-date with both current best practices and emerging knowledge.

The five-year time period established for the full recertification cycle is based upon the Board of Testing's acknowledgment of the frequency of substantive changes in the field in keeping with the rationale for the job analysis cycle. The Board of Testing has determined that failure to recertify for five years indicates that an individual has not maintained adequate awareness of changes in the field and, as a result, their NCCT credential is no longer valid.

The contact hour (CH) requirements were determined based on a study involving feedback from various stakeholder groups across all disciplines tested by NCCT.

Recertification Requirements

The annual recertification requirements are the payment of a recertification fee and completion of contact/clock hours (CH) of continuing education submitted on a recertification application. One contact/clock hour is equal to 60 minutes of an educational activity. Certificants are also required to adhere to the Code of Ethics.

The recertification fee amount and required continuing education CH amount vary according to the credential held and/or the number of certifications held. Detailed recertification requirement information can be found within the "Guide to the Recertification Process" and on the NCCT website.

Continuing Education Requirement

The continuing education requirement can be fulfilled using NCCT CE or by submitting CE activities completed elsewhere ("Outside CE"). NCCT develops, publishes, and maintains its own library of CE courses covering a wide variety of timely and relevant healthcare-related topics. Access to NCCT's online CE library is included with payment of the recertification fee Several NCCT CE courses are ASCLS P.A.C.E.® approved courses which are accepted by the state of California for maintenance of state phlebotomy (CPT) licenses. These P.A.C.E.® courses may be accepted for phlebotomy requirements in other states as well (check with your state).

Active Expiration Date

NCCT certifications are assigned an active expiration date one year (twelve months) from the initial certification issue date. Once annual certification requirements are fulfilled, the active expiration date will be moved ahead one year and an updated digital ID card will be issued that reflects the new active expiration date.

Recertification Period

NCCT uses the terms **validity** and **status** in connection with the recertification period.

Following initial certification, NCCT credentials are in an active status for one year from the certification issue date and remain valid for five years from the certification issue date. Recertification is required annually to maintain an active status. Valid certifications can be held in an

active or inactive status. Valid certifications in an inactive status become invalid if no annual recertification requirements are fulfilled for five consecutive years. A valid certification permits the individual to claim and use the credential.

Active status - A certificant who completes the annual recertification requirements prior to the active expiration date has maintained an active status.
Inactive status - A certificant who fails to fulfill the annual recertification requirements prior to the active expiration date moves into an inactive status. Employers may restrict individuals with an inactive status from performing duties in the certified role. NCCT does not monitor or manage employment eligibility related to certification status.

Invalid Certifications and Appeal for Reinstatement of Recertification Privileges

An NCCT certification becomes invalid if the annual recertification requirements are missed for five (5) recertification years. The invalid dates is five (5) years from the most recent active expiration date.

Individuals with an invalid certification who do not qualify to retake the exam, and can demonstrate evidence that qualifying extenuating circumstances prevented them from fulfilling their recertification requirements, may request an appeal for reinstatement of recertification privileges. Guide to Recertification: https://www.ncctinc.com/Documents/Guide%20to%20the%20Recertification%20Process.pdf

Code of Ethics

The Code of Ethics applies to all individuals credentialed by NCCT, as well as individuals seeking certification (candidates or applicants) from NCCT.

All applicants and certificants will agree to the NCCT Code of Ethics as a condition of certification. Violation of any portion of the code may result in disciplinary action as outlined in the Disciplinary Policy. The Code of Ethics will be publicly available.

The Code of Ethics establishes the basic ethical standards for the professional behavior of NCCT certificants and candidates. The Code of Ethics is designed to provide both appropriate ethical practice guidelines and enforceable standards of conduct for all certificants and candidates.

NCCT certificants and candidates have the obligations to: maintain high standards of integrity and professional conduct; accept responsibility for their actions; continually seek to enhance their professional capabilities; practice with fairness and honesty; and, encourage others to act in a professional manner, consistent with the certification standards and responsibilities set forth below:

- I shall strive to remain current in my knowledge and skills by participating in continuing education activities within my professional discipline(s).
- I shall solve problems that are within my capabilities and will display the wisdom to seek help when they are beyond my skills or abilities
- I shall adhere to all safeguards in the workplace, for the health and well-being of those I serve, as well as my own.
- I shall be honest in the performance of my responsibilities and in all professional interactions with others. If I make mistakes, I will own up to them and work to make them right.
- I shall respect and obey the law and all regulations within the law, that serve to protect the public in connection to matters of practice related to my professional responsibilities.
- I shall protect the confidences and privacy of those who use my services within the constraints of the law and the obligations of my profession and workplace.

Candidates attesting and adhering to the Code of Ethics uphold the high standards of professional behavior at all times in the profession(s) for which he or she received certification by NCCT.

NCCT Policies

Confidentiality

NCCT is committed to protecting confidential and/or proprietary information related to applicants; candidates; certificants; and the examination development, maintenance, and administration process. The confidentiality policy applies to all NCCT employees, Board of Testing members, committee members, consultants, psychometric consultants, and other individuals who are permitted access to confidential information.

Confidential materials include, but are not limited to: An individual's application status, personal applicant/certificant information, exam development documentation (including job analysis study reports, technical reports, and cut score studies), examination items, examination forms, and individual examination scores.

To ensure the security of the examination, all test materials are confidential and will not be released to any person or agency, except as required by NCCT policies for all purpose of examination development and administration.

Release of Information

Information about a candidate/certificant will only be released to that candidate/certificant unless release of the information is authorized in writing by the individual or is required by law. Personal information submitted by applicant/certificants with an applicant/certificant database will be kept confidential.

All application information is confidential and will not be shared with any party other than exam administration vendors as needed for certification processing purposes. Information concerning any candidate will only be released to that candidate upon receipt of a written request.

Certification candidates are given the opportunity to release his/her certification examination score and pass/fail status to authorized officials from educational programs or institutions. This applies only to candidates who have qualified for certification testing by attending an eligible educational program related to the certification being sought.

Examination results are released only to the examination candidate unless a signed release is provided in writing by the individual or is required by law.

Verification

An individual's certification status is not considered confidential. NCCT will provide confirmation of certification status to anyone who requests the information, and verification will be accessible via the Internet. Verification of certification status will include the individual's name, current certification status and credential(s) held, and (if authorized by the certificant - the city and state where the certificant resides, which the certificant may voluntarily provide). NCCT allows certificants to opt out of inclusion in the verification system through the certification application process.

Aggregate Data

Aggregate examination statistics (including the number of exam candidates, pass/fail rates, and total number of certificants) is publicly available and updated annually on NCCT's website. Aggregate examination statistics, studies, and reports concerning candidates/certificants will contain no information identifiable with any candidate/certificant.

Use of Certification Mark

NCCT will confer certification when a candidate has successfully completed all certification requirements, including passing the examination. NCCT will send an official certificate verifying certification status. Certificants are then authorized to use the credential on business cards, stationery, and other professional documents and correspondence, NCCT credentials may be used as long as the certificant remains in good standing and keeps his or her certification valid through continuing education. After meeting all eligibility requirements and passing the examination, individuals may use their NCCT credential in all correspondence and professional relations. The credential is typically used after certificants' names following any academic degrees and licensure (e.g. Mary Smith, NCPT or Mary Smith, MS, NCPT).

The certification mark(s) may be used only as long as