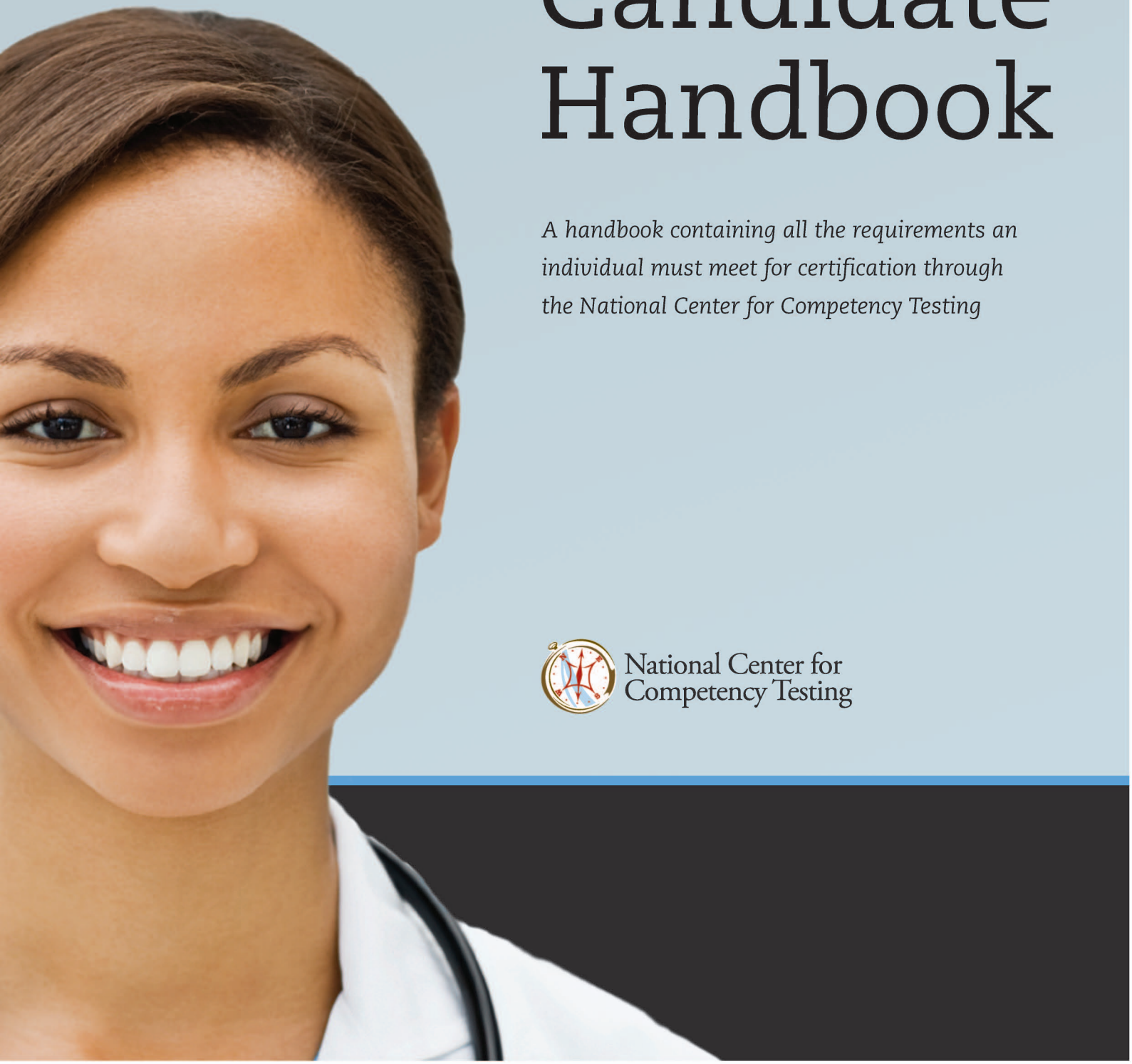
2010 Candidate Handbook

A handbook containing all the requirements an individual must meet for certification through the National Center for Competency Testing



National Center for Competency Testing

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QUESTIONS?
Please contact us.

7007 College Blvd., Ste. 705
Overland Park, KS 66211
contactus@ncctinc.com
800.875.4404

About NCCT

The National Center for Competency Testing was established to validate the competence of candidates by examination, not only for the employers who hire them, but also for the public good. NCCT does not provide credentials to anyone without examination. To read more about NCCT's mission, please visit the website at *www.ncctinc.com*.

NCCT credentials are awarded for a 5 year period. NCCT certificants are required to complete continuing education on an annual basis to maintain active status. If an individual's certification is inactive for 5 years, he/she must retake the examination to reinstate the credential to active status. Continuing education provides employers and the public with the assurance that NCCT certified practitioners will stay abreast of changes in technology and practice that may affect their professions.

Why NCCT certification?

Certification is typically defined as a voluntary process by which a non-governmental agency or association provides recognition of competence to individuals who meet specified criteria and qualifications. NCCT is a certification agency. When individuals become certified, they receive formal recognition that they have met the certification criteria established by NCCT and have demonstrated job-related knowledge and skills.

The benefits of NCCT certification include: professional growth and development, objective verification of your skills and knowledge, and the potential for improved job opportunities.

NCCT certification programs provide testing mechanisms to identify individuals who possess the entry-level competence necessary to perform the roles for which they seek certification, and recertification mechanisms for certificants to remain up-to-date in their professions. NCCT continuing education provides practitioners with updates and advancements in their fields.

Who uses NCCT testing?

As an independent certification agency, NCCT is able to provide certification and continuing education products and services for individuals, schools, or programs irrespective of their allegiance to any specific professional organization or accreditor. NCCT is used for testing and continuing education by more than 850 facilities and organizations across the country, including:

- Hospitals and Medical Centers
- State/County Public Health Programs
- School District ROP Facilities
- Schools of Allied Health Sciences
- Community Blood Centers
- Outreach Training Centers
- Medical Laboratories
- Nursing Schools
- Centers for Employment Training
- Centers for Workforce Development
- Job Corps Centers
- U.S. Armed Forces, at home and in Iraq

Certification at a Glance.

1
Choose your eligibility route.

2
Complete the application form.

3
Submit all required education and experience documentation.

4
Pass the exam.

5
Complete annual continuing education requirements.

Who governs NCCT testing?

The NCCT Board of Testing was established in 2008 to comply with national accreditation standards. The Board is autonomous, which ensures that key decisions are made without undue influence from any other organization or entity. Its membership was designed to include representation of all testing disciplines and stakeholders on a rotating basis, as well as public representation at all times. The Board of Testing makes all key decisions for all certification and recertification policies and procedures.

The Board of Testing is fully funded and supported by the parent organization of NCCT, who supplies the Board with financial resources necessary to meet its mission.

How are the tests developed?

NCCT certification examinations are nationally developed and standardized examinations that are designed to assess a candidate's performance against predetermined standards of entry-level competence. The exam questions are based on a content outline that was developed from a job analysis study. In performing a job analysis, NCCT solicits input from practitioners, employers, instructors, schools/colleges, programs, organizations, accrediting bodies, and other regulatory agencies before determining the breadth and depth of content to be tested. Test specifications and content outlines are built from job analyses and are used to guide test item preparation and weighting for the exams. Test items are assessed using both Classical Test Theory (CT) and Item Response Theory (IRT) analyses to determine suitability. All of these steps help to ensure that if a test is used to select an employee, the test will have been based upon specific job information and provided with evidence of validity through a job analysis according to the Uniform Guidelines on Employee Selection Procedures (EEOC, 1978).

The Board also appoints Exam Committees (for individual examination disciplines) that act as subject matter experts for the purpose of reviewing and updating examinations. Exam committee members are selected from diverse stakeholders from across the United States who respond to a call for volunteers, upon evaluation of their résumés and recommendations.

Exam Committees are appointed for individual exams, i.e. there is a Medical Assistant Exam Committee to help review and update the Medical Assistant exam. Exam results, including statistical analysis of exam performance, are reviewed by NCCT's Board of Testing on a regular basis. Exam questions with poor statistical results are reviewed by the appropriate Exam Committee. Feedback received from exam candidates is also reviewed.

How to Use This Handbook

To become certified by NCCT, an individual must meet the eligibility requirements specified in this booklet for the certification and route of choice, and earn a passing score on the corresponding examination. NCCT does not certify individuals without examination.

To avoid delays in processing applications to test with NCCT, it is important that applicants understand and follow the directions and information outlined in this handbook.

Keep This Handbook for Future Reference

To avoid any problems in processing your application, follow the guidelines outlined in this handbook. Make sure to allow plenty of time for receipt of documentation before scheduled test dates. Use contact info below for any additional questions about the policies, procedures, or processing of your application after reading through this handbook.

Please contact us at.

contactus@ncctinc.com
800.875.4404

Eligibility Requirements and Procedures

There are TWO routes of qualification for most examinations. The CPI and DP exams have separate applications and requirements. All qualifying education and experience must be < 10 years old.

ROUTE ONE: Qualification by Education

- You have a High School (HS) diploma (or equivalent [1]); and
- You have graduated from an NCCT-approved [2] program in the field of practice; and
- You have completed any additional requirements listed in the Quick Guide that follows.

ROUTE TWO: Qualification by Experience

- You have a High School (HS) diploma (or equivalent [1]); and
- You have specified, verifiable experience as a practitioner per the Quick Guide; and
- You have completed any additional requirements, as listed in the Quick Guide.

Quick Guide

To NCCT Certification Requirements

ROUTE 2	ROUTE 2 EXPERIENCE REQUIREMENTS (See note below)
Medical Assistant	2 years FT (full time or equivalent) experience as a Medical Assistant
Medical Office Assistant	1 year of FT experience as a Medical Office Assistant
Phlebotomy Technician	1 year of FT experience as a Phlebotomist
Patient Care Technician	1 year of FT experience as a Patient Care Technician
Pharmacy Technician	1 year of FT experience as a Pharmacy Technician
Bookkeeper	1 year of FT Bookkeeping/Accounting experience
Insurance & Coding	1 year of FT experience in Insurance & Coding
Tech in Surgery - Certified	There are THREE alternate routes, all of which require documentation of specified experience: (1) Completion of a formal ORT or ST training program, plus 1 year of FT experience within the past 2 years, or 2 years parttime (PT) experience within the past 4 years; or (2) Documentation of 7 years of FT qualifying ORT or ST experience within the past 10 years; or (3) Licensure as a MD, RN, LPN, or LVN with extensive scrub experience.
ADDITIONAL DISCIPLINE SPECIFIC REQUIREMENTS Download NCCT documentation forms under the Forms/Docs tab on the homepage (*www.ncctinc.com*)	
Phlebotomy Technician	All candidates must submit documentation of successful blood collection experience. Forms can be downloaded from the Forms/Documents tab on *www.ncctinc.com.*
Pharmacy Technician	Candidates may not be convicted felons.
Tech in Surgery - Certified	NCCT requires documentation of specific types of surgical scrub experience from all applicants, whether applying via Route 1 or Route 2. This includes a minimum of 150 surgical cases, from at least 4 of the following 5 surgical categories: General Surgery, Obstetrics and Gynecology, Otorhinolaryngology, Orthopedic, and Genitourinary. The documentation must delineate whether applicant was 1st scrub, 2nd scrub, or circulated. Forms can be downloaded from the Forms/Documents tab on *www.ncctinc.com.*

[1] *High School Diploma Equivalency*

Passing the U.S. General Educational Development (G.E.D.) test or any of the U.S. Department of Education approved Ability To Benefit (A.T.B.) examinations will be considered equivalent to the U.S. High School diploma for purposes of qualifying for NCCT certification.

