

NATIONAL HEALTHCAREER ASSOCIATION®

Proctor Handbook

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This Proctor Handbook provides information about National Healthcareer Association® (NHA) and the requirements to serve as a Proctor for the certification examinations NHA offers in various allied healthcare fields. This Handbook includes information concerning:

- Eligibility Requirements;
- Required Training;
- Responsibilities and Obligations of Proctors;
- Test Misconduct and Testing Irregularities;
- Administering Examinations; and
- Completing the Exam Administration.

NHA's Mission

Empowering people to access a better future.

NHA's Vision

To develop, advance, and advocate for allied health professionals, empowering them to improve outcomes for both themselves and ultimately patients.

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

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Introduction to Proctoring

NHA provides allied health career credentials to candidates who successfully pass our certification examinations. Candidates can be students attending or graduating from an educational institution or persons who, through work or military experience in the field, seek to obtain credentials that acknowledge their competencies. As an exam proctor, you play a key role in ensuring that all candidates have the same testing experience and in protecting the integrity and security of the exam content.

NHA relies heavily on both the leadership of each test administration site and our Proctors to help us maintain the security of our assessments and to ensure all candidates have the same testing experience. Any Proctor who may be proctoring an NHA assessment must familiarize his/herself with the procedures described in this Handbook to ensure a standardized testing experience for all candidates.

As a Proctor, you must actively monitor the candidates taking the NHA assessment at all times. Candidates may not engage in other activities, such as reading a newspaper or using a cell phone during the testing process. Proper monitoring will help deter test misconduct, including cheating or theft of exam content. Additionally, a Proctor is responsible for ensuring the testing environment is safe, comfortable and conducive to undisturbed test taking.

Eligibility

Each Proctor must satisfy the following eligibility requirements:

- Age 18 or older;
- Free from conflict of interest (see below);
- 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); and
- 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).

Conflict of Interest

A conflict of interest is a situation in which an individual has competing interests or loyalties. A conflict of interest can exist:

1. where professional or financial interests conflict with Proctor responsibilities;
2. where a person's obligations or commitments to his/her employer are at odds with the responsibilities inherent in the Proctor role undertaken by that person; or
3. where there is a personal relationship between a Proctor and any one candidate.

NHA Proctors must be free from conflict of interest. This means that the Proctor cannot have an interest in the results of the exam across the test takers or the outcome with respect to individual candidates. NHA deems a Proctor to have a conflict of interest if he/she:

- Is an instructor in the subject matter under examination at the institution attended by the candidates;
- The owner of the institution offering the allied health field of study attended by the candidates;
- Has primary responsibility for the development of course or program materials, curricula, skills training or any other form of course or program content in the subject matter under examination;
- Is a school employee that has a significant vested interest in the candidates' (or any one candidate's performance on the exam, such as a guidance or career counselor, school psychologist, or special education teacher that has been meeting with the candidates' or any one candidate on a regular basis in the preceding two years;



- Is the owner of the business employing the candidates sitting for the exam or is the primary manager or supervisor of such candidates;
- Is a fellow student or a fellow employee in the immediate work group of the candidates or any one candidate sitting for the exam; or
- Is a family member of any candidate sitting for the exam.

Confidential Information

In addition to all confidentiality obligations the Proctor has to the institution for whom he/she provides proctoring services, the following additional confidentiality requirements must be adhered to:

An NHA Proctor must treat all candidate information as confidential which is disclosed in any way to the Proctor by any person or entity, including, but not limited to: identifiable personal information (i.e. addresses, phone numbers, IDs, etc.), exam scores, accommodation requests or decisions, candidate appeals or complaints or any action being considered by NHA toward a candidate. Violations of the Testing Rules of Conduct must be reported to NHA immediately, and may be reported to the proper authorities at the institution for which the Proctor is performing proctoring services. That said, the Proctor, shall at all times treat candidates, even those expected of cheating, respectfully including protecting their privacy to the greatest extent possible.

An NHA Proctor must also treat all NHA examination content information as confidential. Proctors are not permitted to review exam content, unless specifically necessary to perform his/her proctoring obligations, such as documenting an incident or closing an exam left open by a candidate that has been excused for illness. All effort should be made to limit the extent of exposure a Proctor has to exam content whenever possible. Proctors are not permitted to assist anyone, other than candidates who are registered to take a specific exam on a specific date, to gain access to exam content, including persons associated with the institution for which he/she provides proctoring services. Proctor are expected to ensure that all rules and policies and procedures concerning exam security are strictly enforced.

