



TESTING SEASON FREQUENTLY ASKED QUESTIONS

EXAM DATE CREATION AND REGISTRATION

1. What is the best practice for candidates to register for an exam date and how far in advance should candidates register?

Exam registration requires the candidate attest they will be eligible to test on their exam day. Candidates should register as soon as they are on track to be eligible to test. Candidates must meet all eligibility requirements by their scheduled exam date. On-Site Exams: To ensure ample time is set for roster approval and the exam to be ready to run on exam day, registration should close eight days prior to the test date.

Helpful Links: [Applying for an Exam PDF](#)
[Applying for an Exam Video](#)

Third Party Exams (PSI) Exams: Once registration is complete, candidates have a 6-month window in which to register to take their NHA exam. Scheduling may occur as soon as 24-hours before an intended exam but is restricted to location/proctor availability.

Helpful Links: [Applying for a PSI Exam PDF](#)
[Applying for a PSI Exam Video](#)

2. What is Live Remote Proctoring and how does it differ from the other testing options available?

Live Remote Proctoring (LRP) was approved for all 8 of NHA's accredited exams in the Spring of 2020. Using a third-party (PSI) proctoring program, candidates can test in a remote and socially distanced environment. Institution users and administrators do not proctor LRP exams, but NHA's third-party vendor leverages a secure platform, trained proctors, and technology to monitor the individual test. More information on this is available through NHA's website.

3. How do I add exam dates to my calendar?

On-Site Exams If your program is set up to create your own exam dates, follow the steps on how to schedule an exam. If "Request New Exam" is not active, please contact [NHA Client Care](#). On-site exams should ideally be scheduled at least 8 days in advance of the exam date.

Helpful Links: [Scheduling an On-Site Exam PDF](#)
[Scheduling an On-Site Exam Video](#)

Third Party Exams (PSI) Exams: School personnel do not schedule PSI exams, nor are you responsible to proctor them. Rather, candidates can schedule their exams within a 6-month window of their exam application.

Helpful Links: [Scheduling a PSI Exam PDF](#)
[Scheduling a PSI Exam Video](#)

4. What if I need to re-open exam dates that have closed to add additional candidates?

*On-site Exams only

Once an exam registration has closed, the test will need to be re-opened to add additional candidates. This can only happen if the exam is still in “Closed” status (which you can see from the Upcoming Exams link in your NHA account). To either re-open or create a new exam date, you can contact [NHA’s Client Care Team](#).

Helpful Links: [Approving an Exam Roster PDF](#)
[Approving an Exam Roster Video](#)

5. What if a candidate misses their exam?

On-Site Exams: Candidates can re-schedule their tests free of charge, provided there are open exam dates for them to request for up to 6 months from the original exam date. Their exams can also be transitioned to Third Party (PSI) testing by request as needed, allowing the candidate to schedule at a location and time convenient for their schedule.

Helpful Links: [Rescheduling an NHA Exam PDF](#)

PSI Testing: Any third-party exam must be re-scheduled no later than 24 hours prior to the exam, otherwise candidates may forfeit the cost of the test and would need to pay a new exam fee to schedule a new test.

Helpful Links: [Re-Schedule a PSI Exam PDF](#)

NOTE: 3rd party exams that are missed cannot be re-scheduled without incurring additional cost.

6. What if a candidate accidentally registered with PSI instead of their institution?

Candidates who did not correctly associate their accounts with the proper organization prior to completing their exam applications would need to contact the [NHA Client Care Team](#) to withdraw their application. At that time, the correct association can be applied to their account and the exam reset.

EXAM DATE MANAGEMENT

1. How can I confirm or change how my students test: online at our campus, PSI onsite, PSI LRP?

Your primary testing method will determine how your candidates can test. If you need to change your testing method for one or all your candidates, please contact your NHA Certification Specialist directly for assistance. If you do not know who your contact is, please feel free to [Contact Us at NHA](#).

2. How can candidates who are eligible for testing accommodations request those accommodations?

NHA is proud to be able to provide accommodations as needed for eligible candidates. Through the NHA Help Center candidates can submit an [accommodation request](#) along with the appropriate documentation.

For an accommodation to be reviewed, the candidate must have an active NHA exam application in the system for a future test date and submit the request at least 30 days in advance of that date. Accommodations that are approved will be

automatically linked to that candidate's account for 1 year from the approval date, applicable to all future exam applications. Candidates should monitor their email inboxes for requests for additional documentation as needed.

Note: If you will be testing your candidate on-site and accommodations require additional elements (example: special test date, extended exam time, exam reader, etc.), that will be the responsibility of the institution to provide, and the primary account contact will be notified once the accommodation is approved.

Helpful Links: [Accommodation Request Form](#)

PROCTORING

1. How do I proctor an exam?

To be eligible to proctor an exam, your program must be set up for testing on-site. Proctors must be physically present, in the testing center, to proctor. Institution users do NOT proctor off-site or remote exams. The information to review proctor eligibility is available in the NHA Proctor Handbook, Proctors must be free from any conflict of interest and complete their proctor training and tutorial annually. Details on conflict of interest, and other requirements are all in the NHA Proctor Handbook. If eligible to proctor an NHA exam and you have completed your NHA Proctor Training but would still like additional assistance, there are supplemental videos and how-to's to assist you.

