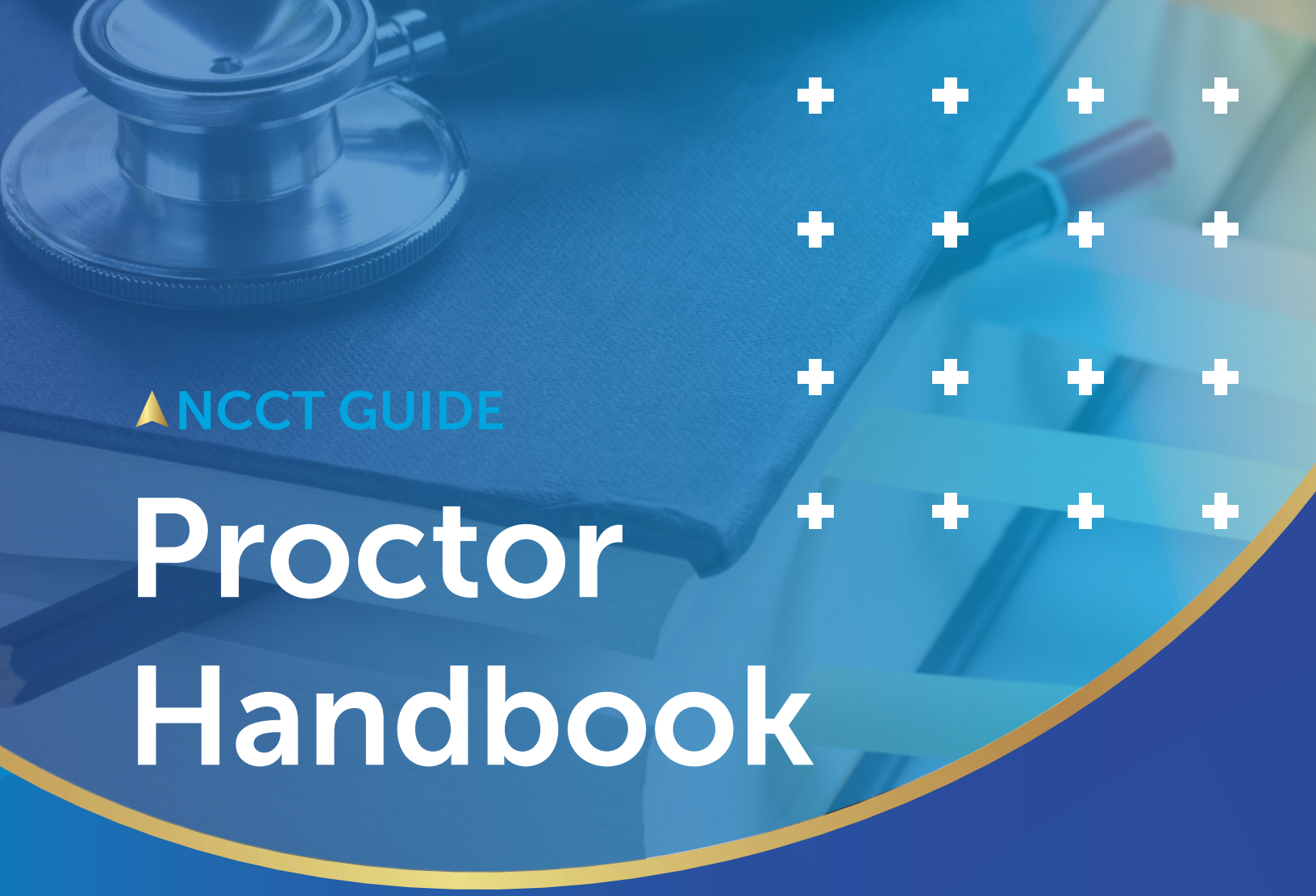

NCCT GUIDE

Proctor Handbook

Inside you'll learn about ...

- Your Role as an NCCT Proctor
- Test Administration Procedures
- Testing Instructions
- ADA Testing Accommodations
- Test Misconduct
- Incident Reporting

And much more ...

NCCT
NATIONAL CENTER FOR COMPETENCY TESTING

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Your Role as an NCCT Proctor

As an NCCT certification examination proctor, you are the first line of defense against threats to the validity of our exam scores and the resulting pass/fail decisions. Candidates rely on you to ensure a fair and consistent administration of an exam that will likely have a great impact on their careers in healthcare. Employers and the public count on you to ensure that those practicing in the healthcare field with an NCCT certification have gained that seal of approval honestly.

It is your responsibility to administer the test in a way that is fair to all candidates and keeps anyone from gaining our credential through dishonest means. To accomplish this, you will first need to thoroughly understand the proper administration procedures outlined in this manual. You will also need to understand test misconduct, how to prevent it, and what to do when it occurs.

NCCT takes the security of our exams very seriously. Any violation of the administration procedures outlined in this manual may result in revocation of proctoring privileges and the invalidation of test results. These examinations are the federally copyrighted property of NCCT, and any attempt to copy, record, reproduce distribute, or disclose their content by any means in whole or in part can result in civil and criminal penalties. You are welcome to inform candidates that NCCT is analyzing exam results for test irregularities and will take whatever action is warranted should irregularities be discovered.

Proctor Eligibility and Requirements

1. Be at least 18 years old with a high school diploma or equivalent.
2. Read and understand the Proctor Agreement and Handbook.
3. Complete the Proctor Application, required proctor exam, and training.
4. Review and comply with all NCCT policies.
5. Attest that no conflicts of interest exist (see Conflict of Interest section for full definition).
6. Maintain exam security and impartiality.

Professional Standards

As representatives of NCCT, proctors are expected to:

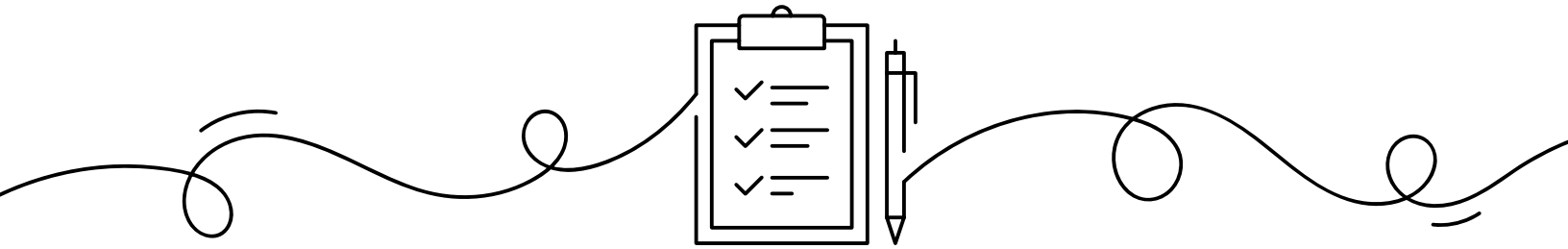
- Dress in business casual attire.
- Conduct themselves in a professional, respectful, and impartial manner.
- Communicate clearly and courteously with candidates and staff.

Proctor Professional Conduct & Code of Ethics

Proctors *must*:

- Remain impartial and professional.
- Avoid casual conversations with candidates.
- Never interpret or explain exam content.
- Maintain confidentiality of exam materials.

On behalf of NCCT, employers, the public, and the candidates, thank you for maintaining the security and fairness of these examinations.



NCCT

Conflict of Interest

NCCT proctors must disclose **any** conflict of interest, or possible conflict of interest as soon as it is known, even after approved to proctor.

