NCCT

NATIONAL CENTER FOR COMPETENCY TESTING

Candidate Handbook

Candidate Handbook
for NCCT

Revised: June 2023
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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.

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Mission Statement

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

About NCCT

Established in 1989, the National Center for Competency Testing (NCCT) is a 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:

- ECG Technician
- Insurance and Coding Specialist
- Medical Assistant
- Medical Office Assistant
- Patient Care Technician
- Phlebotomy Technician
- Postsecondary Instructor
- Surgical Technologist

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).

Both the Commission on Accreditation of Allied Health Education Programs (CAAHEP) and the Accrediting Bureau of Health Education Schools (ABHES) approves the NCMA certification examination for use as a program outcome measure.

Board of Testing

The NCCT Board of Testing (BOT) was established in 2008 to promote the highest standards fro 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 BOT 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 BOT are developed and administered in compliance with nationally accepted accreditation standards for certification programs. The BOT is solely responsible for essential decisions related to the development, administration, and ongoing maintenance of the certification programs.

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.

Certification as an ECG Technician (NCET)
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, physicians offices, and outpatient clinics.

Certification as an Insurance and Coding Specialist (NCICS)
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.

Certification as a Medical Assistant (NCMA)
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 management. The NCMA is typically employed in medical-practice settings such as physician offices and outpatient clinics.

Certification as a Medical Office Assistant (NCMOA)
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 physicians offices, outpatient clinics, and specialty practices.

Certification as a Patient Care Technician (NCPCT)
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 home health, long-term care, assisted living, and hospital settings.

Certification as a Phlebotomy Technician (NCPT)
Demonstrates healthcare-specific competency and a commitment to consumer safety by entry-level allied health professionals who are qualified 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 offices, and outpatient clinics.

Certification as a Tech in Surgery-Certified (TS-C (NCCT)
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 NCCT 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 NCCT is typically employed in medical-practice settings such as inpatient hospitals or outpatient surgical centers.

Certification as a Cerified 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 NCCT 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.

Benefits of Certification

Certification is a standardized process, often voluntary, 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 voulntarily 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 is 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 (ROP) Facilities
- Outreach Training Centers
- Medical Laboratories
- Centers for Employment
- Centers for Workforce Development
- Job Corps Centers
- U.S. Armed Forces

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 BOT.

Eligibility Criteria

NCCT has developed requirements for eligibility 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 have 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.

NCCT has three (3) 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 working as a practitioner.
- Certification is not conferred until candidates submit all required documentation and fees, and pass the certification examination.

ROUTE 1 EDUCATION	ROUTE 2 QUALIFICATION BY EXPERIENCE	ROUTE 3 MILITARY
A. CURRENT STUDENT A student in an 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 challenge of the certification examination, students must fulfill the following 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 years after successful program completion for the certificate to be released. **B. CURRENT STUDENT** A graduate within the past five (5) years from an educational program validated by NCCT. After successful challenge of the certification examination, graduates must fulfill the following 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.	• Verifiable experience as a practitioner within the past five (5) years. • Submission of a copy of the official high school diploma (or equivalent). • Submission of the Qualification by Experience form completed by an employer. • Completion of additional credential-specific requirements, as published. • Fulfillment of credential-specific experience requirements, as published.	• Submission of a copy of a Joint Services Transcript (JST), Sailor Marine Corps American Council on Education Registry Transcript (SMART), American Council on Education Registry Transcript System (AARTS), Coast Guard Institute (CGI), Community College of the Air Force (CCAF) transcript, or DD214 indicating successful completion of a formal medical services training program by the United States Armed Forces. Documents must relate to the discipline in which the candidate is testing. • Completion and submission of the credential-specific Critical Skill Competency form, as applicable.

Credential-Specific Eligibility Criteria

Certification as an EGC Technician (NCET)
All routes require a candidate to be a United States high school graduate or hold equivalent credentials (e.g, GED).

Route 1A: A current student in an ECG Technician program from an NCCT (authorized) school
- must submit a copy of the ECG Technician diploma, certificate of completion, or transcript with successful completion date; and
- must submit all required documentation within two (2) years of program completion.