Helpful Links: [Proctor Handbook](#)
[How to Become a Proctor](#)
[Proctoring an Exam Video](#)

2. How can I add a proctor for my campus?

Adding a user is allowed for any administrative account with the Manage Users feature. If you need to add a user and do not see that option in your NHA account, connect with the [NHA Help Center](#).

Helpful Links: [How to add a User to your Account](#)

3. How do I renew my proctor status if it is expired?

Proctor status needs to be renewed annually. You will receive notifications prior to expiration and the proctor tutorial pink banner will re-populate in your administrative account. You only need to renew your Proctor status if you will be proctoring an exam.

Helpful Links: [How to Renew Proctor Status](#)

4. Who can proctor NHA Certification Exams?

As found in the Proctor Handbook, those who are approved to proctor must follow the proctor eligibility requirements (found on page 4 of the Handbook). This includes:

- Age 18 or older
- Free from conflict of interest (see Handbook page 4-5)
- Capable of fully monitoring the examination room, including being able to move about the room to fully hear and see all test takers (unless partnered with another Proctor capable of performing these duties)
- Able to read and provide instructions to test takers in English (unless partnered with another Proctor capable of performing these duties)

- Able to operate the computer-based Certification Portal provided by NHA, printing and copying equipment, and a timepiece (unless partnered with another Proctor capable of performing these duties).

Helpful Links: [Proctor Handbook](#)
[How to Become a Proctor](#)

5. Can my organizations' proctors proctor via Zoom?

No, Live Remote Proctoring can only be conducted by PSI. School proctors must be always present in the room with candidates during the exam for exams administered at school locations. On-site exams cannot take place remotely. If remote testing is required, please connect with your NHA Certification Specialist to transfer individual candidate applications through to third-party for Live Remote Proctoring through PSI. NHA requires that, at a minimum, there is at least one (1) Proctor for every twenty-five (25) candidates seated in each exam room for each exam administration.

Helpful Links: [Proctor Handbook](#)
[NHA Proctor Guide](#)
[Proctoring an Exam Video](#)

COURSE MANAGEMENT

1. How do I create a course for NHA Certification Preparation materials?

If you are providing any NHA learning resources to your candidates, you will want to be sure that you see the headcount of your learners in your Inventory tab in the NHA website. From there, you can follow the steps on best practices for creating your course and adding candidates to your course roster from your NHA How-To Docs button.

Helpful Links: [How to Create a Course Video](#)
[How to Create a Course PDF](#)

2. How do I enroll students in a course?

Adding candidates to your course is done through the Course Roster in your NHA account. If you are providing the NHA learning resources to your candidates directly, then please be sure you have checked your Inventory first to represent the total headcount of your expected student needs PRIOR to adding them to your course. There are two ways to add a candidate and they include either sending an invitation directly to your candidates or having the individuals request access through the Candidate portal. Follow the how-to resources available to you for best practices.

Helpful Links: [How to Invite Candidates to a Course Video](#)
[How to Approve Course Enrollment Video](#)

3. How can I edit a course I have already created?

At this time, the edit features within NHA's learning materials are based on the learning modules/chapters. Editing access to modules is easily accomplished through the Course Details feature within your Courses link. If editing your Practice Test availability is something you need to do, that feature is set at the time of course creation. When you set your courses originally, be aware of the timeline for practice test availability. NHA's Best Practices for Certification Exam readiness recommend practice tests to be withheld until closer to the exam time, with 3-5 days in between

each practice test attempt. If you need that changed you will need to contact your NHA Certification Specialist via phone or email to make that change.

Helpful Links: [How to Create a Course Video](#)
[How to Create a Course PDF](#)
[How to Manage a Course Video](#)
[How to Manage a Course PDF](#)

CANDIDATE INFORMATION

1. How does a Candidate print their NHA Certification once they pass an NHA Exam?

Once a passing score for an NHA Certification Exam is earned, Candidates have a “My Achievements” link in their left-hand navigation bar. Selecting this link will give them access to their Certification number, expiration date, and an actions item where they can request one free printed copy of their Certification or download/print a copy of their certification. A How-to video and PDF are available to them through their Find Helpful Resources link, as well as in your How-To Docs button from the NHA website.

Helpful Links: [How to Print your Certification Video](#)
[How to Print your Certification PDF](#)

2. What are the options for candidates to pay for their NHA Exams?

The application payment process with NHA may be different depending on candidate association to institutions or academic programs. Some programs may pay for individual candidate tests, while others may pre-purchase exam “codes” to provide as candidates become eligible. NHA does not provide exam testing codes to candidates on behalf of any institution. These must be delivered through the institution directly to the candidate upon eligibility. For any candidate who is not associated to a program, or whose institution does not cover the cost of the exam, they will be required to pay out of pocket during the application process.

Helpful Links: [Applying for an NHA Exam through an Institution PDF](#)
[Applying for an NHA Exam through an Institution Video](#)
[Applying for an NHA Exam as an individual PDF](#)