A proctor is deemed to have a conflict of interest if they:

- Are the owner, supervisor, program director, externship coordinator, or part of the management team within any department, institution, or organization whose students sit for NCCT exams.
- Serve as an instructor, director, career counselor, school psychologist, special education or externship coordinator of the program being tested.
- Hold a position that may influence the pass or fail outcome of candidates.
- Are related by birth or marriage to, or live in the same household as, any candidate or individuals meeting the above restrictions.

Your Exam Coordinator

Exam coordinators serve as the liaison between the test site, candidates, proctor, and NCCT. They are responsible for scheduling examination dates and assisting candidates associated with their institution with the application process. At National College Testing Associated sites, the proctor may act as the exam coordinator. For most other sites, the exam coordinator and proctor are separate individuals.

The exam coordinator should:

- Ensure you can access the test sites before the test and can exit the site afterward.
- Ensure candidates are ready to test on time.
- Ensure the exam room meets NCCT's environmental standards (i.e. quiet, adequate space between seats, comfortable temperature, etc.).
- Ensure the exam room has a sign on the door requesting no one disturbs examinee's during testing.
- Ensure someone at the school will be available to assist you as needed with online technical difficulties during the exam, as needed.

The exam coordinator is NOT allowed to:

- Complete student applications (it is important that students read and complete their own application).
- Be in the testing room once testing has begun.
- Access, handle, or view certification exams or content.
- "Fill in" for proctors.
- Access or view exam content.

General Test Administration Procedures

With high stakes tests such as national certification examinations, it is not unheard of for dishonest candidates to hire another person to take the exam for them. Proctors should check the identification carefully, including the photo. If you have reason or suspect there is a problem with a candidate's identification, call NCCT and do not allow the candidate to test.

Candidate Identification

- All candidates must present a valid government-issued photo ID. Paper identification is not accepted. High school students may use a valid school-issued photo ID.
- The candidate's name on the ID must match the name on the official NCCT Test Roster.
- Candidates not on the official roster for that date/location are not permitted to test.
- Proctors must check IDs carefully, including the photo, to prevent impersonation.
- If there is any concern about an ID's validity, call NCCT immediately and do not allow the candidate to test.

Standard Proctor Actions

- Position yourself to see all candidates during the exam.
- Arrange seating so candidates cannot view others' resources.
- Walk the room periodically to monitor for suspicious behavior.
- Remain in the exam room at all times while testing is in progress.

Proctor Boundaries

- Proctors may only provide directions or assist with computer issues.
- Proctors may not:
  - Read or interpret exam content.
  - Assist candidates with language barriers.
  - Look at exam questions under any circumstances.

Permitted & Prohibited Items

Only the following items may be brought into the exam room (unless approved by NCCT for ADA reasons):

Permitted Items	Prohibited Items
A valid photo ID	Phones or electronic devices
Car keys	Smart watches or smart glasses*
	Scratch paper, notes, or references
	Food or drink
	Hats or sunglasses

Special exception: Insurance and Coding Specialist candidates must bring their own unmarked copies of the current ICD-10, CPT, and HCPCS coding books.

Candidates must store **all** other personal items in a secure location provided by the site or outside the exam room.

Candidates refusing to comply may reschedule for another test date. Exams will not be delayed for this reason.

*Visual Inspection at Entry for Smart Glasses

Proctors must check for the presence of "smart glasses" prior to the start of each exam session. Candidates must be advised that smart glasses or any electronic eye-wear are not permitted in the testing environment.

If a candidate is unable to test without such eye-wear, the exam cannot proceed. The candidate must reschedule and return with either non-smart prescription glasses or contact lenses.

Things to look for:

Feature	*What to Look For*
Camera/Sensors	Lens or aperture on front or side of frames
Microphone/Speaker	Small holes, mesh, or grill on temples
Touch Controls/Buttons	Buttons or touch area on side/earpieces
LED/Indicators	Lights that flash or glow during photo/video
Connectivity	Charging port or exposed connectors/contacts

Emergency Bathroom Breaks

Candidates should be told to use the restroom before the exam begins. If an emergency arises, only allow one candidate at a time to leave for the restroom during the test. Candidates will not be allowed to make up time missed in the restroom. An incident report must be completed for this occurrence. In the event that an emergency bathroom break is necessary, the examination may be paused with the Emergency Proctor Pause button. Prior to pausing, the candidate will be required to complete an attestation confirming that all bookmarked and previously viewed items, whether answered or unanswered, will be locked and cannot be reviewed or modified after the break.

Proctor Cancellations and No-Shows

- If an emergency occurs and you are unable to fulfill your scheduled proctoring duties, please **contact NCCT as soon as possible.** This communication must come **directly from you (the proctor)**, not from the Exam Coordinator, so that the situation can be properly documented and alternate arrangements made.
- Failure to appear for a scheduled exam without proper notice or valid reason may result in cancellation of proctoring privileges

ADA Accommodations

ADA Testing Accommodations

On occasion, proctors may be asked by NCCT to lengthen test time (or make other testing accommodations) for candidates with ADA-qualifying disabilities who have received prior approval from NCCT. These candidates will have applied well in advance to NCCT and supplied the necessary documentation. The proctor will receive written documentation of this approval of the specific accommodation(s) prior to the test date. No one can request accommodations, or be approved for accommodations, on the day of the test. Proctors may only provide accommodations if explicitly instructed to do so by NCCT staff in advance.

No one at the test site has the authority to grant accommodations. If a candidate tells you they need accommodations and no one from NCCT has advised you of it, please call us. If it is after business hours, the candidate must either test without accommodations or reschedule the testing.

Preparing for the Exam

Day Before the Exam:

Print and Review Roster

- Proctors must print and review the most up-to-date exam roster the day before the scheduled examination. The roster includes the **exam access code**, which is required to begin testing.

Confidentiality of Access Code

- The access code must remain confidential. Proctors are required to enter the code **personally on each computer.** Do not display the code on a board, write it down, or share it verbally with the exam coordinator, candidates, or anyone else.

Verify Start Time

- Confirm the scheduled start time listed on the roster to ensure proper exam administration.

Day of the Exam:

Arrival and Room Readiness

- Proctors must arrive 10-15 minutes early to prepare the testing environment. Ensure the room is quiet, organized, and free of distractions.

Candidate Check-In

- Verify each candidate's identity by checking a government-issued photo ID (high school students may present a valid school-issued photo ID).
- Mark candidates present on the roster.

Review Policies with Candidates

- Remind candidates as they enter the room:
  - Bathroom breaks are limited to emergencies only and may only be taken one candidate at a time.
  - Personal belongings (bags, phones, notes, smart devices, etc.) are not permitted at the workstation.

Seating Arrangements

- Arrange candidates so they cannot see one another's computer screens or responses. Proper spacing and room layout are essential to maintain exam security.

Logging in and Starting the Exam

1. Candidates must use the Google browser to log in to their NCCT account at **www.ncctinc.com** using their username and password.
2. From their dashboard, they will be prompted to:
   - **Download NEST** (NCCT's secure browser*), OR
   - **Proceed to Test** if NEST is already installed.
3. Once inside the secure testing environment, candidates will reach the **Access Code screen.**
4. The **proctor must personally enter the code** into each candidate's computer.
   - Do not write the code down or provide it to candidates.
5. Candidates will then review the exam directions and rules before beginning their test.
6. **Proctor Script to be read.**

NCCT's Extension for Secure Testing (NEST)

As part of our commitment to maintaining exam integrity, NCCT utilizes a secure browser environment for all testing sessions. NEST restricts certain functionalities on test-takers' computers, preventing them from opening additional tabs or using copy-and-paste during the exam. This ensures test integrity and compliance with accreditation standards by safeguarding against content theft and collusion.