Route 1B: Graduates from an ECG Technician program from an NCCT (authorized) school within the past five years.

Route 2: One (1) year of verifiable full-time experience as an ECG Technician practitioner within the past five years.

Route 3: Candidates completion of ECG Technician training or its equivalent during US military service within the past five years.

Certification as an Insurance and Coding Specialist (NCICS)
All routes require a candidate to be a United States high school graduate or hold equivalent credentials (e.g, GED).

Route 1A: A current student in an Insurance and Coding program from an NCCT (authorized) school
- must submit a copy of the Insurance and Coding diploma, certificate of completion, or transcript with successful completion date; and
- must submit all required documentation within two (2) years of program completion.

Route 1B: Graduates from an Insurance and Coding program from an NCCT (authorized) school within the past five years.

Route 2: One (1) year of verifiable full-time experience as an Insurance and Coding practitioner within the past five years.

Route 3: Candidates completion of ECG Technician training or its equivalent during US military service within the past five years.

Certification as a Medical Assistant (NCMA)
All routes require a candidate to be a United States high school graduate or hold equivalent credentials (e.g, GED).

Route 1A: A current student in a Medical Assistant program from an NCCT (authorized) school
- must submit a copy of the Medical Assistant diploma, certificate of completion, or transcript with successful completion date; and
- must submit all required documentation within two (2) years of program completion.

Route 1B: Graduates from a Medical Assistant program from an NCCT (authorized) school within the past five years.

Route 2: Two (2) year of verifiable full-time experience as a Medical Assistant practitioner within the past five years.

Route 3: Candidates completion of Medical Assistant training or its equivalent during US military service within the past five years.

Certification as a Medical Office Assistant (NCMOA)
All routes require a candidate to be a United States high school graduate or hold equivalent credentials (e.g, GED).

Route 1A: A current student in a Medical Office Assistant program from an NCCT (authorized) school
- must submit a copy of the Medical Office Assistant diploma, certificate of completion, or transcript with successful completion date; and
- must submit all required documentation within two (2) years of program completion.

Route 1B: Graduates from a Medical Office Assistant program from an NCCT (authorized) school within the past five years.

Route 2: One (1) year of verifiable full-time experience as a Medical Office Assistant practitioner within the past five years.

Route 3: Candidates completion of Medical Office Assistant training or its equivalent during US military service within the past five years.

Certification as a Patient Care Technician (NCPCT)

All routes require a candidate to be a United States high school graduate or hold equivalent credentials (e.g, GED).

Route 1A: A current student in a Patient Care Technician program from an NCCT (authorized) school

- must submit a copy of the Patient Care Technician diploma, certificate of completion, or transcript with successful completion date; and
- must submit all required documentation within two (2) years of program completion.

Route 1B: Graduates from a Patient Care Technician program from an NCCT (authorized) school within the past five years.

Route 2: One (1) year of verifiable full-time experience as a Patient Care Technician practitioner within the past five years.

Route 3: Candidates completion of Patient Care Technician training or its equivalent during US military service within the past five years.

Certification as a Phlebotomy Technician (NCPT)

All routes require a candidate to be a United States high school graduate or hold equivalent credentials (e.g, GED).

Route 1A: A current student in a Phlebotomy Technician program from an NCCT (authorized) school

- must submit a copy of the Phlebotomy Technician diploma, certificate of completion, or transcript with successful completion date; and
- must complete and submit the Phlebotomy Technician Certification Critical Skills Competency form; and
- must submit all required documentation within two (2) years of program completion.
  - Documentation of successful blood collection experience is required.

Route 1B: Graduates from a Phlebotomy Technician program from an NCCT (authorized) school within the past five years.

Route 2: One (1) year of verifiable full-time experience as a Phlebotomy Technician practitioner within the past five years.

Route 3: Candidates completion of Phlebotomy Technician training or its equivalent during US military service within the past five years. Completion and submission of the Phlebotomy Technician Certification Critical Skills Competency form.

Certification as an Tech in Surgery-Certified (TS-C (NCCT))

All routes require a candidate to be a United States high school graduate or hold equivalent credentials (e.g, GED).