Proctor Training and Oath

Each Proctor must complete NHA's Online Proctor Registration before he/she will be approved to proctor any NHA exam. The registration involves reading this Handbook, answering a few questions about the material in this Handbook and completing an attestation that acknowledges you have completed the required training.

The prospective proctor must have an account established on his/her behalf in order to access the proctor training and agree to the Proctor Oath as explained in "Create an Account" below.

Create an Account

A prospective proctor may not set up his/her account. The Primary Administrator of the school or employer where the prospective proctor is planning on proctoring the exam(s) must set up an account on the prospective proctor's behalf. The Primary Administrator can set up the prospective proctor's account by:

- Logging in to his/her NHA account at www.nhanow.com.
- Clicking on "Manage Users"
- Clicking on "Create New"
- Filling out the form. The Primary Administrator should select "proctor" at the top of the form and then complete the form with the prospective proctor's first and last name, and his/her email address (which will need to be confirmed). The email address should be a current email address and will serve as the prospective proctor's username in the NHA Certification Portal.



The Primary Administrator may also contact his/her NHA Representative and provide the prospective proctor's name and email address so the Representative can set up the account.

Once the prospective proctor's account has been set up, NHA will send an email to the prospective proctor's email address initially provided by the Primary Administrator. The email will provide a link to the NHA Certification Portal and will provide the prospective proctor with a temporary password.

The prospective proctor can log in to his/her account by using the link provided in the email. He/she should complete the Proctor Profile as requested to set up his/her account.

Note: Proctors are not permitted to share account login credentials. If an improper use of login credentials is detected, NHA may be required to deem associated examinations null and void, thus requiring each of the candidates to retake the exam.

When the account is set up, the prospective proctor can begin the proctor registration and training.

Complete the Proctor Registration: Guided Review of the Proctor Handbook

Each Proctor is responsible for reading and understanding the information provided in this Proctor Handbook. In order to complete the training and truthfully swear to the Proctor Oath you have to know the following information as presented in this Proctor Handbook:

- Proctor eligibility requirements;
- What constitutes a Conflict of Interest for a Proctor
- Proctor training
- Exam administration rules
- Proctor duties
- Proctor responsibilities

After reading the Proctor Handbook, you will be directed to answer a few questions regarding the material in this Handbook.

Proctor Oath

After successfully completing the quiz, each prospective proctor will need to attest to his/her acknowledgment and agreement to perform his/her duties as a Proctor set forth in the Proctor Oath (shown below). He/she can access the Proctor Oath online by logging in to his/her account and clicking on "Proctor Oath." He/she will be required to read the oath and agree to it by checking the box that states "I have downloaded and read the Proctor Oath, and I agree with its contents" and then clicking on "Accept Oath".

NHA PROCTOR OATH (provided verbatim)

As a National Healthcareer Association (NHA) exam Proctor, I attest to and hereby agree to the following obligations and responsibilities:

- I have received, read and understand the information provided in the Proctor Handbook;
- I have read, understand and attest that I meet all of the eligibility requirements for serving as an NHA Proctor;
- I have read, understand and attest that I do not currently have a conflict of interest, as describe in the Proctor Handbook, and that if a conflict of interest should arise at any time, I will not serve as a Proctor for an NHA examination while such conflict of interest exists;
- I have read, understand and agree to administer the examination pursuant to each of the Exam Administration Rules set forth in the Proctor Process Guide to ensure that exam is administered fairly, the exam results are valid



and the integrity and security of the exam content is preserved;

- I have read, understand and will enforce each of the rules and requirements listed in the Proctor Handbook, including, but not limited to, the Test Conduct Rules imposed on exam candidates to ensure that exam results are valid and the integrity and security of the exam content is preserved;
- I have read, understand and will administer any accommodations approved by NHA for a candidate pursuant to the Accommodations section of the Proctor Handbook and any additional, specific instructions provided by NHA;
- I have read and understand the Confidential Information section of the Proctor Handbook and agree to keep all Confidential Information, whether provided in writing or orally, that is disclosed to me as a result of my participation in any NHA activity, including, but not limited to, information pertaining to applications, examinations, exam content, contracts, challenges, appeals, complaints, ethics violations or other action being considered by NHA;
- I will arrive prior to the start of the exam in sufficient time to allow me to have the room properly prepared and ready for the arrival of the first candidate;
- I will directly observe the candidates at all times during the testing period and will not leave the examination room unattended at any time during the exam administration time nor will I engage in other activities that will not allow me to devote my full attention to my proctor duties or responsibilities (for example, reading books, listen to music, using a phone, or other distractions);
- I will verify, via government- issued photo ID, the identity of all candidates on the roster and will allow only candidates whose names appear on the roster to sit for the examination;
- I will not answer any exam questions or assist in any way with the answering of exam questions;
- I will not tolerate cheating of any form. This includes, but is not limited to, allowing the examinees to consult textbooks or notes (unless required for a specific exam), discuss or review any items on the exam with anyone else during the exam, talk to other examinees during the exam or in any way violate the Testing Rules of Conduct;
- I will safeguard the exam content from theft or other misuse, including being on the alert for and preventing the removal of exam content from the examination room or any effort to copy, photograph, record or memorize exam content;
- I will treat all Confidential Information as NHA's sole property and will take all necessary steps to ensure confidentiality, including, but not limited to, the prompt return of all exam materials in my possession or control at the completion of my obligations or upon NHA's request, whichever is earlier;
- I will not allow access to NHA exam content to anyone except the duly registered candidates, including any one affiliated with the institution at which the exam is administered, and will not copy, photograph, record or commit to memory any exam content or assist any other person in performing such acts; and
- I will, upon discovery of any suspected unauthorized use or disclosure of exam content or any other confidential information, promptly inform NHA in writing and will cooperate in every reasonable way to assist NHA regain possession of the information and prevent its further unauthorized use or disclosure.

I have read the above statements and understand that by providing my electronic signature, I accept and agree to perform all of the responsibilities and obligations listed. I understand that in the event I do not abide by any of these requirements, I may be prohibited from proctoring future NHA exams, jeopardize the institution's approval status as a test administration site, subject myself and the institution to legal action and cause the revocation of the exam results and the candidate's credentials.



Exam Administration Rules

As noted, the Proctor Oath requires that each proctor promises to administer each exam pursuant to the rules set forth in this section. Please be sure you fully understand these rules.

Study the Proctor Process Guide

The Proctor Process Guide is located on the NHA website at and provides the essential “how-to” information needed to administer the exam. The proctor should read the Guide before the exam date to familiarize himself/herself with how to access the rosters, how to log in to the proctor screen, how to access the NHA Script that must be read to the candidates verbatim before the exam begins, as well as other information that the Proctor is required to know on exam day.

Pre-Exam Administration Duties and Rules

Prior to the exam date, the Proctor should (1) review the preliminary roster to understand approximately how many test-takers are expected; (2) inspect the exam administration room to ensure it meets all of NHA’s Testing Center Criteria; (3) review any NHA-approved accommodations ensuring such accommodations can be provided on the date of the exam; and (4) test all equipment, such as the computer, copier, and timer the Proctor(s) will be using.

Preliminary Roster

Although the Roster may change in the days before the exam, the Proctor should review the preliminary roster in order to understand approximately how many candidates are testing on the exam date, how many exams are to be administered and how many proctors will be needed.

Administering Multiple Exams on the Same Exam Date

If the institution is administering multiple exams on the same date, the exams may be taken at the same time only if no candidate is scheduled to take more than one exam.

- In other words, if any candidate is taking more than one exam on any exam date, each type of exam (e.g., Medical Assistant, Phlebotomy Technician) must be administered at a separate time. For example, it is improper to have one group of candidates start by taking the Medical Assistant exam (Group A) and another group start with the Phlebotomy Technician exam (Group B) and then, when that administration is completed, start a second administration with Group A taking the Phlebotomy exam and Group B taking the Medical Assistant exam. This is true even if a group includes only one candidate.
- There must be a free period of at least 30 minutes between the official end time of the first exam administration and the start time of the second exam administration.
- Even if there are no candidates taking more than one exam – which would permit each exam to start at the same time – each type of exam should be administered in a different examination room unless: (a) the instructions to be read by the Proctor are identical and (b) the allotted time for completing each exam is the same.

Determining the Number of Proctors Required

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. In determining the number of Proctors needed on any exam date, consider the following:

- During the administration of an exam, there must be at least one Proctor in the room at all times. NHA does not permit the use of one Proctor to cover two exam rooms. Accordingly, there must be at least one Proctor for each exam room regardless of the total number of candidates taking exams. In other words, if two exam rooms are



required, at least two Proctors are required even if the total number of candidates does not exceed 25.

- In each exam room, at least one Proctor must be capable of (1) fully monitoring the examination room, including being able to move about the room and hear and see the test takers; (2) reading and providing instructions to test takers in English; and (3) operating the computer-based Certification Portal provided by NHA, the scanning or copying equipment and a timepiece.

Inspecting the Exam Room

Proctors should inspect each exam room to ensure it meets the criteria set forth by NHA. Each institution that has been granted test administration privileges by NHA has agreed to the following minimum standards for each exam room:

General Conditions

- The exam room must be located at a site that is under the control of institution, the NHA customer. The institution is not permitted to, and will not, administer an NHA certification examination at a location at which it does not offer a course of study in the subject matter of the NHA certification examination (“Program”). Accordingly, if the institution does not have a suitable exam room at the location in which it teaches the Program for which it plans to administer an NHA certification examination, the candidates in the Program are required to sit for their examination at an NHA Test Center offered by PSI.
- Each exam room must conform to local building, sanitation & health codes, as well as ADA requirements.
- The campus, grounds, building and exam room must be kept clean and in good condition.
- Exam room exits must be clearly marked and unobstructed.
- The exam room must be equipped with working fire extinguishers, the locations of which must be well marked and easily accessible.
- Emergency exits must be clearly identified and clear of obstructions in each exam room.

If any of these General Conditions, in the Proctor’s opinion, are not met, the Proctor is required to alert NHA prior to the start of the exam administration. NHA will work with the institution to resolve these concerns.

Exam Room Environmental Conditions

- The temperature in the exam room must be consistent and comfortable.
- The exam room must be well ventilated, with continuous air circulation.
- The exam room must be lit so that each candidate and proctor can read all exam materials and lighting should be adjusted to prevent glare on the computer screen.
- All walls, bulletin boards and white boards in the exam room must be clear of any information concerning the subject matter of the certification exam, including charts and posters that provide information concerning allied health topics or strategies for general problem solving.
- Wires for computer stations must be secured to prevent accidental dislodging or unplugging and to avoid tripping hazards.
- If the exam is administered using computers, only institutional computers (not computers provided by candidates, faculty or staff) may be used. Each computer must be equipped with a keyboard, mouse and display of sufficient size and must conform to the technical specifications made available on the NHA website. While the computers are in use during an exam administration, access to servers, databases, USB ports, websites other than the NHA certification portal and other sources of computer-based information that can assist a candidate in answering the examination questions or copying exam content are to be disabled. Where such access cannot be disabled, the Proctor must undertake heightened monitoring of candidates who navigate away from the NHA testing window.



Exam Room Set-up and Seating Arrangements

- All exam rooms must be a separate room with a closable door.
- All exam candidates in the exam room must face the same direction regardless of the number of candidates in the room or distance between each candidate.
- Each exam room must have a proctor station, with the Proctor facing the candidates. If the exam is administered using computers, the proctor station must be equipped with a computer, to be used only by the proctor(s). Such computer must be equipped with a keyboard, mouse and display of sufficient size and must conform to the technical specifications made available on the NHA website.
- Exam rooms must be large enough to comfortably place testing stations and chairs so candidates are seated at least three feet apart.
- The recommended size for the table surface of each test station is a minimum of 42" x 36". If the exam is administered using computers, test station table surfaces must be large enough to accommodate a monitor, keyboard, mouse pad and applicable testing materials
- Each candidate should have his/her own testing station. If candidates are seated at a shared table, each candidate must be allotted the station table space described above and a divider should be erected between the candidates. If round tables are used, regardless of size, only one candidate may be seated at each table and, as noted above, must be seated so as to face the proctor station.
- Exam rooms must be located so testers will not be disturbed by foot traffic, loud conversation or outside noise. An uninterrupted period is required for testing. Accordingly, the exam room should not be scheduled for a different use for a sufficient time following the end of the examination period to avoid distraction that can be caused by people gathering outside of the exam room awaiting the next use.
- There must be sufficient aisle space for Proctors to get to every seat during testing without disturbing candidates.
- Additional requirements, set forth in the "Approved Accommodations", may be applicable.

NHA-Approved Accommodations

NHA complies with the provision of accommodations to individuals with documented disabilities or special needs pursuant to the Americans with Disabilities Act (ADA). NHA provides reasonable testing accommodations to candidates whose documented disabilities or other qualifying medical conditions hinder their ability to take the examination under standard conditions. Examples of requests for special testing accommodations that may be granted include modification of seating or other physical arrangements in the testing facility, or providing for the examination to be taken in an accessible location, providing for a reasonable extension of testing time, providing a sign language interpreter (to assist with audio or spoken components, if any), a reader or other auxiliary aid.

To be considered for special accommodations, a candidate must make a written request to NHA at least 30 days in advance of the scheduled exam date and provide the documentary support for the request required by law. NHA reviews the material submitted to determine whether an accommodation should be granted.

Accommodations are provided to qualified candidates with disabilities to the extent that such accommodation does not fundamentally alter the examination, put the integrity of the exam or security of the exam content at risk, or cause an undue burden to NHA or the institution administering the exam. The cost of excessive accommodation requirements is to be borne by the candidate (i.e., electronic communication equipment, etc.).

Please make note of the following:

- Proctors are not permitted to make determinations as to whether an accommodation should be granted.
- Only accommodations that have been pre-approved by NHA may be implemented.
- Proctors must ensure that all accommodations granted by NHA are implemented. Accordingly, Proctors, along



with other institutional personnel, should investigate in advance of the exam date whether any accommodations have been granted and then ensure any preparations for the implementation of the accommodations have been arranged.

- If there are candidates that have received approval of a request for accommodation that cannot be provided while adhering to the above “Exam Room Set-up and Seating Arrangement” requirements in the scheduled exam room, then a separate exam room must be provided to the candidate or candidates.
 - The separate exam room must comply with the approved accommodation while still adhering to as many, if not all, of the “Exam Room Set-up and Seating Arrangement” requirements considering the specific accommodation(s). For the purpose of clarity, the inability to meet all of the Set-up and Seating Arrangement requirements must have a clear nexus to the approved accommodation.
 - Multiple candidates can be accommodated in the same exam room only if the implementation of the accommodation(s) granted to any one candidate will not have a detrimental impact (such as creating distractions) on any other candidate. For example, the most typical circumstance which will result in the need for a separate exam room is when a candidate’s accommodation calls for a Reader. If more than one candidate needs a Reader, each candidate will need to be in a separate exam room and have their own Reader and Proctor. The questions included, and the order in which they are presented, have been randomized. Thus, each candidate’s exam is different, even if the candidates are taking exams for the same subject matter. Because of the possibility of distraction, candidates should not be tested in an area where multiple Readers are at work.
 - Each separate exam room must have its own Proctor. A Reader cannot serve as the Proctor.
- The exam is written and administered in the English language. A lack of facility with the English language is not considered a disability. Exams will not be translated into foreign languages and interpreters are not permitted inside the exam room for the purpose of translating the examination from English into another language for a candidate.

Equipment Tests and Supplies

In advance of the exam, Proctors should make sure that all required equipment has been tested, including testing computer access to the Certification Portal for each computer in the exam room. In addition to the computers to be used by the candidates, the Proctors should verify the following:

- Each exam room must have an accurate wall clock(s) that is visible to all exam candidates and the Proctor(s). In addition, the Proctor(s) should have at least one additional timepiece in the exam room to ensure accurate timing.
- A copy machine or scanner must be available and in good working order to generate copies of candidate IDs, test eligibility documentation, and any confiscated items if test misconduct or an irregularity occurs.
- Scrap paper, pencils and such other supplies specified by NHA in the instructions provided to the Proctor(s) should be readily available in the exam room at the time of exam administration.

Exam Room Atmosphere

Proctors are responsible for maintaining decorum throughout the examination. That said, Proctors should recognize that for many test-taking can be very stressful. Ideally, the exam room atmosphere should be both relaxed and controlled. It is critical that as Proctors you do your best to put the candidates at ease. For example, students respond favorably when you address them by their names during the check-in process. NHA expects exam Proctors to be polite, professional and diligent.



Rules and Duties During Exam Administration

Verify identification

Before being allowed to take the exam, the identification documents provided by each candidate must be inspected and verified by a Proctor. Verify the following information:

- Identification documentation should be a current government-issued photo ID, such as a driver's license or passport, and should include:
 - A current photograph;
 - Candidate's signature; and
 - List the candidate's permanent address.
- School or employment identification cards are not considered appropriate identification.
- The identification documents must be scanned or copied and provided to NHA upon request. If the Proctor is unable to verify the identity of the person appearing at the exam, the Proctor should deny access to the examination.
- Under most circumstances, the candidate will be able to reschedule the examination without additional charge to a date on which he/she can present proper verification of identity.
- NHA reserves the right to determine that the candidate is ineligible to take the exam at a future date in cases of misrepresentation, fraud or other circumstances indicating attempted cheating or exam content theft.
- Employees, agents or contractors of the institution are not permitted to sit for an NHA certification examination administered by or at the institution. They must register to take the examination at a PSI Test Center offered through NHA.

Provide NHA Instructions to Candidates

Proctors are provided a script that details the instructions for the candidates. The script is located in the Proctor Process Guide which can be found on the NHA website, www.nhanow.com. You must adhere to the required script to ensure fair and consistent administration of the certification exams.

Ensure Consistent Exam Administration

- Exams must be completed in a single, continuous session. Candidates may not stop their exam administration and return to review their answers or continue the exam at a later date or time.
- All candidates should begin testing at the same time. At the end of the allotted time for the exam administration, all candidates must discontinue working on the exam.
 - If candidates complete the exam early, they may be excused from the exam room if they can do so without disturbing other candidates, provided, however, that candidates should not be permitted to leave the exam room during the last ten (10) minutes of the exam period. Once a candidate completes the exam and exits the exam room, he/she may not re-enter the exam room until all candidates have completed the exam.
- Strictly enforce the time limits set for each exam.

DO NOT USE THE "ABANDON" BUTTON. On the Proctor Dashboard, you will see a button labeled "Abandon". This button is not applicable to NHA's Certification exams and should not be used (it is a feature used for a different function). Pressing the button immediately will terminate the exam and all of the responses that test takers have provided up until that point will be deleted. The test takers will then need to be rescheduled and start the exam again. If you accidentally press this button, please contact NHA [immediately](#). The sooner you contact NHA, the more likely we will be able to help minimize the impact.



Monitor for Exam Misconduct

NHA does not tolerate cheating or any breach of academic or professional ethics. NHA also does not tolerate activity or conduct that jeopardizes the security or integrity of its certification exams. Please be aware that with our new updated system we are able to monitor the actions of the proctor and the test taker. Each candidate must abide by the following NHA Testing Rules of Conduct:

- Telephones, personal computers, electronic tablets, electronic readers, cameras, MP3 players, pagers, radios, watches, electronic translators, calculators and all other electronic devices are prohibited in the examination room, except to the extent the electronic device is approved pursuant to an accommodation request. Such approved devices are subject to inspection. Calculators provided by the test site may be used during the Pharmacy Technician Exam.
- No reference books are allowed during any NHA examination administration, unless authorized by NHA for a specific exam. Such material and any other papers may not be brought into the examination room. If appropriate for the specific exam, scratch paper and a writing instrument will be provided by the Proctor. All scratch paper must be returned to the Proctor before leaving the examination room.
 - Where an accommodation has been granted, and such accommodation requires the use of written materials, electronic devices or the assistance of another person, the accommodation will be supplied by the Proctor (and not the candidate) or, with respect to certain electronic devices that must be supplied by the candidate, the device will be subject to inspection by the Proctor. People providing assistance, such as sign language interpreters and test readers, may not assist the candidate with answering the examination and also are subject to these Testing Rules of Conduct.
- Once the candidate has entered the exam room, discussing or reviewing any aspect of the exam with other individuals is strictly prohibited, even during scheduled breaks, if any, until the exam is completed. The Proctor may not answer any questions relating to examination content.
- Eating or drinking in the examination room will not be allowed unless deemed necessary due to a documented medical condition and the candidate sought and received approval for the accommodation prior to the examination date.
- Leaving the examination room at any time other than at a scheduled break, if any, is not allowed.
 - The Proctor is permitted to make an exception to this rule only under specific conditions, which include:
 - a determination by the Proctor that the break is reasonably necessary;
 - only one examinee may be absent from the examination room at any time;
 - the candidate may not engage in conversation, may not reference any written materials and may not use any electronic devices while outside of the examination room;
 - the time for taking the exam will not be extended or altered (in other words, break time is counted as test taking time); and
 - any other condition the Proctor determines is necessary to protect the integrity of the examination process and the security of the exam.
- Exams must be completed in a single, continuous session. Candidates may not stop their exam administration and return to review their answers or continue the exam at a later date or time.
- Removal of exam content from the examination room is prohibited. All scratch paper used during an exam must be provided by the Proctor and returned to the Proctor at the end of the exam.
 - Any act to retain exam content for use after the completion of the exam will be deemed a breach of the confidentiality policy and theft of NHA's intellectual property. This includes any effort to copy, photograph, record or memorize exam content.
- Candidates are honor-bound to report any and all suspected cheating or attempts to steal examination content by others that he/she witnesses, hears about or is asked by another to participate in. Failure to alert the Proctor or NHA to such activity will be deemed a violation of the Testing Rules of Conduct.



Proctors are permitted, on NHA's behalf, to enforce the Testing Rules of Conduct. If a candidate violates any of the Rules, the Proctor can terminate the exam and remove the candidate from the examination room. Such action should be done firmly but politely. The Proctor will file a report with NHA and NHA will determine if any further discipline is warranted. Absent a determination that the Proctor's concerns were unfounded, no refund will be provided.

Other Testing Irregularities

In addition to blatant misconduct, Proctors should report to NHA any irregularities that arise that could impact the exam results. Examples of testing irregularities include, but are not limited to the following:

- Any occurrence resulting in candidates being unsupervised with access to secure exam materials;
- Giving candidates access to or instruction related to the concepts measured by the tests at any time before or during the test administration;
- Paraphrasing, omitting, revising, or rewriting the script or any directions to be given with the exam;
- Illness or medical emergencies during the test administration;
- Tampering with candidate response records;
- Fire alarm or any alert requiring evacuation of candidates during the exam;
- Any candidate disruption (e.g. excessive coughing, foot tapping);
- Problems with room temperature, excessive heat or extreme cool; and
- A candidate finishing an assessment too quickly.

Collect Exam Materials from All Candidates

Before a candidate exits the exam room, the Proctor must collect all exam materials, including scratch paper, that were provided to the candidate during the exam administration.

Post-Examination Responsibilities

Collect and Remove All Examination Materials from the Exam Room

Proctors must ensure no examination materials are left in the exam room(s) as follows:

- Once the candidate has ended the exam, the Proctors must check to make sure that the access to the NHA Certification Portal has been closed on each computer at the conclusion of the exam.
- All scrap paper distributed during the exam must be collected and destroyed.
- If NHA provided any devices, typically provided to meet an accommodation request, such devices should be collected and returned to NHA.

Report Any Testing Misconduct or Irregularities

All incidents of test misconduct observed by a Proctor must be reported to NHA within 24 hours. The form for reporting test misconduct is available at the end of this Proctor Handbook, at the end of the Proctor Guide and on the NHA website at www.nhanow.com.



Report of Testing Irregularity

(Must be filed within 24 hours of the test administration)

Test Proctor's Name:

School Name:

Exam Name:

Exam Date:

Please provide a detailed description of the incident: (Attach pertinent documentation or further description if necessary.)

If specific candidates were involved, please provide a list of the candidates' names and identification numbers (if available).

As the test Proctor for the exam described above, I believe I have witnessed a testing irregularity during a test administration.

Signature of Test Proctor: _____ Date: _____

One copy of this form must be retained by the test proctor. A copy should be faxed immediately to National Healthcareer Association at 913-661-6288. NHA will conduct an investigation of the irregularity and examine any suspect exam results. If any irregularity has affected exam results, the school will be notified by NHA. NHA has the right to declare exam results non-valid or take other action deemed necessary by NHA to resolve the issue and/or prevent future incidents.



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