CHECKLIST

NHA Exam Readiness Checklist

45-30 Days Prior to Your Cohort's Intended Exam Date

- ○ If you are purchasing exam inventory – connect with your NHA Advisor to submit your order.
- ○ Candidates with an IEP, 504 Plan, or diagnosis from a qualified professional should request testing accommodations by submitting an accommodation request.
- ○ For on-site testing, look at calendars and review the exam date(s) and time(s) you would like to schedule your exam date and enter those in the NHA platform through Request New Exam.
- ○ Allow NHA to customize communication to you by completing your Course Information for your current cohort of candidates if you haven't already completed it.
- ○ Register for any relevant NHA webinars scheduled for instructors, proctors and candidates that can help you maximize success, or watch a previously recorded webinar on-demand.
- ○ To ensure a smooth and successful exam day for your candidates, it is essential to address the technical requirements and set up in advance. Please review the following checklist, which includes specific details from the NHA's system requirements, and take the necessary steps to prepare. A full list of NHA technical requirements can be found here.
  - System Compatibility – confirm that all computers/laptops used for the exam meet the following minimum system requirements
  - Internet Connectivity – a wired connection is recommended to minimize the risk of disconnection.
  - Technical Support – NHA customer service will be the designated point of contact if any technical issues arise. Please provide proctors with NHA's customer service contact information well in advance.
  - Security Software
    - + Adjust any security software or firewalls to allow the exam platform to function without interference.
    - + Temporarily disable any software updates or system scans that could disrupt the exam, such as pop-up blockers on preferred browsers.

30 Days Prior to Your Cohort's Intended Exam Date

- ○ Confirm you have sufficient inventory for your exams (if applicable) under "Manage > Inventory" or "Exams > Upcoming Exams" in Cert Portal.
- ○ Ensure you have scheduled your on-site exam dates from your NHA account and instructed your candidates to register for their upcoming exam.
  - If your exam has an Access Key implemented, communicate that to your candidates.
  - View your exam calendar in Upcoming Exams on your NHA login.
  - Candidate username (email address) should be a personal email address available to candidates after they finished their program ensuring they receive notifications regarding their certification, continuing education, and certification renewal instructions.

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    + Institutions using NHA's LTI integration, we recommend that you encourage learners to update their login details after their certification exam is completed.
  - Candidates testing off-site will have six months from their application date to schedule and take their NHA certification exam.
  - Monitor your candidate applications through View Exam Applications in your NHA portal.
- ○ Candidates should log in to their NHA accounts and apply for their certification exam(s).
- ○ Last chance for candidates requesting exam accommodations to submit their request.
  - Candidates must have a completed exam registration for their accommodation(s) approval to be finalized.

2 Weeks Prior to Your Cohort's Intended Exam Date

- ○ Log into your NHA account to review exam applications and ensure all expected candidates are on the roster.
- ○ Alert any candidates who have not finished their exam applications and provide any resources they may need to complete their application.
- ○ Notify candidates who have not registered yet of the application deadline (Eight days prior to the exam).
- ○ Guide candidates in their final review of certification preparation materials and practice tests/ Focused Review™.
- ○ Ensure a proctor has been selected, has a valid NHA account, and has completed their online proctor training.
- ○ Ensure IT has confirmed compatibility with NHA's recommended platforms and websites.

1 Week Prior to Your Cohort's Intended Exam Date

- ○ Confirm the exam roster after receiving notification the roster is ready to review.
- ○ Direct candidates to:
  - Update their account email to a personal/long-term email address, if needed.
    + Institutions using NHA's LTI integration, we recommend that you encourage learners to update their login details after their certification exam is completed.
- ○ Confirm candidates know their login email and password, especially if they will be testing on a different device than they use to study.
  - Review the test plan and exam scoring expectations.
  - Discuss what to expect on test day including: testing remotely, timing for exam day, i.e.: plan ahead, arrive early, anticipate time for traffic/parking/etc.
  - Have candidates complete their final practice test in a "mock" exam experience, if possible.
  - For remote exams, review what is or is NOT allowed in the testing space, found in the Candidate Handbook.
- ○ Provide encouragement to your candidates!

* The purchase of NHA exam preparation materials is not required to sit for any NHA certification exam, and use does not guarantee a passing score on an exam. All NHA certification programs and the corresponding exams are NCCA-accredited.

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