Test sites are required to have the NCCT's Extension for Secure Testing (NEST) Google extension installed. While NEST is typically pre-installed on testing computers before the exam date, it may need to be reinstalled on the day of the exam depending on your test site's system requirements.

See page 13 for NEST Installation Instructions

Day-of-Exam Checklist

Before Candidates Arrive:

- View/Print exam roster.
  - Ensure you have an up-to-date roster of all candidates.
- Remove or cover any materials on the walls that could assist candidates.
- Ensure the exam environment is quiet and free from distractions.
- Verify that computers are functioning properly.
- Arrange seating to prevent opportunities for cheating (e.g., space students apart).
- Verify that computers are functioning properly.
- Have IT support contacts available in case of technical issues.

At Check-In

Verify Candidates Identification
- Ensure candidate's name on the ID matches the name on the exam roster.

Remove Unauthorized Items
- If necessary, designate an area for personal belongings or instruct candidates to leave items in a locked vehicle.
- Unauthorized items include notepads, pens, cell phones, smartwatches, and other electronics.
- Remind candidates to silence all devices.

Review Exam Rules
- No talking or signaling to others.
- No bathroom breaks are permitted unless there is an emergency (follow NCCT guidelines).
- Consequences of cheating or misconduct will be enforced according to NCCT policy.

Proctor Pre-Exam Script

Not all instructions and directions must be read aloud to testing candidates.

Proctor Pre-Exam Script (Must be Read Aloud to Candidates):

"Before we begin the exam, I'd like to review a few important testing guidelines that you confirm and attest to prior to entering exam":

- ***No additional browser tabs or applications may be opened during the exam.***
- ***Absolutely no electronic devices are permitted in the testing room (e.g., phones, smart watches, or smart glasses).***
- ***If a technical issue arises, please raise your hand and I will assist you.***
- ***If you require an emergency bathroom break, please raise your hand quietly. Please remember:***
- ***Any question viewed for longer than one second, answered or unanswered, before the pause button will be locked and cannot be answered after your return, including bookmarked questions.***
- ***Only one candidate is permitted to be on an emergency bathroom break at a time.***
- ***Please be respectful of others - do not disturb fellow candidates. When you finish your exam, leave the test room quietly.***

Thank you for your cooperation, and best of luck on your exam."

During the Exam:

Keep Exam Access Code Confidential

- Enter the exam access code on each computer without displaying it publicly or stating it aloud.

Maintain Presence in the Exam Room

- Proctors must remain in the room with candidates at all times.

Control Exam Room Access

- No admittance to exam room after the test session starts. No late entries allowed.
- Candidates must remain in the room unless approved by the proctor.
- Only IT personnel may enter if there is a technical issue.

Positioning for Observation

- Position yourself to observe all candidates and their screens.
- Walk around the room discreetly, watching for suspicious behavior (e.g., unusual hand movements, eye wandering, or communicating with others.)

Monitor the Exam Room

- Monitor the exam room regularly to ensure a quiet environment.
- Ensure candidates are working independently.
- Only the NCCT testing window may remain open; no additional browsers, tabs, or programs may be accessed.
- Actively monitor candidate behavior and computer screens to ensure no unauthorized materials or information are accessed.

Handle Issues Promptly

- Address any technical difficulties or candidate inquiries quietly and calmly.
- Document any incidents in a proctor incident report.

NCCT

Lost Connection During the Exam

- Close and reopen the candidate's browser.
- Have the candidate log back into the NCCT website and sign in again.
- Enter the access code to resume the exam.

Reassure the candidate that the interruption will not affect their test. They will be able to resume at the exact point they left off, and the exam questions will appear in the same order. No testing time will be lost due to the interruption.

Time Allowed for Exams

3 hours	4 hours
Patient Care Technician Medical Office Assistant Phlebotomy Technician Medical Assistant ECG Technician Insurance & Coding Specialist Home Health Aide	Tech in Surgery - Certified (NCCT) Certified Postsecondary Instructor®

Test Item Challenges or Comments from Testers

If a candidate has concerns about a specific test item, they may use the **"Leave Feedback on Test Item"** button.

All comments are reviewed by NCCT staff. If deemed valid, the challenge is forwarded to the NCCT Board of Testing.

Candidates may also submit feedback about exam administration by:

- Emailing NCCT at contactus@ncctinc.com, or
- Completing the post-test survey.
- NCCT will only communicate the outcome of item challenges if the decision impacts the candidate's performance and the challenge is upheld.

Concluding the Exam:

Once candidates finish, they will:

- Exit the exam
- View their pass/fail results.
- Have the option to email their result letter to themselves.

Exam Room Etiquette

- Ask candidates who complete their exams to **exit the room quietly** to avoid disturbing others who are still testing.

After the Exam:

Return Collected Items

- Ensure candidates retrieve any personal items held during the exam.

Complete Incident Reports

- Submit all documented incidents or rule violations that occurred during the exam. Incident reports must be submitted by the end of the exam day.

Submit Proctor Checklist

- Ensure all sections of your checklist are complete before submission.

Test Misconduct

Be on the Lookout for...

Hidden notes: These could be in pockets, written on arms or legs, or hidden under keyboards. Watch candidates carefully for anyone who appears to be looking at something other than the screen. It is also a good idea to check the restroom for any hidden notes just before the test. Remember, no scratch paper is allowed, so there is no reason for notes to be in the room.

Candidate cooperation: Make sure no candidates communicate verbally or non-verbally. Cheating candidates have found creative ways to communicate. Position candidates as far apart as possible and watch carefully for this behavior.

Electronic devices: These should not be in the room to begin with. However, there are devices available today that may not be that obvious. The Apple Watch, for example, can allow access to the internet. Flash drives can be inserted into USB ports and used to steal test questions. Smart glasses can record and take screen shots. There are also easily concealable micro cameras available that can take pictures of screens.

Item harvesting: Sometimes candidates sign up for high stakes tests with no intention of passing. These candidates are there to steal test questions. They may attempt to use electronic devices (see above) or they may simply try to memorize questions. This behavior may occur when a candidate spends a long time looking at some items while speeding through the others. Candidates sign a nondisclosure agreement prior to the test and are specifically forbidden from this behavior. Report these incidents to NCCT with as much detail as possible.

If You Have a Test Misconduct Incident...

Quietly tell the candidate to return to the examination and stop the behavior. Do not escalate the encounter. Since you don't know the candidate personally, you cannot predict how they will respond to a confrontation. We also do not want to interrupt the concentration of other candidates if a candidate becomes belligerent.

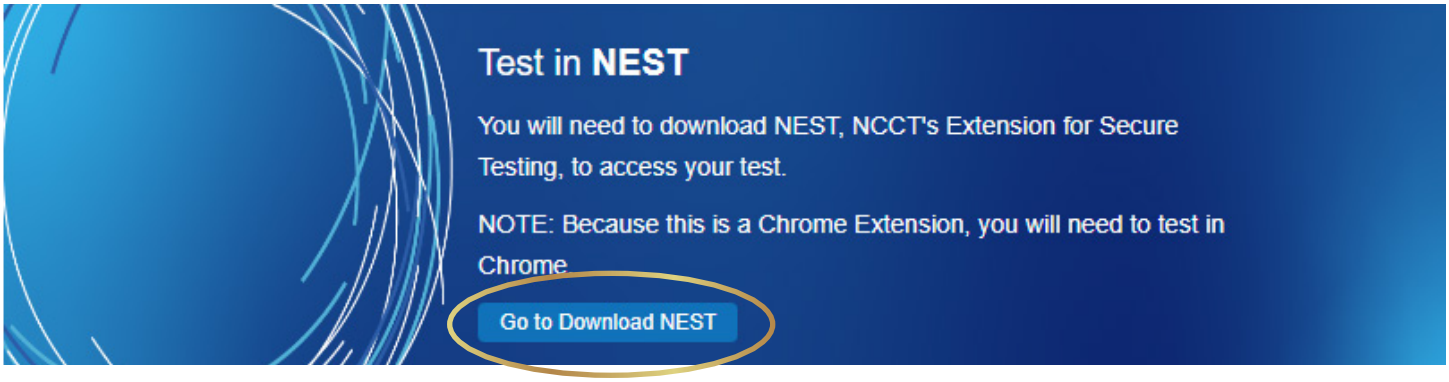
If a candidate is attempting to write down or otherwise obtain test questions, politely request the action be stopped. If they refuse to stop the behavior, request the candidate leave the testing room. If they refuse to leave, call the exam coordinator for additional assistance. Notify NCCT immediately via the incident report.