[2] *NCCT-Approved Program*

For approval to tests graduates via Route 1, a program should submit a copy of the NCCT Program Application Form along with its state business license, its accreditation status, and its program curriculum and/or syllabus. Approval for testing of graduates is granted by discipline. Applicants can find out if their program graduates are approved for testing by contacting their schools directly (i.e. letter on file) or by calling NCCT.

NOTE

All candidate experience must be documented, appropriate, and verifiable by NCCT. Certification is only granted to individuals who meet all eligibility requirements, have passed an NCCT certification exam, and who have submitted all documentation and payment. No certificate is released unless all conditions have been met.

Exam Application Process

Applications for testing or rescheduling must be **received** by NCCT a minimum of 2 weeks (14 days) prior to the requested test dates. Applicants whose applications are received within 2 weeks (14 days) of their requested test dates will be assigned to test at the same facility at the next available test date.

Paper applications are available for all exams and can be downloaded at *www.ncctinc.com* from the Forms/Documents tab. Paper applications may be used for all exams.

Online applications may be used **ONLY by current students** of approved programs that serve as test sites.

All other candidates must apply via paper applications submitted to NCCT offices for determination of eligibility in advance of scheduling. This includes:

- Applicants applying via Route 2 (experience)
- Applicants who are graduates from approved programs
- Any instructors who are applying to take any exam
- Applicants for Certified Postsecondary Instructor® (CPI) exams
- Applicants for Donor Phlebotomist (DP) exams
- All other applicants

The method of application (online or paper) does not limit the candidate's choice of test format. Applications (whether online or paper) must be read thoroughly, completed, and signed/dated by the applicants themselves. Applicant signature (pen or electronic) indicates agreement with all policies, procedures, and terms and conditions of certification. Candidates must attach a photo with their paper applications, to be used for identification purposes as required.

Applications are valid for up to ONE year from the date submitted. A new application must be completed for each discipline in which certification is sought. If retesting is required, applicants must reapply. Rescheduling does not require a new application, but will require a 2 week minimum waiting period.

DOCUMENTATION

For applicants applying and paying online, any required documentation should be sent to NCCT in a timely fashion by fax or mail to avoid delays.

Applicants who are not graduates of a program at their selected test site must send all documentation to NCCT in advance of testing for determination of eligibility. Applicants should send legible copies of documentation. **Documentation is not returned; do not send originals!**

The type of documentation required varies by examination and route. Following are some general rules about submission of documentation. Other exam-specific requirements are listed under each examination category.

1 ***For any route that requires a DIPLOMA or DEGREE:***

A copy of the diploma or degree conferred must be submitted with the application form. Career Colleges, Technical Schools, or other formal programs of post-secondary education must meet specified minimum content and clock hour requirements approved by NCCT.

2 ***For any route via MILITARY TRAINING:***

Official or notarized documentation of the candidate's military code (NEC, MOS, or AFSC code) or certificate verifying completion of training must be submitted with the application (e.g. DD214).

3 ***For any route that requires EXPERIENCE:***

Candidates should download the Qualifying by Experience form available online at *www.ncctinc.com* under the Forms/Documents tab. Documentation must be submitted on employer letterhead and signed and dated by an appropriate person of authority, with exact dates of employment; it must be verifiable. Self-employment cannot be used to document experience via Route 2. Full-time experience is defined as a minimum of 40 hours per week. Part-time experience can be prorated. Experience must be acquired within 10 years prior to the date of application. Applicants who apply for candidacy based entirely upon experience must also provide copies of their High School diplomas or equivalent.

ACCEPTANCE OR DENIAL OF APPLICATION

All applicants that are not current students from an approved NCCT program in a facility that serves as a test site must use the paper application process to apply for certification exams and must be approved by NCCT offices prior to testing. You must be a currently enrolled student that is close to graduation; this does not apply to employees or instructors at the sites.

If an email address is provided, these application approvals will be sent by email; if not, they will be sent by USPS mail. Applicants will not be allowed to test until approved, when their names are added to the official roster at the requested test site. Applicants will not be admitted to a test site if their names do not appear on the official roster.

Test candidates from NCCT-approved programs in schools that serve as testing sites may take examinations for which they are qualified upon confirmation of eligibility by the NCCT-approved Examination Coordinator at the site. If they apply online, they will only be notified if there is a problem. If they apply on paper, they will be sent acknowledgement of approval by email (if address provided) or USPS mail (postcard). No certification will be awarded until all documentation has been received and all requirements have been met.

APPEAL

NCCT strives to make fair, consistent and accurate eligibility decisions based on the information submitted by candidates. If eligibility is denied, candidates may appeal in writing to the NCCT Board of Testing. Decisions will be reviewed within 30 days of receipt. All decisions of the NCCT Board of Testing are final. A complete copy of the appeals policy is available from NCCT upon request.

WITHDRAWAL OF APPLICATION

Candidates may withdraw an application for testing by notifying NCCT in writing by mail or fax at 913.498.1243. Candidates must do so within 7 days of receipt in NCCT offices to obtain a full refund.

Fees and Refunds

Exam fees are listed on the Application form for each exam. Please contact NCCT if you have questions about exam fees.

All application fees must be submitted by check or money order in U.S. currency or by credit card (only MasterCard and Visa at this time). Cash payment is never accepted. Checks must be made payable to NCCT. No postdated checks will be accepted. No application will be processed without payment on record. Your cancelled check or credit card receipt will serve as your notification that your application payment has been received.

Mailing Address

National Center for Competency Testing
7007 College Boulevard
Suite 705
Overland Park, KS 66211

REFUND AND FEE POLICIES

- Certification exam fees are refundable only if written request is received within 7 days of the date of application postmark, and no test has been taken.
- Applicants who are determined to be ineligible for certification (in advance of taking the exam) will be charged $25 as a processing fee, presuming they have not taken the exam. If they have taken the exam, no refunds will be given.
- NCCT is not responsible for fees incurred by the applicant upon cancellation of exam dates, location changes, time changes, or test site equipment malfunctions.
- There is a $25 fee for returned checks.
- There is a $10 fee (per occurrence) for candidates who reschedule an exam more than one time.
- Scores/certifications will not be released until all fees are paid.
- If a candidate who fails wishes to retest, the full fee is charged for each attempt.
- There are no refunds on review materials, practice tests, or continuing education materials.

Scheduling, Rescheduling, and Cancellation

Candidates may call 800.875.4404 to find a test site to meet their testing needs. NCCT has testing sites across the United States, and abroad.

NCCT-approved Exam Coordinators schedule the exams for their own test sites. Exam Coordinators work out the room availability, dates, and times with the facility itself. Since there are sites across the United States that test on any day of the week, candidates seeking an accommodation for religious holidays should find a testing site that will test on an alternate day.

Once scheduled, candidates may cancel by calling NCCT. Candidates should give as much notice as possible, but at least 24 hours is requested.

Candidates are allowed to reschedule an exam, subject to the availability of space at the test site, provided the new date is at least 2 weeks away. There is no penalty for one reschedule request; after that, a $10 fee will be charged for each reschedule request.

To determine whether a test site is open during periods of inclement weather or some other factor, candidates should call the test center directly. If the test site is open it is the candidate's responsibility to keep the appointment. If for any reason the exam is unable to be administered when scheduled, the examination will be rescheduled within a reasonable period of time. Candidates may take the examination at the next administration without being charged a reexamination fee. Candidates will be responsible for their own associated expenses for future testing.

Rules for Exam Conduct

- Candidates must arrive on time. Late arrivals cannot be accommodated.
- Candidates must do their own work. Any indication to the contrary may void results and invalidate certification.
- Applicants may not communicate with anyone during the examination, except to ask Proctors a question about a testing process or procedure.
- Candidates may not bring any electronic devices, notes, or reading material into the testing room at the test site.
- Candidates should complete their exams quietly, without disturbing others. Disturbing behaviors should be reported to the Proctor.
- Proctors are not allowed to assist examinees in reading or interpreting any test questions. They may answer questions about testing processes or procedures, and issue 30 minute and 15 minute warnings before the end of the exam periods.

Accomodations for Candidates with Disabilities

NCCT provides reasonable and appropriate accommodations in accordance with the Americans with Disabilities Act (ADA, 1990) for individuals with documented disabilities who request and demonstrate the need for accommodation, on a case by case basis as required by law. The 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 documentation to validate that the individual is covered under the ADA as a disabled individual and to allow accommodations to be specifically matched with the identified functional limitation, in order to provide equal access to test functions for all examinees. Certain disabilities or conditions may be considered so essential to the professional practice in the field that some accommodations for eligibility or testing may not be available, as determined by NCCT.

Any student with an identified disability per the ADA guidelines who wants to request a testing accommodation should send a written request to NCCT and include copies of all appropriate supporting documentation at least 4 weeks before the anticipated test date.

Requirements for Written Request

- Must be specific about the type of accommodation requested
- Must be submitted by the student, signed, and dated
- Requested test date should be included

Requirements for the Appropriate Supporting Documentation

- Must be typed or printed in English, legible, and current (less than 3 years old)
- Must include names, credentials, and contact information of evaluators
- Must include specific, professionally recognized diagnosis for the particular category of the disability
- Must include specific diagnostic criteria and specific tests used, with test dates and detailed interpretations of results
- Must include detail about the individual's limitations due to the diagnosed disability
- Must include evidence of the student's functional impairment in other parts of his/her life (outside of test taking)
- Must include additional documentation from childhood if requesting an accommodation for LD, ADHD, or Dyslexia
- Send the written request and appropriate supporting documentation (copies only, please) to NCCT in care of:

Mailing Address

NCCT Test Accommodations
7007 College Boulevard
Suite 705
Overland Park, KS 66211

DO NOT SUBMIT: *Document originals, résumés, handwritten letters, letters from uncredentialed evaluators, bound materials, or articles about disabilities.*

English as a Second Language

All NCCT certification examinations are in English. Candidates must be able to read and write in English in order to successfully challenge these examinations. Candidates are not required to provide proof of English literacy to challenge exams, but no language assistance will be given. Candidates for whom English is a second language are not permitted to ask Proctors, or anyone else, for assistance with translation or interpretation.

Applicants from Countries Outside the USA

All candidates are required to have a High School diploma or equivalent (GED, ATB) along with other listed qualifications. Candidates from countries outside the U.S. will need to have any requirements completed outside the country evaluated by a recognized assessment firm that determines U.S. equivalency. All such analysis will be done at the expense of the candidate.

The following are acceptable evaluation agencies for foreign transcripts.

AACRAO
Office of International Education Services
One Dupont Circle NW, Suite 370
Washington, DC 20036-1110
202.296.3359

Foreign Academic Credential Services
PO Box 400
Glen Carbon, IL 62034
618.656.5291
fasc@aol.com
www.fascusa.com

Foreign Credentials Service of America
1910 Justin Lane
Austin, TX 78757-2411
512.459.8428
info@fcsa.biz
www.fcsa.biz

Foundation for International Services
14926 35th Avenue West, Suite 210
Lynnwood, WA 98087
425.248.2255
info@fis-web.com
www.fis-web.com

Globe Language Services
319 Broadway
New York, NY 10007
212.227.1994
infor@globelanguage.com
www.globelanguage.com

International Consultants of Delaware
625 Barksdale Road, Suite 109
Neward, DE 19711-3258
302.737.8715
icd@icdel.com

World Education Services
PO Box 745
Old Chelsea Station
New York, NY 10113-0745
212.966.6311
info@wes.org
www.wes.org

World Education Services (Midwest)
PO Box 11623
Chicago, IL 60611-0623
312.222.0882
Midwest@wes.org

Preparing for the Exam

The content of the exam is developed from the research performed during the job analysis process (see "How are the Tests Developed?"). This research and the corresponding content outline are updated approximately every 5 to 7 years. Questions from each content area listed on the outline will be included, in random order, throughout the test. Each Content Outline and Test Grid includes the percentage of the test questions for each content area.

Candidates should carefully review the Content Outline and Test Grid available at *www.ncctinc.com* under the Forms/Documents tab. Brochures, career and exam content descriptions, and requirements for all certification examinations can also be located on the NCCT website under the Certifications tab at no charge.

In addition, optional Practice Tests and Review Books are available for purchase from NCCT for a fee. They are not required for any exam.

All examinations use multiple choice test items with four options, only one of which is the correct or best answer (a, b, c, or d). Paper examinations use answer sheets that require candidates to darken circles by pencil that can be read by an optical scanning device. Computer examinations require the candidate to select the letter of the correct response using a mouse or keyboard. Except for the CPI and Donor Phlebotomy exams, all exams may be taken by paper or computer. Candidates will choose the mode of exam delivery they prefer at application. The time limits allowed for test completion will vary with each discipline and are based piloted studies and the number/level of test questions. The number of test questions varies by discipline and is based primarily upon the scope of practice and breadth of skills within the body of knowledge being assessed. See chart on page 15.

STRATEGIES FOR TAKING MULTIPLE CHOICE EXAMS

- Pace yourself. Answer the easiest questions first and be careful not to spend too much time on one question.
- Read all questions carefully before choosing the best response.
- Do not over think your response. Questions are not meant to be tricky, but it is important to read all information in its entirety.
- Choose one answer for every question. Guess if you are not sure of the correct answer. Your score is based on the total number of correct answers.
- The multiple choice answers to each question are in random order. Don't look for patterns in your responses.
- If you are taking the paper and pencil format of the exam, make sure to mark your answers neatly, clearly and in the correct space. Review your answer sheet after you have finished the exam to make sure there is one answer for each question and no stray marks.

Candidates may use reference materials of their choosing in preparation for any examination. NCCT does not publish a list of recommended references.

Important Information for Examination Day

To provide a fair and consistent environment for all test takers, the exams are delivered under strict security with standardized procedures. Candidates are required to follow all test site rules at all times. Failure to follow these rules may result in termination of a candidate's testing session and/or invalidation of the candidate's test score.

- All candidates must arrive in plenty of time before the exam is scheduled to begin. Once the exam has begun, no additional candidates may be admitted. Candidates denied admission due to tardy arrival will have to reschedule their exams; the new date must be at least 2 weeks (14 days) later.
- 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.
- Candidates must have two forms of acceptable photo identification; at least one form must be government issued and signed by the candidate.

- No reference materials, papers, or personal items (purses, briefcases, coats, etc.) are allowed in the examination room except applicants taking the Insurance and Coding Specialist exam may use the standard coding books during the exam. These may be tabbed, with notes appropriate for use on the job as a coder, but no others.
- No guests, including Exam Coordinators, are permitted in the exam room of the testing site.
- No electronic devices–including telephones, signaling devices, personal digital assistants, or the like–are permitted in the examination room (one exception: bookkeeping certification candidates will be allowed to bring silent, hand-held, non-programmable calculators).
- No weapons or instruments that may reasonably be used as weapons may be brought into the examination area.
- No test materials, documents, or memoranda of any sort are to be taken from the examination room.
- Food and beverages are not permitted in the assessment area. Tobacco products and chewing gum may not be used by candidates or Proctors during exams.
- Candidates may not communicate with anyone except the Proctor during the exam. If testing online, candidates are not allowed to open any other software or window during testing.
- Candidates will be observed at all times during testing and should be aware that security procedures are in place and will be enforced.
- If examinees must leave the testing area during the examination, they may do so one person at a time. No extra testing time will be allowed for the absence. Any scratch paper or other test materials must be left with the Proctor.
- If there is a problem with the examination (e.g. omission of a page, wrong exam) examinees will notify the Proctor quietly and the Proctor will assist them.
- No questions concerning the content of the examination may be asked in the examination room before, during, or after the exam. Proctors are not allowed to answer any questions about the content of the examination. Proctors may answer questions about processes, but cannot assist examinees in any way. They cannot interpret or explain any words or information on the exam.
- If examinees wish to challenge a test item (e.g. as having no correct response), they must remember the item number and key subject matter, and notify the Proctor at the close of the exam. The challenge will be recorded on the Proctor report. Examinees will be notified only if the challenge is accepted and scores change.
- Breaks are not scheduled during the exam. Candidates who need to leave the room during the exam must receive permission from the Proctor and may be escorted while outside the testing room. No additional time will be allotted. Candidates will not be allowed to talk during breaks, no consult with any reference material whatsoever. Those who do will be denied re-admittance to the examination area, forfeit all fees, and their exams will not be scored.
- Examinees are allowed a predetermined length of time to complete their examinations, per the chart below. Examinees will receive "time left" notifications from the Proctor at 30 and 15 minutes prior to the end. Examinees that complete their exams before the allotted time has expired may be excused from the testing area. They must give all testing materials, including any scratch paper used, to the Proctor and exit quietly.

- Candidates who are caught violating any testing rules or engage in any other conduct which is injurious to the integrity of the exam or any of its participants will be subject to dismissal from the examination, may be barred from future examinations, and may be required to forfeit his/her current examination fees. Testing centers are authorized to take immediate, appropriate measures against candidates who are caught violating testing rules. Candidates are entitled to appeal the dismissal determination.

TIME ALLOTMENTS FOR CERTIFICATION EXAMINATIONS *

EXAM DISCIPLINE	TIME (HR)	ONLINE/PAPER	# SCORED ITEMS
Medical Assistant	3	Both	150
Phlebotomy Technician	2.5	Both	143
Insurance/Coding Specialist	2.5	Both	132
Medical Office Assistant	3	Both	186
Patient Care Technician	3	Both	180
ECG Technician	3	Both	170
Pharmacy Technician	3	Both	161
Tech in Surgery - Certified	3.5	Both	250
Bookkeeper	3	Both	200
Certified Postsecondary Instructor	4	Online Only	200
Donor Phlebotomist	2.5	Online Only	128

Results and Score Reports

A criterion-reference standard setting process is used to identify the passing point for each exam. This means that your performance on the exam is measured against a predetermined standard of knowledge. To determine the passing point, a panel of subject matter experts carefully review each exam question to determine the basic level of knowledge that should be expected of individuals with entry-level abilities. The judgments of the subject matter expert panel are then statistically analyzed to determine the passing score. To pass the exam you must meet or exceed the predetermined standard, or passing point.

The exam and passing point are designed to identify candidates with acceptable entry-level knowledge. Receiving a very high score is not an indication of more advanced knowledge or a predictor of better performance on the job. All individuals who pass the exam, regardless of their score, have demonstrated an acceptable level of entry-level knowledge.

Results of exams taken on paper will be sent within 4-6 weeks after receipt of exams by NCCT. Online exams will display results upon completion; candidates will know immediately whether they have passed or failed the examination. Official confirmation of scores will be sent by mail. Passing the certification examination alone does not guarantee certification; all requirements for eligibility and certification (including receipt of all documentation) must be met before any certificate will be issued.

Candidates will receive a score report that includes their score and pass/fail status. Candidates who fail the exam also receive a summary of their performance in each of the major content areas for the exam. Candidates who fail the exam are encouraged to use this feedback to assist them in preparing to retake the exam.

**** NOTE***

Exams may have additional unscored items added so that the questions can be assessed for use on future exams. This will alter the total number of test items an examinee will need to answer, but time is already allotted for these items in the total time provided for each exam.

NCCT and its Proctor sites are responsible for the validity and integrity of the scores earned and reported. On occasion, occurrences such as computer malfunctions or candidate misconduct may cause test irregularities that must be investigated. NCCT reserves the right to void or withhold examination results if, upon investigation by its qualified personnel, violations of policies and procedures are discovered or testing irregularities cannot be adequately explained. Examinees may be allowed to retest, under specified conditions, but retesting is not guaranteed. Applicants, Proctors, and all test site employees are expected to fully cooperate with any such investigations.

APPEALING AN EXAM RESULT

Candidates who take the paper and pencil version of an exam may request hand scoring of their examinations if they believe that erasures or stray marks might have resulted in an error in scoring. All appeal requests must be made in writing to NCCT postmarked no later than 7 days after the examination date. A notice of the hand scored results will be sent to the candidate by email within 4 weeks of the request if the score does not change. If the review results in a score change, the results will be sent by USPS mail. The results of the hand score will be final.

USING THE CREDENTIAL(S)

NCCT credentials may only be used as long as certification is valid and the certificant remains in good standing. Authorized use of the designation(s) includes the right to publish the designation of business cards, stationery and other professional documents. Individuals may not use any NCCT credential until they have received specific written notification that they have successfully completed all requirements including passing the exam. When all requirements are complete, examinees are sent official certificates and pocket cards verifying their new status. To continue use of NCCT credentials, certificants must comply with all recertification requirements.

Retest Options **

Examinees who fail a NCCT certification examination must wait a minimum of 30 days before they will be allowed to retake the exams they failed, and a maximum of 3 lifetime attempts (total) for any single certification is allowed. The 30 day waiting period helps to insure that candidates have ample time to review all content areas before retesting and insures that applicants do not learn the exam content from quick, successive repeats of the test.

Retention of Records

- Signed, completed applications are valid for a period of one year from the date of the signature on the application.
- Hard copies of applications are kept by NCCT for one year from the date of the signature on the application.
- Receipt of supporting documentation is recorded electronically and hard copies are discarded.
- Applications and documentation validation of those who become certified are kept in an electronic database indefinitely as long as the certificant remains active.
- If a certificant does not retain active status, all records of certification will be destroyed after 5 years.

** ***NOTE***

If examinees retest in violation of this policy, whether accidentally or otherwise, their scores and certifications will be invalidated, and they will be prohibited from any further testing with NCCT. The burden of compliance rests upon the shoulders of the examinees, since all examinees who fail are reminded of this policy in writing with their score reports. All test fees will be forfeited.

Recertification

NCCT requires periodic recertification to ensure that individuals who hold its credentials maintain their ongoing commitment to professional development in their area(s) of practice and to promote the ongoing enhancement of knowledge and skills. The NCCT recertification process provides certificants the opportunity to demonstrate the reinforcement and expansion of their knowledge and skills while also providing recognition to individuals who participate in ongoing professional development.

Candidate certification is valid for a period of five years, from the date of certification indicated on each candidate's certificate. The 5 year recertification time period is Board of Testing consensus that most bodies of knowledge will have changed substantially in that period of time. In order to continually maintain active status during each 5 year certification period, NCCT certified individuals must participate in the renewal process by accruing 14 clock hours of continuing education annually through completion of courses provided and/or preapproved by NCCT. The clock hour requirements were selected after researching benchmarks in all disciplines tested by NCCT.

NCCT provides continuing education courses to its certificants that are designed to enhance the knowledge, skills, and abilities identified by job analysis in the disciplines tested. Course topics are selected using input from subject matter experts, exam committees, reviews of current practice, and suggestions from stakeholders. Topics can range from technical updates to important workplace issues such as safety, communication, and pertinent laws. Individual CE courses typically range from one to six clock hours in length, and all require the successful completion of a test to obtain credit. NCCT also provides a mechanism for certificants to submit proof of successful completion of outside CE courses for consideration.

Each year certificant's must submit a continuing education form along with an annual maintenance fee. NCCT will verify that the required continuing education hours have been successfully completed.

If an individual's certification becomes inactive for a period of time less than five years, it may be reactivated by completion of all clock hours of continuing education that would have been required by active certificants during that time. For example, if a candidate has been inactive for 2 years, he/she would be required to complete 28 clock hours of NCCT provided (or approved) continuing education. If, however, certification is inactive for a period equal to or greater than 5 years, an individual will be required to reapply, meet the eligibility requirements in effect at that time, and retest (at cost) in order to reinstate active certification.

Some continuing education courses provided by NCCT are P.A.C.E.® approved. These courses have additional evaluation requirements, which are detailed in the renewal materials.

For more details on the recertification requirements, candidates should refer to the NCCT "Guide to the Recertification Process," which may be downloaded from the NCCT web site. While NCCT will issue periodic reminders regarding recertification deadlines it is each certificants responsibility to ensure all recertification requirements are met.

Code of Ethics

By signing the NCCT application before testing, all certification candidates agree to abide by the following Code of Ethics as NCCT professionals:

- 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 role 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.
- In making this pledge, I agree to uphold high standards of professional behavior at all times in the role(s) for which I am certified by NCCT. Violations of the code of ethics are brought before the Board of Testing for action, as needed.

Assurance of Exam Validity

NCCT reserves the right to cancel an examination score, or require retesting under specified conditions, if there is any question about a score's validity in the professional judgment of the Testing Department and/or its consulting psychometricians. Circumstances warranting such actions are rare, but may include and are not limited to:

- The presence of test irregularities at a Proctor site
- Reports of talking or other communication during an exam
- Reports of examinees giving or receiving aid from others during an exam
- Reports of Proctors not following NCCT procedures
- Consulting study aids of any type during an exam
- Copying, transcribing, printing, or reproducing test materials in any manner
- Disclosure, publication, transmission, or distribution of any exam content
- Removing test materials from the examination room
- Having improper access to NCCT examination content prior to testing
- The 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 the following:

- Multiple candidates who have statistically identical answers
- Atypical marks, erasures, or other irregularities on answer sheets
- Candidate which retakes before 30 day waiting period or more than 3 times
- Significant changes in scores of individuals, or at a single Proctor site
- Identification, paperwork, processing, policy or other discrepancies

As part of the application process, all NCCT applicants are required to sign a Statement of Understanding regarding the policy that NCCT reserves the right to make all final decisions about award or revocation of its certifications.

OTHER EXAMINATION IRREGULARITIES

Any problems, suspected instances of cheating, alleged inappropriate examination administration, environmental testing conditions severe enough to cause disruption of the process, or other irregularities related to test administration should be addressed to the on-site Proctor or to the staff. All such matters will be reported, investigated, and subject to further action based upon policies and procedures adopted by the Board of Testing. Cheating or other violations of the Code of Ethics or matters that may constitute grounds for disciplinary action will be handled under the Disciplinary procedures adopted by the Board of Testing, but other issues in the nature of examination irregularities are not subject to appeal.

Receipt, possession, or transmission of NCCT examination materials (before the examination, on-site, or in the future) including examination questions and cases in any form, is a breach of NCCT policy and is strictly forbidden. NCCT reserves the right to take whatever measures are necessary to protect the integrity of its examinations. This could include, but would not necessarily be limited to, exclusion from a current examination and/or future examinations, certification revocation, and suit for recovery of monetary damages.

Exam Confidentiality

NCCT examination and review materials are copyrighted. Examinations are provided to candidates and Proctors on a temporary basis for the sole purpose of testing qualified candidates in a single discipline for which they have made application for certification. This means that:

- No one is allowed to possess or use NCCT examination content for any other purpose at any time.
- You agree not to disclose, copy, publish, reproduce, transmit or distribute exam content (in whole or in part) in any form, by any means, for any purpose
- You understand that unauthorized disclosure, publication, reproduction, transmission, distribution, or possession of exam content or materials in any form is a crime and may subject you to civil liability and/or criminal prosecution.

By signing the Statement of Understanding on the NCCT application, candidates agree that they will not disclose, reproduce, or transmit exam content by any means. This means that candidates may not share test content or questions with any other person, for any reason, at any time.

Score and Candidate Confidentiality

Exam results will be released, in writing, directly to the candidate. Paper and pencil exam results are sent via mail and computer administered exam results are provided on-site immediately following the exam with a confirmation by email that is auto-generated from the testing application. Exam results will not be given out by NCCT staff over the telephone, by email, or by fax. Results will not be released to anyone other than the individual who took the exam unless written consent is provided by the candidate.

NCCT may publish the names and credentials of certificants on its web site or in other publications.

NCCT protects the confidential information of applicants and certificants. In addition to exam results, personal information submitted with an individual's application is also considered confidential. Unless otherwise required by law, confidential information will only be released to the individual applicant/certificant unless a signed release is provided by the applicant/certificant.

An individual's certification status is not confidential and may be verified online or by contacting NCCT.

Disciplinary Policies

Certification may be denied, suspended or revoked or a formal reprimand may be issued if it is established that the information on an individual's application is inaccurate in any respect, the applicant engages in any inappropriate conduct during the examination, the certificant is convicted of a felony, if gross negligence or willful misconduct is substantiated, an individual violates the NCCT code of ethics, or the applicant misrepresents or misuses his/her certification status in any way. Certification may be denied or revoked if it is established that a candidate violated the exam confidentiality, as explained previously.

If it is determined that a candidate has violated NCCT Candidate Conduct Policy, Code of Ethics, or had committed a crime connected to the certification, such candidate may not be eligible to schedule any certification test for a minimum period of 12 calendar months from the date of such determination, if determined necessary or appropriate by NCCT based upon the seriousness of the incident or violation. In some cases, candidates may be prohibited from further NCCT testing entirely.

Complaints regarding candidates, applicants, or certificants must be submitted in writing to NCCT.

The NCCT Board of Testing Discipline and Complaints policy is available from the NCCT upon request.

Appeals Process

Candidates, applicants, or certificants may appeal an adverse decision regarding eligibility determination, renewal determination, examination grading, and examination administration issues. All appeals must be submitted to the NCCT in writing. The full Appeals policy is available upon request from the NCCT.

An individual may appeal an adverse decision related to a disciplinary issue within 30 days of receipt of the notice of the decision. Appeals must be submitted to the NCCT in writing. A full copy of the NCCT Board of Testing Discipline & Complaints policy, which includes the appeal procedure, is available from the NCCT upon request.

Nondiscrimination

NCCT does not discriminate based on race, color, national origin, sex, age, religion, marital status, sexual orientation, or any other status that is protected by applicable law.

Change of Address

It is your responsibility to notify NCCT of any change of address or other contact information. Failure to provide this information may result in missed updates and reminders. Changes of address should be sent to NCCT in writing by mail, fax or email.

Guide to the Recertification Process

POLICY

To maintain active professional status, NCCT requires annual recertification. Recertification is accomplished yearly by completing continuing education (CE) courses and paying a recertification fee. NCCT is the CE provider for individuals certified through MMCI or NCCT.

NCCT requires periodic recertification to ensure that individuals who hold its credentials maintain their ongoing commitment to professional development in their area(s) of practice and to promote the ongoing enhancement of knowledge and skills. The NCCT recertification process provides certificants the opportunity to demonstrate the reinforcement and expansion of their knowledge and skills while also providing recognition to individuals who participate in ongoing professional development.

NCCT provides CE courses to its certificants that are designed to enhance the knowledge, skills, and abilities identified by job analysis in the disciplines tested. Course topics are selected using input from subject matter experts, exam committees, reviews of current practice, and suggestions from stakeholders. Topics can range from technical updates to important workplace issues such as safety, communication, and pertinent laws. Individual CE courses typically range from one to six Clock Hours (CH) in length, and all require the successful completion of a test to obtain credit.

NCCT utilizes self-instructional courses to assure all our certificants have easy access to CE courses. The courses are available in three formats: from the website, on a CD, and in printed form (CE books with a preset collection of courses or individual courses).

NCCT may accept outside CE courses/college courses for recertification credit. To have outside courses reviewed for consideration, certificants must complete the Application for Outside CE Approval for Recertification Credit (found in the Forms/Document tab at www.ncctinc.com in Attachment A of this guide).

RECERTIFICATION REQUIREMENTS

1 The number of Clock Hours (CH) of continuing education required to maintain your certification depends on the number of certifications you hold. The CH requirements were selected after researching benchmarks in all disciplines tested by NCCT.

NUMBER OF CERTIFICATIONS HELD	TOTAL NUMBER OF CLOCK HOURS REQUIRED EACH YEAR
1	14
2	19
3	24
4	29
If 5 or more certifications are held, contact Customer Service at 800.875.4404.	

- CH is the actual number of hours an individual participates in a continuing education activity. For example, a 3 CH course should take three hours to read the article and complete the test questions.
- If you hold more than one certification, you must meet the 14 CH requirements for one certification before you complete the additional CH requirements for the other certification(s).

2 You must earn a score of 70% or higher to receive credit for a CE course. If you do not make at least 70%, you may repeat the same course to attempt to receive a passing score or take another course.

3 Recertification must be completed every year. If you lapse for a year, your certification status becomes non-current. However, you can "catch up" by paying for and successfully completing the required number of CE Clock Hours that you have not done. For example, if you have one certification and you have not completed CE for three years, you would need to pay for and successfully complete 42 CH (14 CH x 3 years) to regain a current certification status.

4 If you remain non-current for five or more years (i.e., you do not complete the required number of CE Clock Hours) your certification becomes invalid. This means you are no longer NCCT certified and you can no longer use the NCCT credentials after your name. At this time, you must once again apply, qualify, and pay to retake the certification exam if you wish to become certified again. Certification is valid for a period of five years, from the date of certification indicated on each candidate's certificate. The five-year recertification time period is Board of Testing consensus that most bodies of knowledge

NOTE

Maintaining your active national certification with NCCT is not the same as maintaining a current state of certification (license), if that is required in your state.

will have changed substantially in that period of time. In order to continually maintain active status during each five-year certification period, MMCI and NCCT certified individuals must participate in the renewal process by accruing 14 CH of continuing education annually through completion of courses provided and/or pre-approved by NCCT.

SUMMARY OF CERTIFICATION TERMINOLOGY

Current certification status:

You have successfully completed the required number of CH required for the certification(s) you hold.

Non-current certification status:

You have not successfully completed the required number of CH required for the certification(s) you hold.

Invalid certification status:

You are no longer certified and you cannot use the certification credentials after your name.

PROCESS

The recertification process has three primary steps.

STEP	SENT	NCCT MAILING TO YOU INCLUDES	ACTIONS YOU MUST TAKE
1	Six months before the anniversary of your certification date.	• Letter with recertification order form • Guide to the Recertification Process (1st time recertification only) • Printed CE Materials Order Form • Wristband/Pin Order Form	Return to NCCT*: • Recertification Order Form • Payment (check or credit card) • If applicable, completed CE Printed Materials Order Form *The recertification process can be completed online, eliminating the need to return items to NCCT via mail.
2	Upon NCCT receipt of your response to the 1st mailing.	• CE products ordered (CD, individual printed courses, books). • Wristband/Pin Order Form • NOTE: You will not receive this mailing if you opted to complete your CE requirements online.	Return to NCCT* **before** the expiration date stated in your letter: • Completed answer sheets • If applicable, completed P.A.C.E.® evaluations. *CE tests and P.A.C.E.® evaluations can be completed online, eliminating the need to return items to NCCT via mail.
3	Upon NCCT receipt and grading of your CE answer sheets and, if applicable, your completed P.A.C.E.® evaluation forms.	• Letter with ID card (sent when ALL required Clock Hours of CE have been successfully completed) • Transcript with official P.A.C.E.® documentation, if applicable • New certificate • Wristband/Pin Order Form	none

You may opt to receive electronic notification of recertification.

PRICING *

Recertification fee pricing is dependent on the number of Clock Hours (CH) needed to remain or become current with your certification. The cost to purchase one CH of continuing education is $5.50. To determine your total renewal cost, multiply the number of CE Clock Hours needed by $5.50.

	1 CERTIFICATION	2 CERTIFICATIONS	3 CERTIFICATIONS	4 CERTIFICATIONS
1 Year	14 CH = $77.00	19 CH = $104.50	24 CH = $132.00	29 CH = $159.00
2 Years	28 CH = $154.00	38 CH = $209.00	48 CH = $264.00	58 CH = $309.00
3 Years	42 CH = $231.00	57 CH = $313.50	72 CH = $396.00	87 CH = $478.50

The required number of CH can be purchased in full or in any quantity desired. Partial payments may be useful if your certification is non-current and you are attempting to complete your requirements. If you opt for online testing, you can make partial CH payments and complete continuing education (CE) courses during your recertification cycle, avoiding the need to do them all at one time. If you opt for paper/pencil testing, you can make partial CH payments but you will not receive CE materials and answer sheets until payment is received in full.

* If you have more than 4 certifications and/or have been non-current for four years, call Customer Service at 800.875.4404 for specific information.

Selecting and Completing Continuing Education Courses

SELECTING CE COURSES

There are no required CE courses for a specific certification. You may select and complete any CE course with some exceptions (see below). The following guidelines for selecting CE courses may be used.

1. Select courses that are applicable to your profession as your first choices.
2. Select courses that are of interest to you or that will enhance your overall knowledge as second choices, as needed to complete your required number of Clock Hours for recertification.
3. Note that NCCT offers certification for many entry-level professions. Not all CE courses are applicable to everyone.
4. Do not repeat a course you have taken before. Credit is not given for a course you have already successfully completed. If you cannot locate your transcript from the previous year, you can review and/or print your transcript from the NCCT website.
    a. Go to *www.ncctinc.com.*
    b. Log in with your User Name and Password. If you do not have a User Account, click *Create Account* and follow the instructions to obtain a User Name and Password.
    c. After you are logged in, select *Stay Certified with CE*. From the left menu, select *CE Transcript*. On the CE Transcript page, click on the link to *Download/Print* your transcript.

5 You will only earn credit for the number of CH you have purchased. Select courses whose CH will be equal to or slightly more than your required number when added together.

- We know that not every combination of courses will add up evenly to your required number of CH. As long as your total is at least your required CH, you will receive credit for your required number.
- An excess number of completed CH cannot be held over to the next renewal cycle.

P.A.C.E.® APPROVED COURSES

The Professional Acknowledgement for Continuing Education (P.A.C.E.®) program is the quality assurance mechanism for educational programs offered to clinical laboratory professionals by the American Society for Clinical Laboratory Science (ASCLS). P.A.C.E.® approved courses must be applicable to clinical laboratory science. For this reason, not all courses are P.A.C.E.® approved.

NCCT is approved as a provider of continuing education (CE) programs in the clinical laboratory sciences by the ASCLS P.A.C.E.® program. NCCT offers numerous P.A.C.E.® approved CE courses. If you are a phlebotomist in California, the NCCT P.A.C.E.® courses can count toward meeting your state certification (license) requirements. Therefore, you will want to select from these courses as part of your CE selections. Through P.A.C.E.®, NCCT is a California-approved CE provider, Agency #0001. However, it is not necessary to take only P.A.C.E.® approved courses to maintain your NCCT certification.

If you are a phlebotomist in a state other than California that requires continuing education to maintain your state license, P.A.C.E.® approved courses may be acceptable in your state. Contact your state laboratory field services office for specific information.

P.A.C.E.® approved courses are not just for those holding a phlebotomy certification. These courses may be completed by anyone.

To meet P.A.C.E.® requirements, NCCT requests course evaluations from individuals who complete P.A.C.E.® approved courses. An evaluation form specific for the course (with preprinted course title and number) follows the test questions on a P.A.C.E.® approved course. When you take a P.A.C.E.® course, please complete the specific evaluation form and return it with your completed answer sheet. A blank P.A.C.E.® evaluation form can be downloaded and printed from the *Forms/Documents* section at *www.ncctinc.com*. If you use this form, please fill in the course title and number. If you are taking CE tests online, a link is provided to complete a P.A.C.E.® course evaluation online. The link is located on the *Test Results* page.

DISCLAIMER

The writers for NCCT continuing education courses attempt to provide factual information based on literature review and current professional practice. However, NCCT does not guarantee that the information contained in the continuing education courses is free from all errors and omissions.

CONTINUING EDUCATION COURSES

CE courses are available on the NCCT website, on a CD, or in printed format as individual courses or books with preset collections of courses. You will receive an order form with your recertification notice that allows you to request the type of CE product you wish to use. You may also purchase CE materials online at *www.ncctinc.com*.

- If you are receiving CE materials by mail, a CD will be included. If you cannot use the CD, you do not need to return it to NCCT. You may give it to someone else or discard it.
- If you want printed books or printed individual courses, use the Printed CE Materials form *(CE-0001)* to determine which volume(s) or course(s) you want to purchase. This form can be downloaded and printed at *www.ncctinc.com*. NOTE: There is an additional charge for printed materials.

Continuing education courses are continuously in development. The self-instructional courses consist of the following:

- Introduction
- Objectives
- Reading materials
- References
- Test
- P.A.C.E.® evaluation form, if applicable

Some CE courses for Certified Postsecondary Instructor® (CPI) and Bookkeeper (NRB) certifications may require the use of a computer to locate information on the internet to use to answer questions.

Answer sheets are provided to record your answers to test questions. Before you take a CE test, review the instructions on completing the answer sheets. Refer to Attachment B of this guide for more information. Tests can also be taken online, avoiding the use of answer sheets. For more information, refer to the following section on *Accessing and Completing Education Courses* or go to *www.ncctinc.com*.

For more information about course content and an up-to-date listing of all available CE courses, go to *www.ncctinc.com*, select *Forms/Documents*, then select the *CE Course Catalog* from the list of documents.

If you would like to suggest a specific topic for a CE course, email *conted@ncctinc.com* or send a letter to the NCCT Continuing Education Department.

ACCEPTANCE OF OUTSIDE CONTINUING EDUCATION COURSES

NCCT may accept outside continuing education (CE) and/or college coursework toward the recertification requirements. Policies and procedures for submitting outside CE coursework follow.

1. Use the *Application for Outside CE Approval for Recertification Credit* to submit documentation of completion of outside CE courses. This form is located at *www.ncctinc.com* in the *Forms/Documents* tab.
2. Submit a copy of the certificate of completion for each CE course. The certificate must include the date, program title, agency accrediting the program (PACE, AMA, AAPC, etc.), number of CE credit hours earned, and signature of an approved program official. If you are submitting college coursework, submit a copy of your transcript. **Do not send original documents.**
3. Outside CE courses should be completed in the year in which you are requesting recertification, i.e., a CE course completed in 2008 cannot be used for your 2010 recertification.
4. Submission of the form and documentation does not mean that the CE coursework is automatically accepted for NCCT recertification credit. This information will be reviewed and you will be contacted regarding acceptability.
5. Individuals requesting recertification credit for outside CE courses must still pay the annual NCCT recertification fee.
6. Submit the *Application for Outside CE Approval for Recertification Credit* with the NCCT recertification application and recertification fee.
7. Submit all documentation at one time. In other words, do not submit documentation throughout your renewal cycle.
8. If the outside CE course CH does not equal 14 CH, you will need to make up the difference with NCCT CE courses.

ACCESSING AND COMPLETING COURSES

Website/Online CE Testing

1. All courses in the CE library are available for review on the NCCT website. Review the courses and select the ones you want to complete. After reading the course material, CE tests can be taken online or by paper/pencil using answer sheets.
2. To open any of the files on the website, your computer must have Adobe Reader 7.0.5 or higher installed.
3. To install the free Adobe Reader 7.0.5, log in to your User Account at *www.ncctinc.com*. Select *Stay Certified with CE*. From the left menu, select *Download/Read CE Courses* and click on the Adobe Reader icon. Follow the instructions to install this program on your computer. **NOTE: After installation of Adobe, you will need to restart your computer.**
4. Log in the website and select *Stay Certified with CE*. From the left menu, select *Download/Read CE Courses*. The courses are listed by the year they were released. Review the course descriptions and click on the course name to read/print the course you want to complete. NOTE: For best results save the PDF files to your hard drive *FIRST* and then open them in Adobe Reader. If you attempt to open PDF files directly in your internet browser, you may encounter difficulties.
5. When the course has opened, you can read it from the computer or print it out.
    a. Some courses include color. To save on the use of color ink, change your printer properties to print in black/white or switch to a black printer cartridge.
    b. If you are reading from the computer screen, make sure the page width is large enough to easily view. If it is not, use the Zoom button on the standard toolbar to increase the view to 100%, Page Width, or Text Width.
6. **Paper/Pencil Testing:** After reading the course, complete the answer sheet exactly as described in the CE Answer Sheet Instructions found in the Recertification/CE tab. If you are completing a P.A.C.E.® approved course, complete the evaluation form included with the course.
7. **Online Testing:** For online CE testing instructions, go to *www.ncctinc.com*.
    a. Create a new user account or login to the website using your Existing User Login.
    b. Select the *Forms/Documents* section of the website.
    c. Scroll down until you see the *Online CE Testing Instructions*.
    d. Download and read the instructions.
8. Repeat the preceding steps until you have completed the number of Clock Hours that you have purchased. If you are using answer sheets, mail them along with any completed P.A.C.E.® evaluations back to NCCT.

CD-ROM

1. All courses in the CE library are available for review on the CD. You can review all the courses and select the ones you want to complete.
2. To open any of the files on the CD, your computer must have a program called Adobe Reader, version 7.0.5 or higher, installed on the hard drive. Attachment C in this guide explains some of the common CD troubleshooting issues.

3 To install Adobe Reader 7.0.5, insert the CD into the appropriate disk drive on your computer.

   a When the disk opens, select *Click Here for CE Information and Courses.*

   b A screen will appear with four choices. Scroll down to the bottom of the page.

   c Select *Click Here* to install Adobe Reader 7.0.5 and follow the instructions to install this program on your computer.

   d After installation of Adobe, you will need to restart your computer.

4 On the CD, select *CE Courses and Tests*. Before reading a course, click on *Read Me First* to read information on selecting and completing CE courses.

5 Select the course you want to complete. NOTE: For best results save the PDF files to your hard drive first and then open them in Adobe Reader. If you attempt to open PDF files directly in your internet browser, you may encounter difficulties.

6 When the course has opened, you can read it off the computer screen or print it out to read at a more convenient time.

   a Some courses include color. To save on the use of color ink, change your printer properties to print in black/white or switch to a black printer cartridge.

   b If you are reading from the computer screen, make sure the page width is large enough to easily view. If it is not, use the Zoom button on the standard toolbar to increase the view to 100%, Page Width, or Text Width.

7 After reading the course, complete the answer sheet exactly as described. If you are completing a P.A.C.E.® approved course, complete the evaluation form included with the course. To avoid mailing items back to NCCT, CE tests and P.A.C.E.® evaluations can be completed online.

8 Repeat the preceding steps until you have completed the number of Clock Hours that you have purchased.

9 Mail the answer sheets and, if applicable, the P.A.C.E.® evaluations to NCCT at the address on the back cover of this handbook.

Printed Books/Individual Printed Courses *

1 When you receive your recertification letter, you will receive a *Printed CE Materials Order Form* listing the courses in each of the volumes of CE books and the cost of ordering book(s) and individual course(s). Review the contents of each book and identify the courses you want to use to complete your CE. If you need more information about a specific course, you may review the CE Course Catalog on the NCCT website or call Customer Service.

2 Select the book(s) or individual CE courses you want to order and mail the *Printed CE Materials Order Form* to NCCT with your recertification form, recertification fee, and the additional payment for the CE book(s) or individual CE course(s).

3 Upon receipt of your printed CE materials, select the courses you want to complete (if using a book), read them, and complete the answer sheets exactly as described. If you are completing a P.A.C.E.® approved course, complete the evaluation form included with the course.

4 Mail the answer sheets and, if applicable, the P.A.C.E.® evaluations to NCCT at the address printed on the cover of this guide book. As previously mentioned, to avoid mailing items back to NCCT, CE tests and P.A.C.E.® evaluations can be completed online.

* An additional fee is required when you request printed CE materials.

COMPLETING CE ANSWER SHEETS *

You will receive answer sheets with your CE order request. If you order a book, the answer sheets are found at the back of the book. Important information about completing answer sheets are as follows:

- Use ONLY the answer sheets provided (NCS Pearson Form #224944).
- Use ONE answer sheet per CE course.
- Use ONLY a #2 pencil to complete the answer sheets.
- For True/False questions, fill in response (a) for a true statement (this is the oval under the "T") and response (b) for a false statement (this is the oval under the "F").
- The computer grading system can accurately grade only original answer sheets. Please do not photocopy answer sheets. If you need more answer sheets, send an email to *conted@ncctinc.com* and request a specific number. If you cannot send email, call Customer Service at 800.875.4404.
- Do not staple answer sheets together. The perforations made in the paper can cause the computer system to grade the tests incorrectly.
- The computer grading system will not accurately grade faxed answer sheets.
- Mail the answer sheets to NCCT at 7007 College Blvd., Suite 705, Overland Park, KS 66211.
- Answer sheets that are photocopied, incomplete, inaccurate, and/or incorrectly completed will be returned and a $12.00 reprocessing fee will be charged.
- Do not return the printed CE books or the CD. These are yours to keep.

TRANSCRIPTS **

Upon successful completion of your CE courses (usually within one to two weeks after receipt of your answer sheets), you will receive a transcript, an identification card stating that your certification is active until the expiration date listed on the card, and a certificate with a new expiration date.

If you cannot locate your transcript from the previous year, you can review and/or print your transcript from the NCCT website.

a Go to *www.ncctinc.com.*

b Log in with your User Name and Password. If you do not have a User Account, click *Create Account* and follow the instructions to obtain a user name and password.

c After you are logged in, select *Stay Certified with CE*. From the left menu, select *CE Transcript*. On the CE Transcript page, click on the link to *Download/Print* your transcript.

No credit is given for test scores below 70%. If you do not make at least 70%, you may repeat the same course to receive a passing score or take another course.

The following information is on your transcript for courses taken beginning with the 2006 recertification year cycle:

a Your name, address, and student identification number.

b A list of NCCT CE courses you have completed.

* CE tests can be completed online, avoiding the use of answer sheets.

** Your transcript is the official record of your continuing education. You should maintain your transcript in a secure location. Refer to it when selecting courses for the next recertification year to assure you do not take a course you have already completed.

c For each CE course taken, the following information will appear on the transcript:

- Date the exam was graded
- Course number
- Course title
- Number of Clock Hours (CH) **
- P.A.C.E.® number, if indicated
- Number of P.A.C.E.® hours ***, if indicated
- Score received on each course test

If you completed any P.A.C.E.® approved courses, the official P.A.C.E.® documentation is included as part of your NCCT transcript. This information may be used to document the number of P.A.C.E.® approved course Clock Hours you have successfully completed. This information may be used to complete state certification/license recertification forms, if applicable.

Your transcript also includes a summary table with recertification year, number of CH required, number of CH purchased, number of CH earned, and if applicable, the number of P.A.C.E.® hours. The table will include information beginning with 2006.

Accepted outside CE/college courses will not be included on the NCCT CE transcript. An official letter documenting the completion of outside CE/college courses entitled *Continuing Education Transcript Addendum* will be included with the NCCT transcript.

** A zero (0) in the Clock Hour column indicates a failed course.

*** A zero (0) in the P.A.C.E.® Hour column indicates a failed course where no P.A.C.E.® credit is given.

CE UPDATES/REVISIONS

At times, it becomes necessary to rewrite a portion of course content and/or revise a test question. Changes are made to the course materials as soon as possible. However, you may have a copy of a course where the changes have not yet been made. To find out about course content and/or test question updates and revisions, go to *www.ncctinc.com*, select *Forms/Documents*. Scroll down until you see *CE Updates and Revisions* from list of documents. Click to open this document. Updates and revisions can also be obtained by calling Customer Service at 800-875-4404.

Frequently Asked Questions About Recertification/CE

How long does it take to receive my card and transcript?

CE tests are graded one to two business days after receipt in our office. Recertification materials are prepared and mailed the following business day. You should receive the materials 7-10 business days after they have been mailed.

How can I get a copy of my transcript?

Go to *www.ncctinc.com*. Log in with your User Name and Password. If you do not have a User Account, click *Create Account* and follow the instructions to obtain a user name and password. After you are logged in, select *Stay Certified with CE*. From the left menu, select CE Transcript. On the CE Transcript page, click on the link to Download/Print your transcript.

Can I take my CE tests online even if I purchased paper/pencil materials?

Yes. Sign in to your User Account (or create one) at *www.ncctinc.com*. Select *Stay Certified with CE*. From the left menu, select *Online CE Test Login* and follow the directions.

I am a NCCT-certified phlebotomist in California. Can I take NCCT P.A.C.E.® courses to meet my state requirements and NOT maintain my national NCCT certification?

Yes. It is your choice to maintain your national certification, as it is not required by California. However, NCCT certification is not permanent. If you do not meet NCCT's recertification requirements for five years, you do lose the certification and the right to use the NCPT credentials after your name. To regain NCCT certification, you will need to pay for and retake the certification examination.

I purchased 6 CH to renew my state phlebotomy certification. What kind of documentation do I receive?

You will not automatically receive documentation of your CE completion. You can go to the NCCT website and view/print your transcript. If you need an official transcript, call Customer Service at 800.875.4404.

Will NCCT accept CE credits I have received elsewhere for my recertification? Will NCCT accept college courses for recertification?

NCCT may accept outside CE courses/college courses for recertification credit. If you want NCCT to consider outside coursework, complete the Outside CE Approval for Recertification Credit Approval Form (found at *www.ncctinc.com* in the Forms/Document tab and page 35 of this handbook). Attach all applicable documentation and send it to NCCT with your recertification application and recertification payment. You will be notified if the coursework is acceptable. If the outside CE course Clock Hours do not equal 14 CH, you will need to make up the difference with NCCT CE courses.

What do I do if I can't remember the courses I took in the past?

When you complete your recertification requirements, you receive a transcript. This is the official record of your continuing education. Maintain it in a secure location. Refer to it when selecting courses for the next recertification year to assure you do not repeat a course.

What is a clock hour (CH)?

A Clock Hour is the number of hours a professional is involved in a CE activity. For example, if you are taking a 3 CH course, it should take you 3 hours to complete the course.

How do you determine the number of clock hours (CH) a course is worth?

We determine the amount of Clock Hours by using the P.A.C.E.® formula for clock hour calculation for printed materials as follows:

(Average reading time x 1.5) + 1 minute/test question =
Clock Hours rounded down to the nearest hour or half-hour

Why is there so much reading material?

Courses are developed to assure adequate information is presented for full discussion of the topic.

Why do I have to fill out a separate evaluation form for each P.A.C.E.® course?

The evaluations are designed to provide us with specific feedback for each course.

I think a question has more than one correct answer. What do I do?

From the NCCT website, select the Forms/Documents section. Scroll down until you see *CE Updates and Revisions*. Review the information in this section to see if the question or text has been revised. If no information is found, email *conted@ncctinc.com* and describe the problem. If you do not have access to a computer, call 800-875-4404 (8:30 AM – 5:00 AM CST) and speak with a Customer Service Representative.

When I open a CE course on the CD or on the website, the page is too small to read. What can I do to make it easier to read?

Use the Zoom button on the standard toolbar to increase the view to 100%, Page Width, or Text Width.

Is a Clock Hour (CH) the same as a Continuing Education Unit (CEU) or a Contact Unit (CU)?

Yes and no. 1.0 CH = 1.0 CU; 1.0 CH = 0.1 CEU. **NOTE: Sometimes CH is the abbreviation for Contact Hour. It is the same as CU.**

Why can't we get answers to the questions we miss?

Providing answers to CE tests would compromise the security of the exams.

Why doesn't NCCT offer "live" continuing education courses?

NCCT offers live webinars for CE credit. For more information, go to *www.ncctinc.com*, select *Stay Certified with CE*, and then open the Webinars document on the left menu. You may also call Customer Service at 800-875-4404.

Instead of tests, why can't we do something fun like word searches or crossword puzzles?

Due to the large volume of individuals taking CE tests, the tests must be able to be graded by use of a computer. At present, there is no automated method to grade crossword puzzles, etc.

Why haven't you responded to my question that I wrote you on my P.A.C.E.® evaluation form?

If you use a P.A.C.E.® evaluation form to ask a question, please provide us with your name and address or an email address so we can respond.

Why don't we have a temporary expiration date any more?

NCCT requests that individuals complete their recertification (renewal) requirements by their expiration date. Standards for certification and recertification do not typically endorse mechanisms for extensions, particularly when sufficient time is given for compliance.

What does my recertification (renewal) payment pay for? It seems very expensive.

The recertification payment is $5.50 per clock hour of continuing education. NCCT believes this is a very fair and competitive cost for completion of CE. Your recertification payment provides you with products and services needed to complete and document your certification renewal requirements.

Interested in Writing a CE Course

NCCT is recruiting writers of continuing education articles from our members. After all, who knows more about what your peers want to learn than you?

You are invited to share your original contributions on appropriate topics in your field of expertise (ECG, bookkeeping, phlebotomy, insurance and coding, etc.) or on information of interest to anyone in a professional business or medical environment such as stress reduction, communication, ethics in the workplace, conflict resolution, basic management skills, etc.

Step 1

Submit your résumé (or CV), a suggested topic, and an example of your writing to *conted@ncctinc.com*. The example of your writing can be a previously written course, policy, procedure, or write a detailed description of the suggested topic you would like to submit.

Step 2

Following a review of your credentials, experience, and writing ability, you will be contacted about submitting a course.

Step 3

After NCCT has contacted you, write and submit the course. The course may be edited for clarity, style, and conciseness. The final version of the course will be emailed to the author prior to publication.

NCCT will provide an honorarium of $100 per clock hour of credit granted for the article. We determine the amount of credit using the P.A.C.E.® formula for clock hour calculation for printed materials. This calculation is done by having an NCCT test group read the manuscript under timed conditions and using that number to calculate the clock hours according to the following formula:

(Average reading time x 1.5) + 1 minute/test question =
Clock Hours rounded down to the nearest hour or half-hour

If you have questions or are interested in contributing, please contact us at the mail or email addresses provided on the cover of this document. If you know a colleague who might be interested in submitting a course, please feel free to share this information.

COURSE SUBMISSION GUIDELINES

Please write your article to include the following information (in the order below) in a Microsoft Word file. You may submit your article by email or CD. Any photos used must be non-copyrighted and we prefer digital images in .JPEG or .GIF format with a resolution of at least 300 dpi.

1. Continuing Education Topic Title
2. Author Name, Title, Credentials: If you are interested in free advertising, you may include any information you would like to share about your upcoming books, articles, courses, etc.

QUESTIONS?
Please contact us.

7007 College Blvd., Ste. 705
Overland Park, KS 66211
conted@ncctinc.com
800.875.4404

3 Course Introduction: One paragraph to let individuals decide whether it is pertinent for them to select your module as part of their annual CE as they will have several topics and contributions from which to choose.

4 Course Objectives: Submit objectives as demonstrated below.
EXAMPLE: Upon completion of this CE module, the professional will be able to:

- Identify the effects of antibiotic resistance on healthcare in general.
- Describe four methods by which antibiotics kill or prevent bacteria from multiplying.
- List examples of overuse and misuse of antibiotics.

5 Course Content (the actual article)

6 References, Citations, Bibliography

7 Exam Questions: Submit at least 10-20 multiple choice questions with four responses.

8 Answer Key: Include the correct answer for each question as well as where the answer can be found in the reading material.

My Professional Center

NCCT offers a free-of-charge benefit for individuals who maintain active certification status: *My Professional Center* (MPC). MPC is a website offering services to members, schools, and employers.

The "Members" section of MPC is designed for use by NCCT/MMCI certified individuals for professional growth, career development, professional and personal networking, and as a school contact system. For example, you can post an online resume, investigate schools for advanced training opportunities, post pictures, and print your NCCT CE transcript. Soon members will be able to search for employment opportunities.

The "Schools" section of MPC allows authorized school representatives to view test statistics, schedule testing, review testing procedures, and more. The school representative can also search for alumni members (if these individuals are registered in MPC) and search for externship sites with employers.

The "Employers" section allows employers to display their company profile, search the member database for possible employment candidates, and post job listings. Employers can also verify NCCT/MMCI certifications and allow schools to contact them for externship site collaborations. The NCCT website has a link to MPC.

TE-0011

National Center for Competency Testing

7007 College Boulevard, Suite 705
Overland Park, KS 66211
Phone 800.875.4404; Fax 913.498.1243
Office Hours M-F 8:30am - 5:00pm CST
www.ncctinc.com

DUE DATE

Your application to test or retest ***MUST BE RECEIVED*** in our offices at least 2 weeks prior to the requested test date. If not, we will contact you to schedule a different test date.

Your application ***MUST BE COMPLETED*** in full (all sections, documents, signature, and payment.) If not, the scheduling of your exam will be delayed.

CANDIDATE APPLICATION / 2010 CERTIFICATION...STEP BY STEP

1 Tell us who you are. (Please print in ink)

Last Name _____ First Name _____ MI _____

Social Security # _____ Date of Birth (mo/day/yr) _____

Address _____ Apt # _____ City _____ State _____ Zip _____

Email _____ Home Phone _____ ☐ Work / ☐ Cell _____

2 a. Which exam do you want to take?

CERTIFICATION EXAM	CERTIFICATION EXAM	SPECIAL NOTES
☐ Medical Assistant (MA)	☐ Insurance & Coding Specialist (ICS) ➔	ICS: Bring own coding books to the test
☐ Phlebotomy Technician (PT)	☐ Bookkeeper (BK) ➔	BK: Bring non-programmable calculator
☐ Patient Care Technician (PCT)	☐ Pharmacy Technician (PhT) ➔	PhT: Not available in FL, ID, LA, TX, or VA
☐ ECG Technician (ECG)	☐ Tech in Surgery (TIS) ➔	TIS: Not available in TN or SC
☐ Medical Office Assistant (MOA)	☐ Note: There are separate application forms for the CPI and DP exams.	

b. Which exam format do you prefer? *(Note: Availability is dependent upon test site.)* ☐ Online Exam ☐ Paper Exam

c. Are you *currently* a student in a school/facility that serves as an NCCT test site?

☐ Yes: Ask your school for its test site code. Enter it here _____ and complete (d) below.

☐ No: Call us at 800.875.4404 to get your test site information and complete (d) below.

d. Name of Test Site _____ Location (city, state) _____ Test Date _____

e. Are you an instructor? ____ Yes ____ No If yes, where? _____ Courses _____

3 Cost? Are you a current student or a *recent** graduate of...

☐ **Any program except surgical technology?** *(*recent = within 6 months of test date)* ☐ **If yes:** $90 ☐ **If no:** $135

☐ **A surgical technology program?** *(*recent = within 9 months of test date)* ☐ **If yes:** $155 ☐ **If no:** $195

How do you want to pay? ☐ Check ☐ Money Order ☐ MasterCard ☐ Visa ☐ Bill to School (Billing Code _____)

Credit Card Number _____ - _____ - _____ - _____ Exp. Date _____/_____

Cardholder Signature _____

Cardholder Name _____ (only if different from applicant)

Cardholder Address _____ (only if different from applicant)

Cardholder City, State, Zip _____ (only if different from applicant)

NCCT USE ONLY

AMT _____

DATE _____

CK/MO# _____

4 What documents do I need to send for approval to take your certification exam? Answer these questions.

a. Are you a *current student in an approved program** in the discipline in which you are seeking certification?

_____ Yes If you are currently attending an approved program in a school/facility that is one of our test sites, we will permit you to test without sending your documentation with your application, but you must send it to use ***as soon as you graduate*** along with a copy of your diploma. In addition, Phlebotomy and Tech in Surgery candidates must also send us completed/signed copies of their Documentation Forms which can be found on *www.ncctinc.com* under the Forms/Documents tab.

b. Are you a *graduate of an approved program** in the discipline in which you are seeking certification?

_____ Yes If you have graduated from an approved program within the past 10 years, send in a copy of your diploma and any other required documentation (Phlebotomy and Tech in Surgery) with this application. You can find all documentation forms on ***www.ncctinc.com*** under the Forms/Documents tab. Our Testing Department will contact you by email or mail as soon as we approve you to test.

* NCCT approved program (Route 1 applicants only). Program/School must be approved by NCCT prior to testing. Schools/programs that are approved will have submitted copies of your program/school accreditation, curriculum, syllabus, and supporting documentation in advance. Candidates should ask their schools if they are NCCT approved, or they may call NCCT offices if they cannot find out.

c. Do you want to take our certification exam ***based upon your experience in the field***?

If Yes: If yes, check the charts below (as a guide) and download the *Qualifying by Experience* form available online at *www.ncctinc.com* under the Forms/Documents tab. This form will give you all the specifics about documenting your experience, and can help you to avoid unnecessary delays in your testing. We count only "qualifying" job experience that is less than 10 years old, as assessed by our Board of Testing, whose decision is final. Working as an instructor in the field is not equivalent to working as a practitioner. We will contact your references for verification as needed. Our Testing Department will contact you when your experience has been verified and approved.

TESTING VIA ROUTE 2 (EXPERIENCE) AS A PRACTITIONER	DISCIPLINES	ADDITIONAL DOCUMENTS/REQUIREMENTS
1 year full time employment (2080 hrs) or equivalent	PT, MOA, PCT, ICS, PhT, BK	Phlebotomy Technician applicants must send **Documentation form: Phlebotomy Draws.** Pharmacy Technician (PhT) candidates cannot have felony records. All Tech-in-Surgery Candidates must send **Documentation Form: Tech-in-Surgery.** All forms can be found & downloaded from *www.ncctinc.com* under **Forms/Documents tab.**
2 years full time employment (4160 hrs) or equivalent under the direct supervision of a physician.	Medical Assistant (MA)	
For Tech in Surgery: Completion of formal ORT/ST training plus 1 year of FT experience within the past 2 years (or equivalent PT in the last 4 years); or	Technician in Surgery, Route 2a	
7 years of full time qualifying ORT or ST experience within the past 10 years; or	Technician in Surgery, Route 2b	
Licensure as an MD, RN, LPN, or LVN with extensive scrub experience.	Technician in Surgery, Route 2b	

5 Demographic Data (Voluntary, for use by statisticians who evaluate exams to prevent bias)

GENDER

- ☐ Male (M)
- ☐ Female (F)

RACE

- ☐ African American (AA)
- ☐ American Indian (AI)
- ☐ Asian (AN)
- ☐ Caucasian (CA)
- ☐ Hispanic/Latino (HL)
- ☐ Other (OT)

MARITAL STATUS

- ☐ Single (S)
- ☐ Married (M)
- ☐ Divorced (D)

Notice of Non-Discrimination and ADA Accomodation: NCCT does not discriminate against any candidate based on race, creed, color, national origin, sex, religion, handicap, marital status, or age. NCCT will provide reasonable and appropriate test accommodations in accordance with the Americans with Disabilities Act (1990) for individuals with documented disabilities who request and demonstrate the need for accommodation. This request for accommodation must be made in writing at least 4 weeks prior to testing. Candidates may request a copy of the full policy by contacting NCCT directly or by downloading the form from the Forms/Documents tab of the NCCT website at *www.ncctinc.com.*

6 Fees and Refund Policies

- Applicants must pay all required fees before testing. Scores and certifications will not be released until fees are paid.
- Applicants who withdraw applications must do so within 7 days after receipt in our offices to receive a full refund.
- Applicants determined to be ineligible to test will be sent a refund of the exam fee, **minus a $25 handling charge.**
- There is a **$25 fee for any returned checks.**
- There is a **$10 fee** for rescheduling an examination more than one time. It is charged for **each subsequent** reschedule.
- 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 such events/incidents.

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7 STATEMENT OF UNDERSTANDING, CONSENT, AND VERIFICATION

Agreement and signature are required to test with NCCT.

I understand and agree to all of the following as a condition of testing:

- That NCCT retains the **sole authority to make all final decisions** regarding eligibility and certification.
- All published NCCT candidate policies, including the NCCT fee and refund policies.
- That the liability of NCCT and its agents is limited to examination fees only.
- That a minimum of 14 clock hours of NCCT approved Continuing Education will be required each year in order to maintain my national NCCT certification in an active status.
- That the practice of some professions may be regulated in certain states and it is my responsibility to determine whether this certification meets my state requirements for practice before taking it.
- That it is my responsibility to send NCCT all required documentation, that all documentation must be in English, and that no certification will be released unless all requirements have been met and all documentation is on file at NCCT.
- That I must submit my application, documentation and fees at least 2 weeks prior to the test date or there may be a delay in test site approval and assignment. I also understand that I should allow 2-4 weeks for processing exam results after testing.
- That only 3 lifetime attempts are allowed for testing in any single discipline. If I fail an exam, I must wait a minimum of 30 days before applying to retake it. Each retest requires a new application and payment of the full fee.
- That NCCT grounds for invalidation or recall of any NCCT certification may include, but are not limited to, the following:
    - Violation of any policies or procedures of NCCT, including its code of ethics.
    - Failure to cooperate and/or reasonably assist with the investigation of any testing irregularity.
    - Giving or receiving unauthorized assistance when taking an examination (e.g. cheating).
    - Permitting anyone other than yourself to take an examination with your identity.
    - Violation of any laws relating to practice of the profession for which you are being tested.
    - Falsifying anything related to test application or test admission processes, or falsifying documentation.
    - Using fraud or deception to obtain certification or recertification of oneself or another by assistance.
    - Unauthorized possession, distribution, or use of NCCT exams or test questions in any form.
    - Any test irregularities that, in the professional judgment of NCCT, fall outside acceptable psychometric limits.

I give NCCT the authority to do all of the following:

- To request necessary information from individuals, institutions, or organizations in order to validate my identity, documentation, education, background and/or other credentials.
- To release my NCCT certification status (i.e. whether you hold certification) to any member of the public that requests it.
- To release my certification exam score to my college, school or program (for Route 1 applicants).
- To release my photo for identification confirmation purposes.
- To allow the use of my name for certification recognition purposes on the NCCT website(s).

I verify all of the following:

- That I am a U.S. High School graduate, or possess equivalent credentials (e.g. GED or Ability to Benefit).
- That I have never been convicted of, or plead guilty/no contest to, any felony offense. **Note:** If you have, place an X over this bulleted statement and attach a full explanation with this application. Eligibility is determined on a case-by-case basis, provided that all information has been disclosed prior to testing. **Failure to disclose felony status** will result in permanent disqualification and/or revocation of any certification granted. NCCT reserves the right to do background checks at any time.
- That I have personally completed my own application form and fully understand the contents. I declare, under penalty of perjury, that all the information I have provided in this application is true and that the signature below is my own.

Applicant Signature _____ Date _____

8 You are almost finished!

Use this checklist to make sure your are ready to mail this application.

Attach Photo Here

Used for ID purposes

☐ **Photo attached?**

We need this for confirmation of your identity.

☐ **Did you include payment?**

If not, go back to Section 3. Any checks should be made payable to NCCT.

☐ **Did you attach your diploma and/or other required forms?**

If not, or if you have forgotten what is required, go back to Section 4.

☐ **Did you read and sign the Statement of Understanding, Consent, and Verification?**

If not, go back to Section 7. Without a fully **completed** application and signature, you CANNOT be approved to test.

☐ **Ready to mail? Mail everything to NCCT at the address below. We cannot accept faxed applications.**

NCCT
7007 College Boulevard, Suite 705
Overland Park, KS 66211

☐ **How will you know when you are approved to test? How will you know where to go?**

Applicants who are students at schools/programs that serve as test sites for us should contact their Exam Coordinators onsite. They will give you the test site, date, and time information you need. You will be pre-qualified by your Exam Coordinator and your name will be added to the test roster. Then just wait for notification of approval by NCCT (as below).

All other applicants should call 800.875.4404 to get test location(s) and date(s). When you know where you will be testing, put this information on the lines in Part 2D of the application. To qualify to take this exam, we must have your completed application, all required documentation, and your payment in our offices. When we have everything we need, we can approve you to take the test. Make sure you send everything to us **at least 2 weeks before you want to test**, so that we have enough time to approve you for the date you choose. If not approved, the proctor will not allow you to test.

We will let you **(ALL APPLICANTS)** know when you are approved by:

- **Email** if you have a valid, confirmed email address.
- **Regular mail** (U.S. Postal Service) if we do not have a valid email.
- Please **DO NOT** call unless we have had your application for 2 weeks and you have not heard from us. If you call before that time, we will only be able to tell you that we are still processing it. The moment you are approved, we push a button - and the email or letter is sent instantaneously! We promise.
- **DO** call us if you are getting very close to your assigned test date and have not yet been approved.
- **DO** check your approval letter to see if your format preference (online or paper) has been confirmed at the test site you chose. If not, call us to reschedule elsewhere. (*Rescheduling* does not apply to candidates testing before graduation at approved schools.)

If you have any other questions, pleace check our website at *www.ncctinc.com.*

Our ***Candidate Handbook*** can be found in its entirety under the ***Forms/Documents*** tab of the homepage!

National Center for Competency Testing

7007 College Boulevard, Suite 705
Overland Park, KS 66211
Phone 800.875.4404; Fax 913.498.1243
Office Hours M-F 8:30am - 5:00pm CST
www.ncctinc.com

CE-0001

Outside CE Approval for Recertification Credit *Application Form*

1. Use the Application for Outside CE Approval Form to submit documentation of completion of outside CE courses. This form is also located at *www.ncctinc.com*.
2. Submit a copy of the certificate of completion for each CE course. The certificate must include the date, program title, agency accrediting the program (P.A.C.E.®, AMA, AAPC, etc.), number of CE credit/hours earned, and signature of an approved program official. Do not send original documents. If you are submitting college coursework, submit a copy of your transcript.
3. Submission of the form and documentation does not mean that the CE coursework is automatically acceptable for NCCT recertification credit. This information will be reviewed and you will be contacted regarding acceptability.
4. Individuals requesting recertification credit for outside CE courses must still pay the annual NCCT recertification fee.
5. Submit the Application for Outside CE Approval Form with the NCCT recertification application and recertification fee.
6. Submit all documentation at one time. In other words, do not submit documentation throughout your renewal cycle.

Name _____ Date _____ NCCT ID # _____ NCCT Certification _____

Address _____ Apt # _____ City _____ State _____ Zip _____

Home Phone _____-_____-_____ Work Phone _____-_____-_____ For Recertification Year _____

INSTRUCTIONS: Please complete columns 1-4. Print legibly.

1	2	3	4	NCCT USE ONLY	
DATE OF ACTIVITY	PROGRAM TITLE	PROGRAM ACCREDITING AGENCY	NUMBER OF CE HOURS EARNED	NCCT APPROVAL	
				YES	NO
			TOTAL CE CH REQUESTED		
NCCT USE ONLY			TOTAL NCCT CH REQUESTED		

ANSWER SHEET INSTRUCTIONS

Step 1

- