

Testing Season



Exam Date Creation and Registration

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

Exam registration requires for the candidate to attest they will be eligible to test on 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 Through Your Institution](#) | [Applying for an Exam As an Individual](#)

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 as an individual](#) | [Applying for a PSI Exam through an Institution](#)

1. 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 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](#).

2. 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. On-site exams should ideally be scheduled at least 8 days in advance of the exam date.

Helpful Links: [Scheduling an On-Site Exam Article](#) | [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 Article](#) | [Scheduling a PSI Exam Video](#)

3. What if I need to re-open exam dates that have closed to allow additional candidates to register?

On-Site Exams Only: Once an exam date has closed, it will have to be re-opened if additional candidates need to register. This can only happen if the exam date is still in the "closed" status (which you can see from the "upcoming exams" link in your NHA account). To have the exam date reopened, you can contact [NHA's Client Care Team.](#)

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

4. 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 On-Site NHA Exam](#)

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](#)

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

5. What if a candidate accidentally affiliates their account with PSI instead of their institution?

Candidates who did not correctly associate their account with the proper organization and have completed their exam applications would need to contact the [NHA Client Care Team](#). 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 Advisor directly for assistance.

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 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](#) | [Accommodations FAQs](#)

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.

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, proctoring through Zoom or any other digital meeting space is not allowed. 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](#)

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 that 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 Invite Candidates to a Course](#)
[How to Approve Course Enrollment Video](#) | [How to Approve Course Enrollment](#)

How can I edit a course I have already created?

NHA's course management options have improved dramatically and administrative users can now manage courses, quizzes, and practice assessments. All changes to your learner's access to the NHA materials can be completed through the Course Details feature within your Courses link. NHA's best practices are to leverage the practice assessments after completing the NHA study guide (true for all resources except those with a "Baseline" Assessment." You can set minimum wait times in between assessments or unlock them on pre-determined dates. NHA suggests that learners spend time in-between each practice assessment reviewing their Focused Review™ as well as additional learning materials to improve their score before attempting their next assessment. There is no "perfect" score to obtain, but learners should strive to improve their score from one assessment to the next.

Please Note: Practice tests that are numerically listed (1, 2, 3, etc.) must occur in sequence. A learner cannot take "Practice Test 3" before first completing Tests 1 and 2, even if test 3 is available through course management.

Helpful Links:

[How to Create a Course Video](#) | [How to Create a Course](#) | [How to Manage a Course](#)

Candidate Information

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

Once a candidate earns a passing score on an NHA certification exam, their credential is available in the My Achievements section of their account (left-hand navigation). From this page, candidates can view their certification number and effective date, and use the PDF icon in the Actions column to download and print a copy of their certification at any time.

Candidates can also access and manage their digital badge from this section. Additionally, a download icon is available on the dashboard next to the certification expiration date, providing another quick way to download or print the certificate.

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

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](#)

[Applying for an NHA Exam as an individual](#)