Incident Reporting

Report the incident in as much detail as possible on the Proctor Incident Report from your online account. Include complete information on what you saw the candidate doing. Make sure you provide the candidate's name, ID number, time, date, exam name, and any other available details. Allow the candidate to finish testing unless they are doing something that compromises the ability of others to test quietly and securely. If this should occur, politely ask the candidate to leave. If they refuse to leave or stop the behavior, call the exam coordinator for additional assistance.

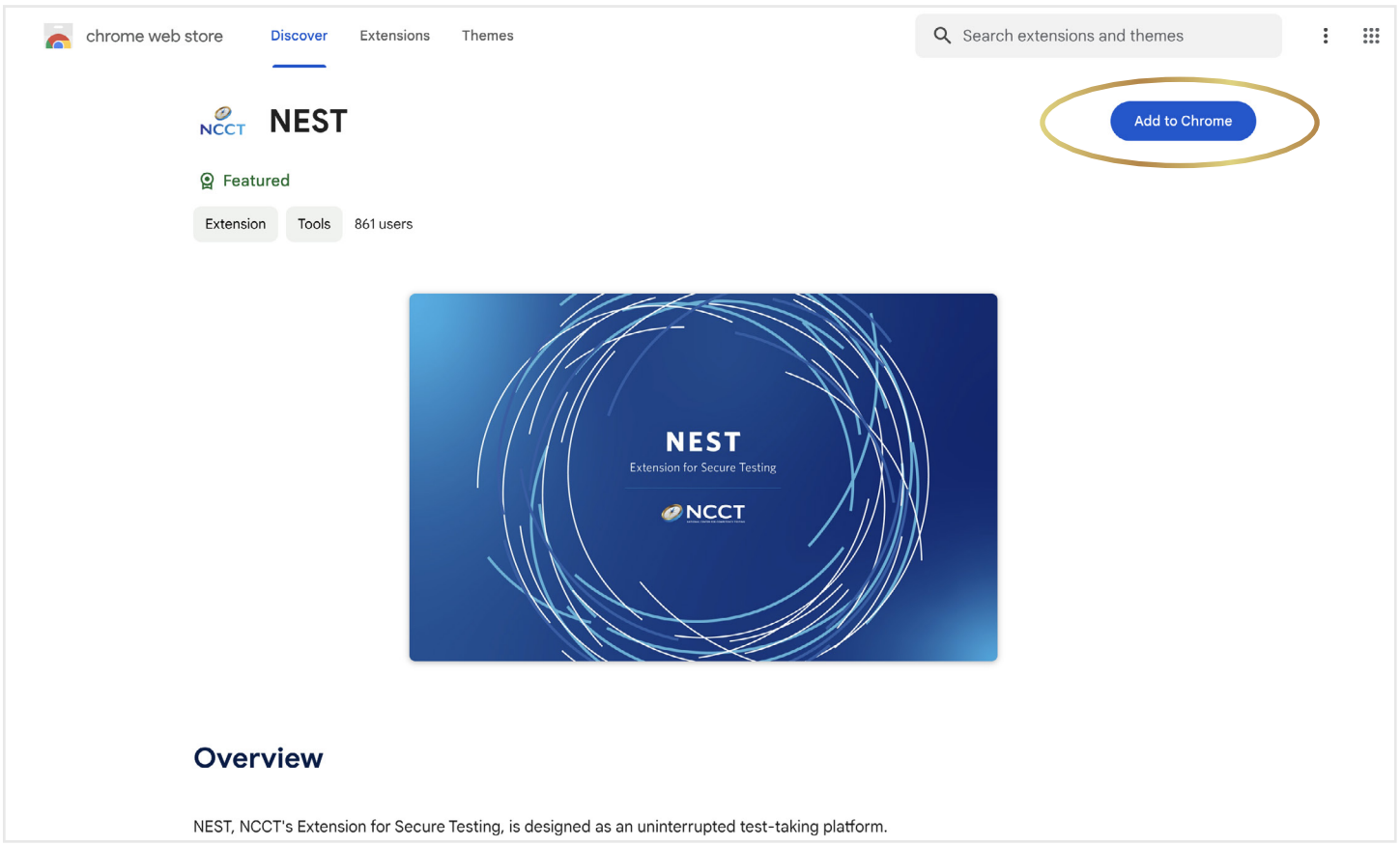
Installing NEST

1. Must be using Google Chrome as your browser.
2. Log in to account at www.ncctinc.com located in the top right corner.
   - Applicant will need username and password to log in to exam.
3. You will then receive the below message if N.E.S.T has not already been installed.
   - Click the "Go to Download N.E.S.T.".



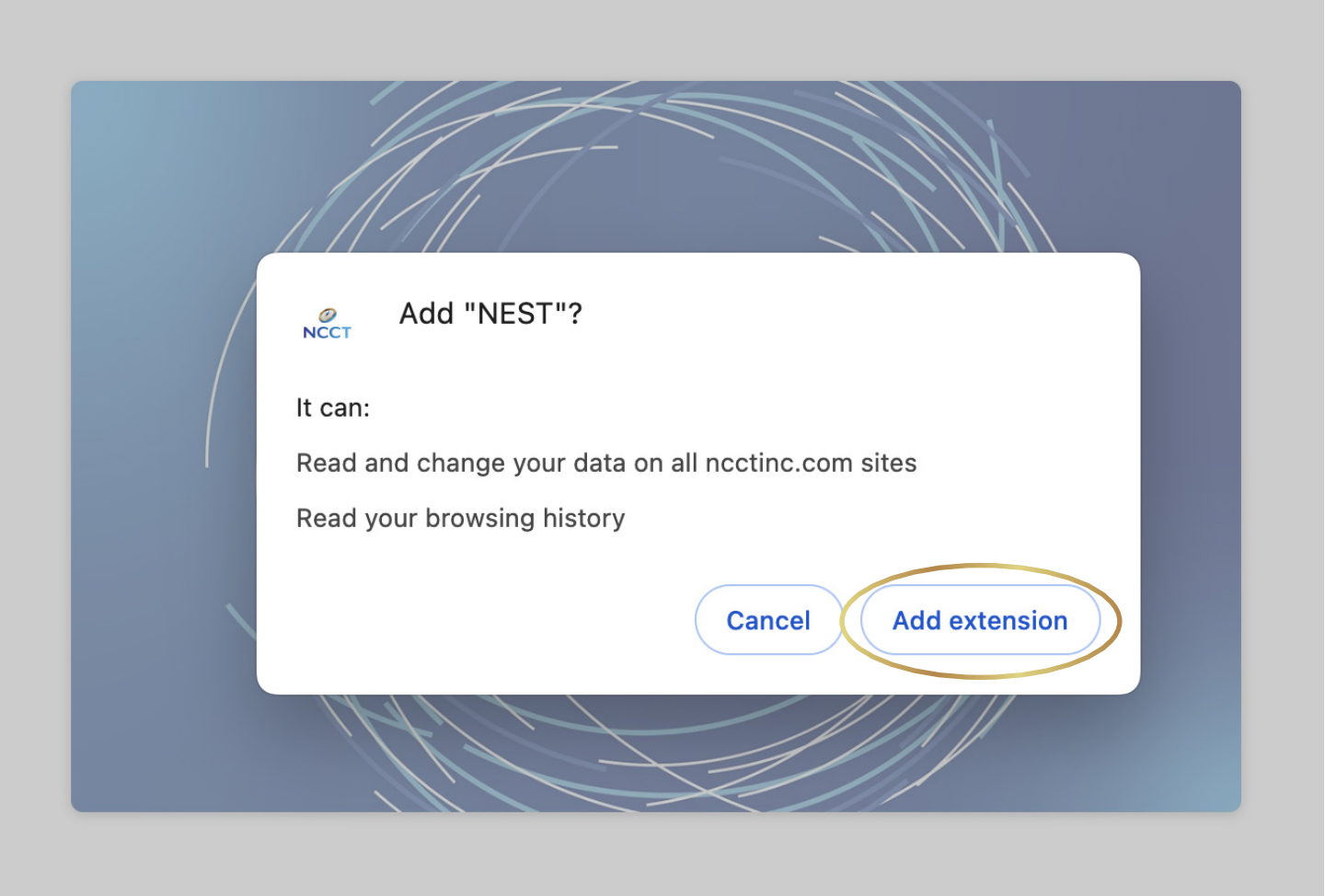
4. When you get to this screen, you will click the blue link "Add to Chrome".

*Receiving a failed install message - contact your IT admin support, as an admin may need to install the extension at network levels due to securities.

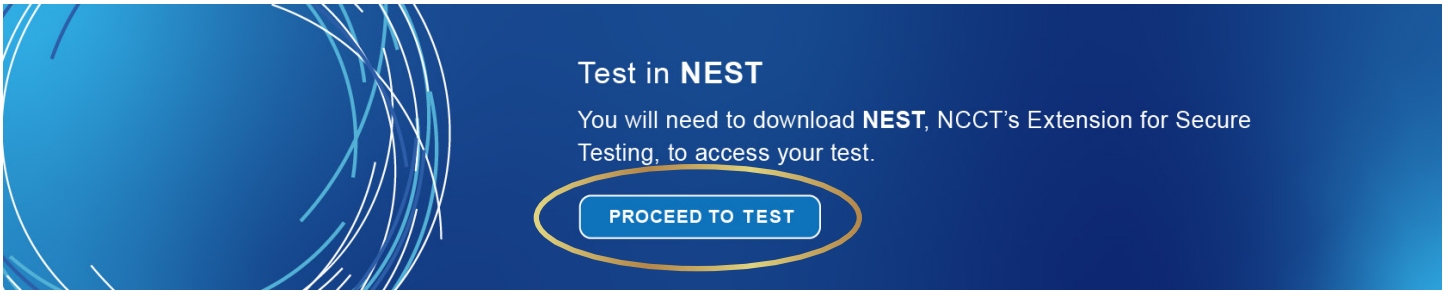


1. In the event there is a failed attempt to install, the IT administration team will need to allow access to the chrome store. Please give this link to the admin team: *https://chromewebstore.google.com/detail/nest/kpfmkkjohindfmbmfbogbckockamiffc?pli=1*

2. Once you have clicked "Add to Chrome", you will then be asked to "Add Extension".



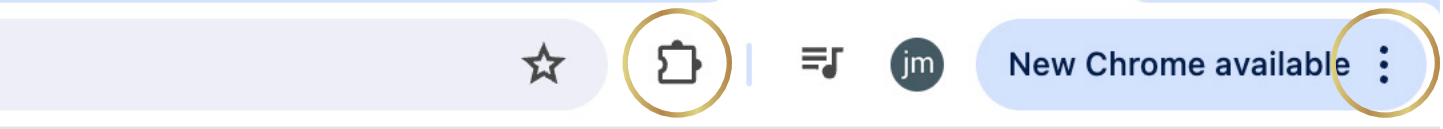
3. Once you have added the extension, you will go back to your "NCCT Dashboard". Here you will click on "proceed to Test".



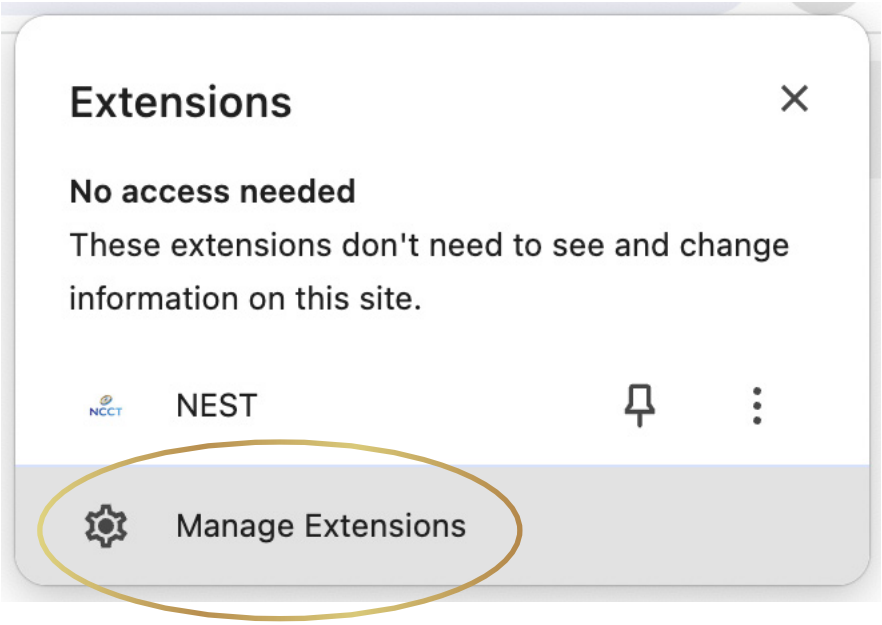
4. Stop: An access code will be provided by the on-site proctor.

Removing NEST

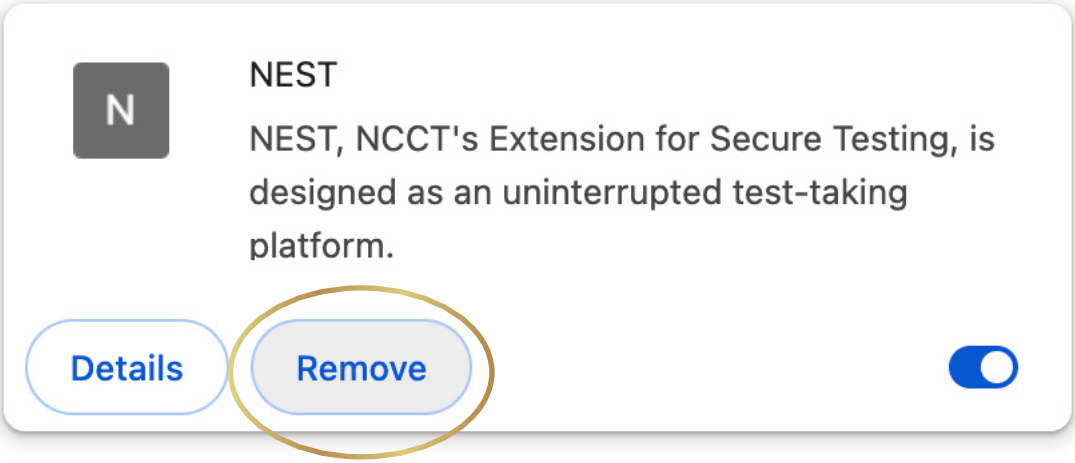
1. Below you will note links that generally appear at the top of the Google Chrome page. You may remove 'NEST' from the extension tab link noted in yellow below. *Note: This extension can be removed from your device. NEST only interacts with NCCT Testing, so feel free to remove once you finish testing.*



2. To remove extension, click on ***"Manage Extensions"***.

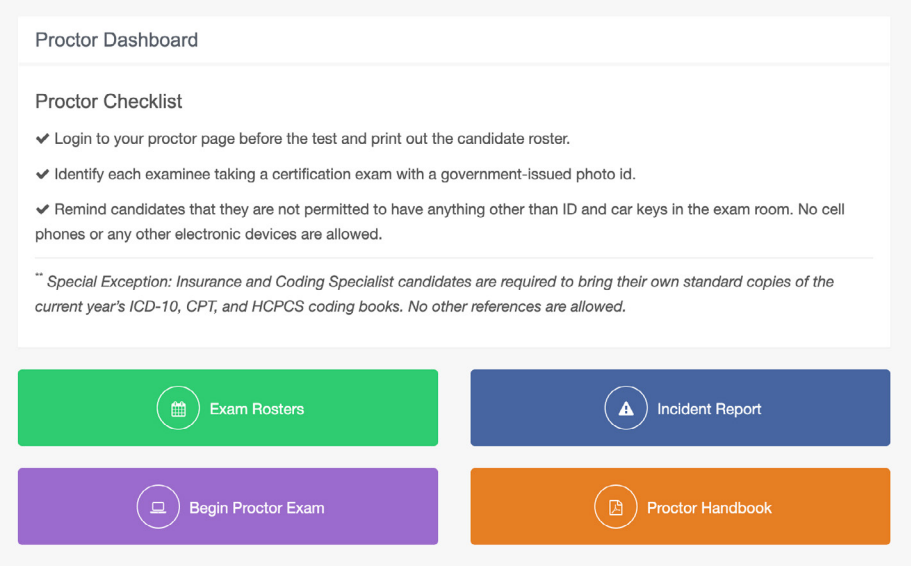


3. Click ***"Remove"***

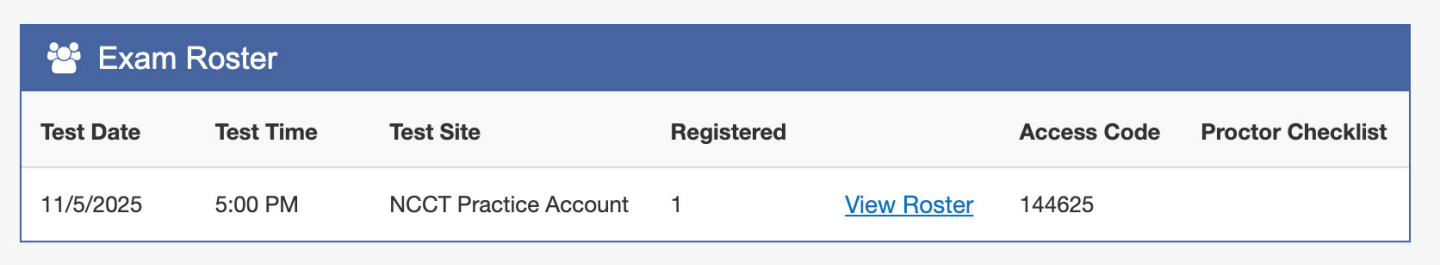


Check-In Process and Exam Start

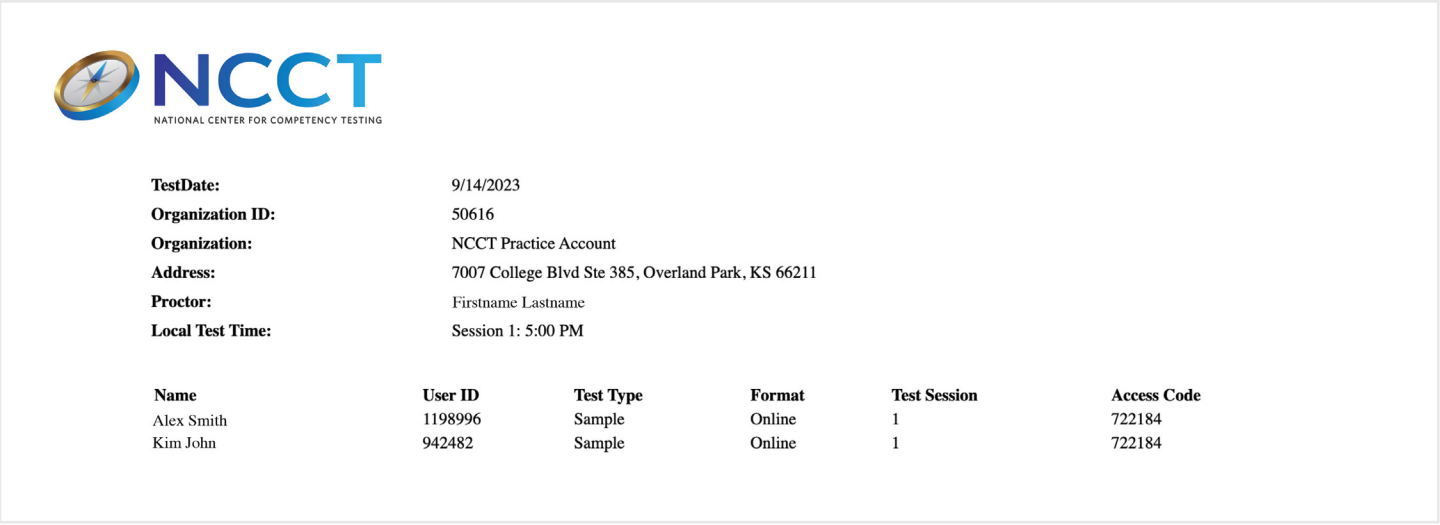
1. If you are administering an online test, log in to your proctor dashboard on the NCCT website (ncctinc.com).



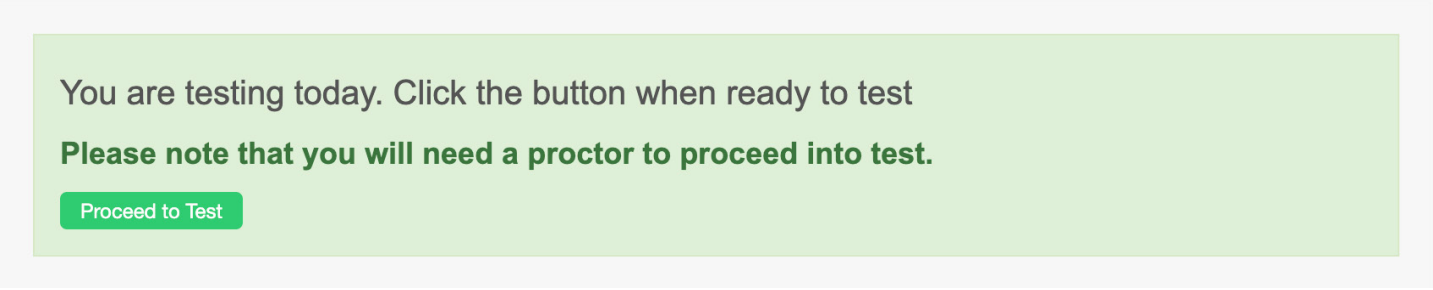
2. Then click the green tab, "Exam Rosters".



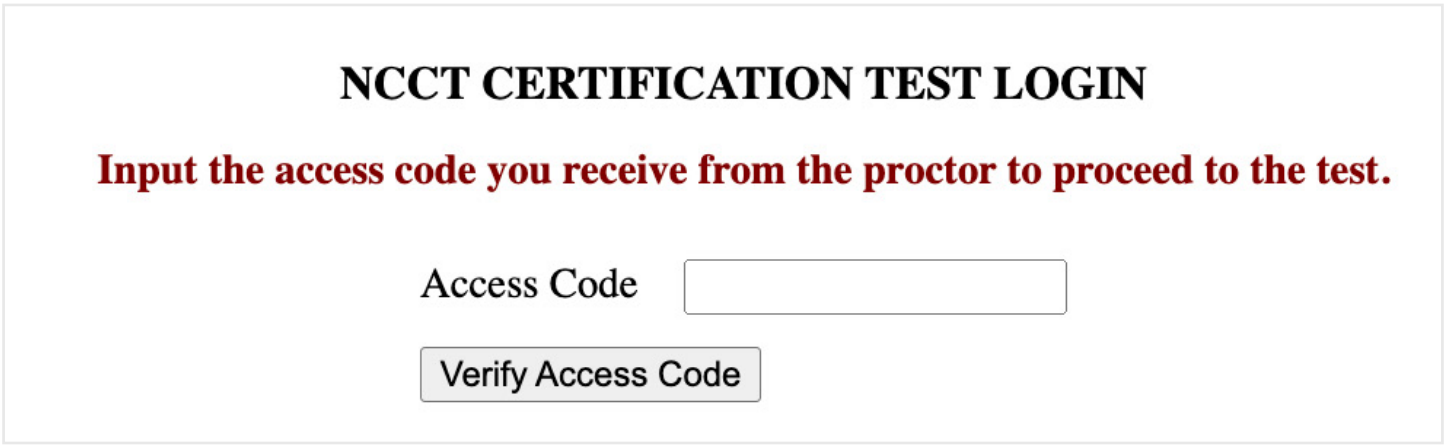
3. This view will show your proctor schedule. You will see if applicants are registered to test. You will choose the appropriate date and click "View Roster".



4. Once you have confirmed that applicants' identity with their government-issued Photo ID, you will have the applicant log in to their dashboard on NCCT. *Note: High school students may present valid school-issued ID.*



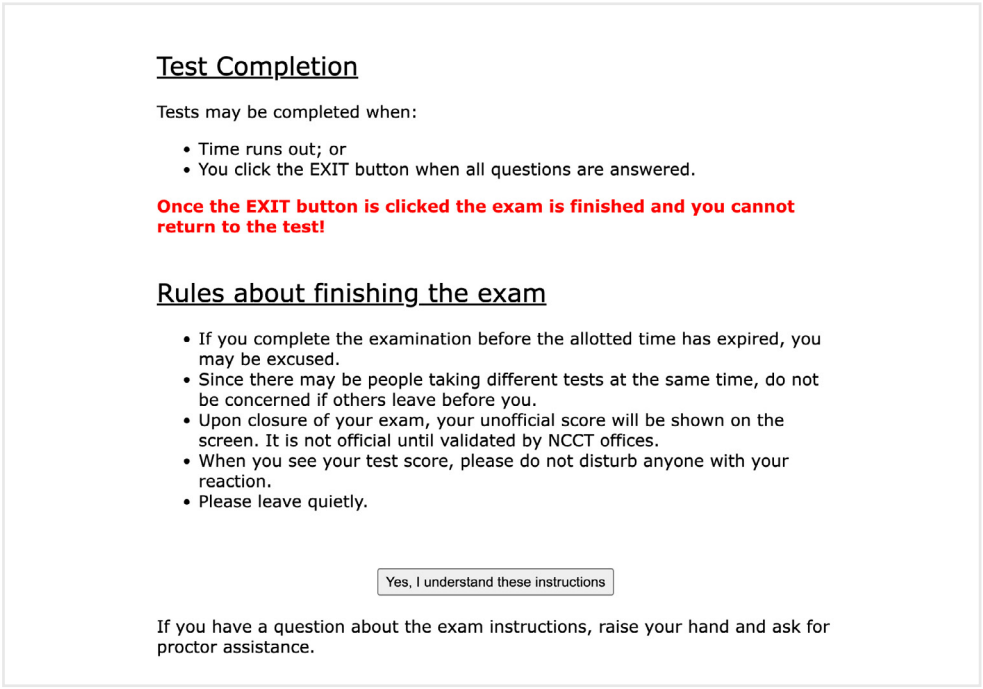
5. The applicant will see the above prompt. Applicant must be logged in to their NCCT account. Instruct the applicant to select "Proceed to Test".



6. You will provide the applicants with the access code found on the proctor roster. Once the Access Code is verified, applicant will get the following message.
**Note: the access code is confidential. Do NOT write it down on boards or share it with others.*

7. Applicant will click "Yes, Continue".

The test instructions will appear (see below). Once candidates click “Yes”, I understand these instructions, they will be taken to the security attestation page.



Test Completion

Tests may be completed when:

- Time runs out; or
- You click the EXIT button when all questions are answered.

Once the EXIT button is clicked the exam is finished and you cannot return to the test!

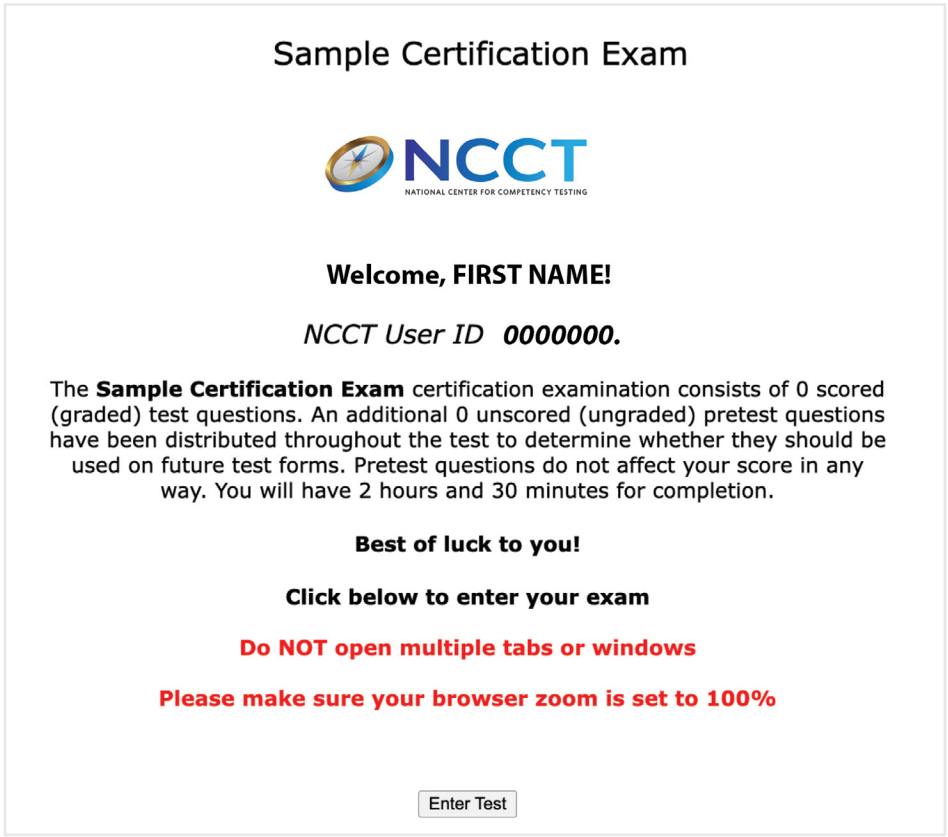
Rules about finishing the exam

- If you complete the examination before the allotted time has expired, you may be excused.
- Since there may be people taking different tests at the same time, do not be concerned if others leave before you.
- Upon closure of your exam, your unofficial score will be shown on the screen. It is not official until validated by NCCT offices.
- When you see your test score, please do not disturb anyone with your reaction.
- Please leave quietly.

Yes, I understand these instructions

If you have a question about the exam instructions, raise your hand and ask for proctor assistance.

After they agree to the security attestation, the screen below will appear. Once candidates verify their name they will be taken to the next screen.



Sample Certification Exam

NCCT
NATIONAL CENTER FOR COMPETENCY TESTING

Welcome, FIRST NAME!

NCCT User ID ***0000000.***

The **Sample Certification Exam** certification examination consists of 0 scored (graded) test questions. An additional 0 unscored (ungraded) pretest questions have been distributed throughout the test to determine whether they should be used on future test forms. Pretest questions do not affect your score in any way. You will have 2 hours and 30 minutes for completion.

Best of luck to you!

Click below to enter your exam

Do NOT open multiple tabs or windows

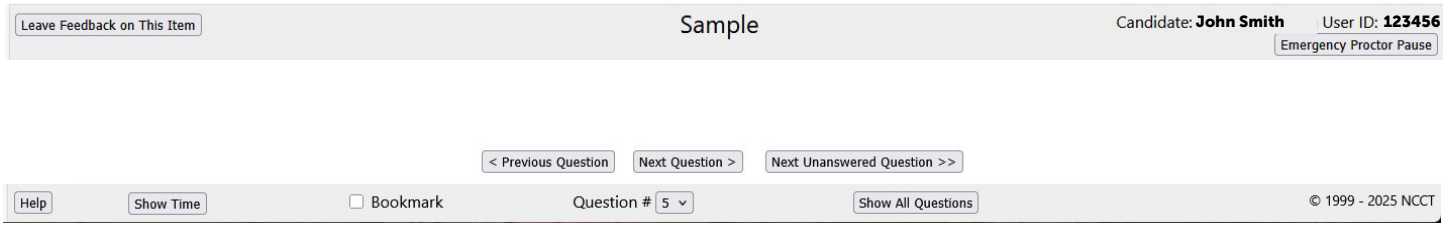
Please make sure your browser zoom is set to 100%

Enter Test

Once the candidate clicks “Enter Test” the exam begins.

Test Controls

The following image illustrates the exam controls visible to candidates during testing. A description of each control is provided below for reference.



Previous Question [Button]
This button will bring you to the test question previous to the one currently visible.

Next Question [Button]
The button will bring you to the next test question.

Next Unanswered Question [Button]
This button will bring you to the next unanswered test question. If all test questions have been answered, it will bring you to the first test question on the test.

Help [Button]
Clicking the Help button brings up test controls.

Show Time [Button]
This button will show the time remaining when you click on it. Clicking this button again will hide the time.

Show All Questions [Button]
This button will display the Test Question Navigator, which shows a list of all questions on your test. See the Test Question Navigator section for more details.

Question Number [Drop-down]
Select the question number in this drop-down to navigate to a particular question in your test.

Bookmark [Checkbox]
Checking this box will bookmark the question, allowing you to move on and come back later. You will know a question is bookmarked by the red bar that appears above the question, as well as a red exclamation point next to the question number in the Test Question Navigator.

Leave Feedback on Test Item [Button]
Clicking on this button will allow you to leave a comment for NCCT about a test question.

Test Question Navigator
The Test Question Navigator shows a list of all questions on the current test. The current question will be underlined. Test questions numbered in bold type have not been answered. A red exclamation point (!) next to a question number means that question has been bookmarked by you. Clicking any test question number will bring you to the corresponding question in the test.

Emergency Proctor Pause Test [Button]
This is for emergency only. Please notify your proctor before using this button. Clicking on this button will bring up a warning screen to confirm that you want to pause the test. If you proceed with pausing the test, items that you have visited for 1 second(s) or more answered, unanswered, or bookmarked, will be locked away and not accessible when you come back. All unanswered items will be scored at "0", decreasing your chances of passing this exam. The Pause Button will no longer be visible once you have answered all of the questions.

Proctor Checklist

PRE-EXAM PREPARATION

☐ **Understand Exam Policies:**
Review all relevant exam policies, including rules for time limits, permitted materials, breaks, and candidate behavior. Refer to the proctor handbook as necessary.

☐ **View/Print Exam Roster:**
Ensure you have an up-to-date roster of all candidates.

EXAM ENVIRONMENT PREPARATION

☐ **Prepare the Exam Room:**
- Remove or cover any materials on the walls that could assist candidates.
- Ensure the exam environment is quiet and free from distractions.
- Arrange seating to prevent opportunities for cheating (e.g., space students apart).
- Verify that computers are functioning properly.
- Have IT support contacts available in case of technical issues.

STUDENT CHECK-IN

☐ **Verify Identification:**
Ensure candidates name on the ID matches the name on the exam roster.

☐ **Remove Unauthorized Items:**
Designate an area for personal belongings or instruct candidates to leave items in a locked vehicle. Unauthorized items include notepads, pens, cell phones, smartwatches, and other electronics. Remind candidates to silence all devices.

☐ **Review Exam Rules:**
Go over exam policies, including:
- No talking or signaling to others.
- No bathroom breaks are permitted unless there is an emergency (follow NCCT guidelines).
- Consequences of cheating or misconduct.

☐ **Address Candidate Questions:**
Clarify any questions or concerns candidates may have before the exam begins.

DURING THE EXAM

☐ **Keep Exam Access Code Confidential:**
Enter the exam access code on each computer without displaying it publicly or stating it aloud.

☐ **Maintain Presence in the Exam Room:**
Remain in the room with candidates at all times.

☐ **Control Exam Room Access:**
- No admittance to exam room after the test session starts. No late entries allowed.
- Only IT personnel may enter if there is a technical issue.

Proctor Checklist

☐ **Positioning for Observation:**

- Position yourself to observe all candidates and their screens
- Walk around the room discreetly, watching for suspicious behavior (e.g., unusual hand movements, eye wandering, or communicating with others).

☐ **Monitor the Exam Room:**

Remain in the room with candidates at all times.

☐ **Handle Issues Promptly:**

- Address any technical difficulties or candidate inquiries quietly and calmly.
- Document any incidents in an incident report.

POST EXAM TASKS

☐ **Return Collected Items:**

Ensure candidates retrieve any personal items held during the exam.

☐ **Complete Incident Reports:**

Submit all documented incidents or rule violations that occurred during the exam. Incident reports must be submitted by the end of the exam day.

☐ **Submit Proctor Checklist:**

Ensure all sections of your checklist are complete before submission.

COMMENTS

Provide Feedback:

If necessary, provide constructive feedback on the exam process to improve future sessions. Please email proctoringservices@ncctinc.com

Contact

Thank You

A sincere thank you for your dedication to making each exam a success. NCCT could not operate without our loyal proctors. If you have any questions at any time during the exam please reach out to us.

Business Hours:

Monday-Friday: 7:30am to 5:00pm CST

Sunday & Sunday: Closed

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