Route 1A: A current student in a Surgical Technology program from an NCCT (authorized) school

- must submit a copy of the Surgical Technology diploma, certificate of completion, or transcript with successful completion date within 60 days of graduation;
- must complete and submit a Tech in Surgery-Certified (NCCT) Critical Skills Competency form; and
- must complete case documentation within two (2) years of the test date.
  - Case documentation requires a minimum of 125 surgical cases including a minimum of 50 scrubs in general surgery; a minimum of 20 scrubs in orthopedic surgery; and a minimum of 55 scrubs in at least two of the following areas: Gynecology, Genitourinary, Cardiovascular, Neurosurgery, Obstetrics, Thoracic, Peripheral, Vascular, Ophthalmology, Otorhinolaryngology, Plastic/Reconstructive, other (specify).

Route 1B: Graduates from a Surgical Technology program from an NCCT (authorized) school within the past five years.

Route 2: Three (3) year of verifiable full-time experience as a Surgical Technology practitioner within the past five years.

Route 3: Candidates completion of Surgical Technology training or its equivalent during US military service within the past five years. Completion and submission of the Tech in Surgery-Certified (NCCT) Critical Skills Competency form.

Certification as a Certified Postsecondary Instructor (CPI)

- Minimum of a high school diploma, or equivalent. Submission of a copy of a US high school diploma or equivalent credentials (e.g., GED). Candidates with a college degree may submit a copy of the official degree/diploma.
- Minimum of six (6) months full-time teaching experience (or equivalent) at the postsecondary level. Experience must be verified by the individual asked to complete the published NCCT Reference Form.
- Character reference. Candidates must use the published NCCT Reference 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 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 via Route 1 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.

Route 1 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 route. This time period is congruent with the job-analysis cycle if 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 routes outside the typical academic path. Candidates from Route 2 must pass the same written examination as candidates from Route 1, which serves as an independent outcome measure of whether or not they posses the identified cognitive skills and knowledge to meet established criteria. Candidates must also submit a "Qualification by Experience" form completed and 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 of Route 1 candidates.

Military
Graduates of formal military training programs meet the same requirements of Route 1 candidates. Active military or veterans of US military service without formal military training meet the same requirements as Route 2 candidates. The armed forces have performed extensive cross referencing between military and civilian job titles and job tasks or duties.

Eligibility Appeals

A candidate whose eligibility for initial certification has been denied may request reconsideration of the decision. The formal request for reconsideration must be submitted in writing to the NCCT within thirty days of an adverse decision. The request should state the reasons the candidate believes he/she is eligible for certification and how he/she complies with the published requirements. NCCT will review the request within 15 days.

Application Requirements

NCCT provides online applications for the certification examination process. Applicants can request a paper application, but note that paper applications are only accepted via mail. Processing times for paper applications will take longer to process. Applicants may expedite the registration process by completing an online application at ***www.ncctinc.com*** via the "Get Certified" page. Online applications are not downloadable.

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.

Supporting Documentation

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

With the expectation of Route 1A certification candidates, NCCT requires that all documentation be received for verification of eligibility 14 days prior to a requested test date. Route 1A applicants are not required to send documentation to NCCT prior to taking the examination, however, official certificates 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.

To upload supporting documentation to your user profile on the NCCT website:

1. Login with your NCCT user ID
2. Go to "Profile"
3. Scroll to "Upload Required Document(s)"
4. Go to "Choose File"
5. Choose the file you wish to upload
6. Click "Upload"

Documentation Verification

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

Education

NCCT requires primary source verification of all educational certificates and/or degrees. Candidates testing prior to graduation must obtain the signature of an authorized school/program official as part of the application process; the official verifies the student status. Colleges/programs must also provide copies of official certificate/transcript documents to NCCT as part of the Program Eligibility Application process, used for verifying authenticity of graduate documents.

Critical Skills and Experience

Route 2 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 Route 1 and 3 applicants. These forms must be completed and signed by the applicant's direct patient care supervisor.

Full Contact information must be provided for verification on all forms.

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.

Examination Fees

All routes:
• NCET, NCICS, NCMA, NCMOA, NCPCT, NCPT $119
• TS-C (NCCT) $199
• CPI $119

Incomplete Applications

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

Candidates are notified once via email that the application is incomplete and what must be done to complete the application. If the candidate does not respond, an email notification is sent to inform the candidate that the application will not be processed.

Applications must be complete before they are processed and approved. Incomplete applications will not be returned, and application fees will not be refunded.

Exam Scheduling

All applications for testing must be received by NCCT a minimum of 14 days prior to the requested test date. NCCT certification staff will review and process all applications and supporting documentation within three to five 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. NCCT certification staff will add eligible candidates to the test site's official roster. If an application is received past the deadline, the applicant will be contacted by an NCCT representative for alternative testing arrangements.

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 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 an applicant determined to be ineligible to test will be sent a full refund of the examination fee, minus a $25 processing fee.

Prepairing for the Examination

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 as described on the following page.

Job Analysis & Detailed Test Plan	Item Development & Test Assembly	Setting the Passing Point & Data Analysis	Ongoing Development & Maintenance
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.	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.	The passing point for each examination is established using a criterion-reference 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.	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 Examination

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 course. 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.

Exam Specifications

Certification	Time Allotment	Format	Item Type	Operational Items	Pretest Items
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
Certification as a Tech in Surgery-Certified (NCCT)	4 hours	Computer-based		175	25
Certification as an ECG Technician (NCET)	3 hours	Computer-based		125	25
Certification as an Insurance & Coding Specialist (NCICS)	3 hours	Computer-based		100	25
Certification as a Medical Assistant (NCMA)	3 hours	Computer-based		150	15
Certification as a Medical Office Assistant (NCMOA)	3 hours	Computer-based		125	25
Certification as an Patient Care Technician (NCPCT)	3 hours	Computer-based		125	25
Certification as a Phlebotomy Technician (NCPT)	3 hours	Computer-based		125	25

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 question carefully before reading the possible response.
- 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.
- If testing online, be familiar with how to go back to review questions before closing out of the exam.

Language

All NCCT certification examinations are prepared and offered in English only. Special accommodations requesting translation dictionaries and/or extra time on the examination are not permitted.

Taking the Examination

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 US military bases. Typically, eligible educational programs seek authorization from the 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.

Candidates may provide feedback regarding the testing experience or content of the examinations using the online comment screen (computer administration). 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 response to individual questions.

Identification

To gain admission at the test site to take an NCCT examination, all candidates are required to present a valid, school photo ID or a valid, government issued, photo identification. 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 his/her 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 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.
- 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)
- 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 approval by the NCCT)
- Candidates taking the Insurance and Coding Specialist examination will need to bring their own ICD-10, CPT, and HCPCS coding manuals (standard versions) into the testing room. These manuals may be tabbed, but only coding notations appropriate for use on the job are permitted. NCCT certification exams are updated to reflect the current year codes on July 1st annually. Candidates testing prior to July 1 will need to bring coding manuals from the previous year.

- 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 ask a question about a testing procedure or problem. 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 consent 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).
- Candidates who need to leave the testing room during an examination may do so, after notifying the proctor, one person at a time. No additional time will be allotted. During this time candidates may not discuss the exam or consult with any source or reference material. Anyone identified or suspected of violating this policy will be denied re-admittance to the examination area. A report will be filed by the proctor with NCCT. NCCT reserves the right to retain all fees and invalidate the candidate's examination.
- Proctors will issue 30-minute and 15-minute warnings before the end of the examination periods. Candidates should complete the examination quietly and exit without disturbing others. No test materials, test documents, notes, scratch paper, or erasable whiteboards of any kind may be taken from the examination room.

Special Accommodations

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 accommodation 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 thew 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:

- complete the Request for Testing Accommodation Form in the candidate handbook;
- complete the Documentation of Disability-Related Needs Form in the candidate handbook; and
- submit documentation at least four (4) weeks prior to the testing date.

Requests for accommodations will be reviewed by NCCT certification staff. Applicants who request testing accommodations should be contacted within two weeks of the exam date to verify that appropriate accommodations will be made at the designated testing site. Responsibility to verify with the NCCT that accommodations have been made rests with the applicant.

Cheating

Individuals suspected of cheating will be subject to the NCCT disciplinary policies and procedures. Any incidents of suspected cheating, violation of any NCCT and/or test site policies, disturbances, attempts to remove test materials or notes from the testing room, or other exam-related irregularities will be reported immediately. All serious 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. NCCT reserves the right to investigate any test irregularities and to require retesting and/or cancellation if such irregularities cannot be satisfactorily explained.

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 Examination

Exam Results

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

Computer-administered examination results are provided on-site 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 and a total scaled score. Score reports for failing candidates will also include information on candidate performance in each content domain area along with guidance about limitations in interpreting and using the feedback and guidance for proper use, and limitations of this information.

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. 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 report. If a candidate receives a failing score report, NCCT will list the filing 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. The scaled cut score should not be confused with the raw cut score of the percentage of candidates who passed the exam.

NCCT reports certification exam scores on a scale of 0-100, with all pass points scaled to a score of 70. 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 form are harder or easier than on another, the same level of performance is required to meet the scaled passing score of 70 regardless of which form of the exam a candidate takes.

Re-Examination

Candidates who do not pass the examination upon first and second attempts may retest after thirty (30) days. After a third test failure, candidates must wait one year for a fourth and final attempt.

The wait-times between unsuccessful test challenges were established by the Board 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 the candidate must appeal to the Board of Testing to be allowed to re-certify to take the exam. At the time of re-qualification, there must be verifiable information available showing that the candidate has received additional education or training after the initial exam qualification.

Candidates in a retest waiting period are not authorized to schedule a test date unless it is outside the wait-time window. 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 utilize the comment forms the end of exam survey feature provided with web-based exams.

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 postmarked or emailed no later than 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 15 days of receipt and will obtain additional information from the test site and/or psychometrician, 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 of the result.

Irregularities

If NCCT's Testing Operations Department or psychometricians have concerns regarding the validity of any examination score, NCCT and 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.
- Removing test materials from the examination room.
- 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 if such irregularities cannot be satisfactorily explained. 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 or more than four times.
- Significant changes in scores of individuals or at a single test site.
- Identification, paperwork, processing, policy or other discrepancies.

Complaints and Disciplinary Actions

Introduction

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 Vice President of Exam Development 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.

Complaints

Complaint Submission

Complaints may be submitted by any individual or entity. Complaints should be reported to the Vice President of Exam Development 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.

Preliminary Review

Upon receipt and preliminary review of a complaint involving the certification program, the Vice President of Exam Development, in consultation with the Board Chair, 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 Vice President of Exam Development and Board Chair 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 certification Vice President of Exam Development and Board Chair to its submitter, if the submitter is identified. All such preliminary dispositions by the Board Chair are reported to the Board of Testing at its next meeting.

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

If a submission is deemed by the Vice President of Exam Development and Board Chair to be a valid and actionable complaint, the Board Chair 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. The president also will ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by the Board of Testing.

Complaint Review

For each complaint that the Board Chair 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

REVIEW COMMITTEE APPOINTMENT

The Board Chair appoints a Review Committee consisting of a minimum of the Vice President of Exam Development and three or more individuals, who are not members of the Board 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 as determined by the Chair.

REVIEW COMMITTEE RESPONSIBILITIES

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 Board of Testing or by NCCT staff or legal counsel. The Board Chair exercises general supervision over all investigations.

Both the individual submitting the complaint and the certificant who is the subject of the investigation (or his or her 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.

Members of the Review Committee will be reimbursed for necessary and reasonable expenses incurred in connection with the activities of the Review Committee.

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 under the supervision of the Review Committee Chair 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.

Board of Testing Determination

COMPLAINT DISMISSAL

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.

DETERMINATION OF VIOLATION

The Board of Testing reviews the recommendation of the Review Committee based upon the record of the investigation. The Board 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.

For sanctions that include or termination, a summary of the final determination and the sanction with the certificant's name and date is published by NCCT. This information will be published only after any appeal has either been considered or the appeal period has been passed.

Reprimand in the form of a written notice from the Board Chair normally is sent to a certificant who has received his or her first substantiated complaint. Suspension normally is imposed on a certificant who has received two substantiated complaints. Termination normally is imposed on a certificant who has received two substantiated complaints within a two year period or three or more substantiated complaints. The Board of Testing may, at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

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, 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 Vice President of Exam Development 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, 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.

Recertification

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

Purpose
NCCT requires continuing professional development of its certificants 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 provides certificants with the opportunity to demonstrate the reinforcement and expansion of their knowledge and skills, retain their knowledge of current practice, and assure the public that they have met current professional standards of qualifications and knowledge for practice required to maintain certification.

Recertification Requirements
The annual recertification requirements are the completion of contact/clock hours (CH) of continuing education and payment of a recertification fee. One contact/clock hour equals one hour of instruction in an eligible CE activity. Certificants are also required to adhere to the Code of Ethics and to notify NCCT of any felony convictions.

The recertification fee amount and required amount of CH vary according to the number of certifications held. Detailed recertification requirement information can be found within the *Guide to the Recertification Process* and on NCCT's 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. **NCCT CE online included with payment of the recertification fee.**

Several NCCT CE courses are ASCLS P.A.C.E.® approved, 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 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.

Recertification 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. It is the Board of Testing's belief that an individual who fails to recertify for five consecutive years no longer retains a valid NCCT credential.

The CH requirements were selected after researching benchmarks in all disciplines tested by NCCT.

Code of Ethics

Introduction

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 (Code) 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.

Purpose

The Code of Ethics established 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.

Code of Ethics

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 public listings 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.

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 certification is valid.

Sample Questions

Welcome to NCCT Testing!

Congratulations on taking the first step to become certified. We here at NCCT want to ensure that you are well prepared for your upcoming certification exam. Below you will find descriptions for the types of questions you will find on our certification exams as well as an example for each that you can work through.

Most questions on the exam will be Standard Multiple Choice questions, but you may also see a few of our Innovative Item Types. Look at each type of item below so that you will have a clear understanding of what to expect on the test!

Scroll down to view our sample items,
or click a link to jump to an item type of your choice:

Standard Multiple Choice | Hotspot | Drag and Drop | Multi-Select

Practice Test Example

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Standard Multiple Choice Items

In Standard Multiple Choice questions, candidates are asked to select the best possible answer from a list of options. Typically, examinees have four choices.

Which of the following must be filled out by the patient in order to forward payment to the physician's office?

- ○ **A.** coordination of benefits
- ○ **B.** assignment of benefits
- ○ **C.** remittance advise
- ○ **D.** explanation of benefits

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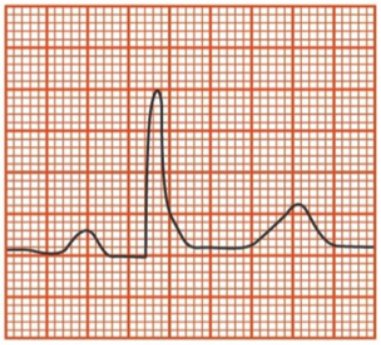
Hotspot Items

Hotspot Items will include a graphic with several clickable areas, or "hotspots," as choices for your response. To answer our example Hotspot Item, place your mouse over the correct spot on the figure and click.



Use the mouse to select the spot on the rhythm strip above that reflects atrial depolarization. Click the Next button when you are sure of your answer.

< Previous Question | Next Question > | Next Unanswered Question >>

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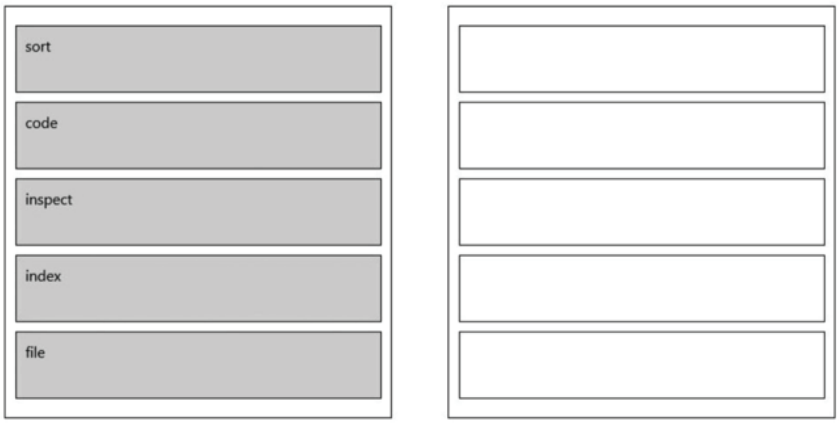
Drag and Drop Items

Drag and Drop Items will ask you to correctly place items from the left column into the right column in sequential order. To answer our example Drag and Drop Item place your mouse over the item you would like to place; then click and drag it to the correct position in the right column.

Place the procedural steps below in the correct order for filing patients' medical records. (Click and drag the options in the left column to their correct position in the right column).



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Multi-Select Items

Multi-Select Items ask you to select all responses that are correct for a given question. The question will specify how many correct answers there are.

Which of the following cleaning tasks after a procedure may the surgical technologist be responsible for? (Select the three (3) correct answers.)

- ☐ **A.** Place soiled instruments into a saline filled basin to begin the cleaning process.
- ☐ **B.** Remove all instruments from the sterile field and place into a leak-proof container for transportation to the sterile processing area.
- ☐ **C.** Remove soiled anesthesia equipment and send to sterile processing area.
- ☐ **D.** Remove the pads from the OR table in order to expose and clean the underlying areas of the table and the pads.
- ☐ **E.** Remove all disposable sharps from the sterile field and place into a basin for transportion to the sterile processing area.

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Practice Test Example

(Click PLAY to animate.)

Special Accommodations Request

NCCT
National Center for Competency Testing
Phone 800.875.4404
Fax 913.498.1243
www.ncctinc.com

If you have a disability covered by the Americans with Disabilities Act (ADA), please complete this form and the Documentation of Disability-Related Needs Form to submit with your examination application. The information you provide, and any documentation regarding your disability and special accommodation, will be treated with strict confidentiality and will not be shared with any source, without your express written permission, except for the NCCT and testing vendors.

CANDIDATE INFORMATION

Requested Testing Center: _____ Requested Testing Date: _____

Name (Last, First, Middle Initial, Former Name) _____

Mailing Address _____

City _____ State _____ Zip Code _____

Daytime Telephone Number _____

SPECIAL ACCOMMODATIONS

I request special accommodations for the _____ Examination.

Please provide (check all that apply):

_____ Special seating or other physical accommodations

_____ Reader for test directions

_____ Extended testing time (time and a half)

_____ Distraction reduced environment

_____ Other special accommodations (Please specify.)

_____

_____

Applicant Signature _____ Date _____

NOTE: *Test accommodation requests require at least 4 weeks to process.*

Submit this form with your examination application to:

NCCT, 11020 King Street, Suite 400, Overland Park, KS 66210

OR

email accommodations@ncctinc.com | ***fax*** 913.498.1243

Documentation of Disability-Related Needs

NCCT
National Center for Competency Testing
Phone 800.875.4404
Fax 913.498.1243
www.ncctinc.com

Please have this section completed by an appropriate professional (education professional, physician, psychologist or psychiatrist) to ensure that the NCCT and/or testing vendor is able to provide the required accommodations.

PROFESSIONAL DOCUMENTATION

I have known _____ since _____ /_____ /_____ in my capacity as a
Examination Candidate — Date

_____.
Professional Title/Credential(s)

This candidate has discussed with me the nature of the certification test to be administered and has asked for special accommodations based upon his/her ADA-covered disability, described below:

_____

_____

_____

It is my professional opinion that, because of the aforementioned disability, this candidate should be considered for the following test accommodation(s):

_____

_____

_____

Signed: _____ Title: _____

Printed Name: _____

Address: _____

_____

Telephone Number: _____ E-mail Address: _____

Date: _____ License # (if applicable): _____

Submit this form with your examination application to:

NCCT, 11020 King Street, Suite 400, Overland Park, KS 66210

OR

email *accommodations@ncctinc.com* | ***fax*** 913.498.1243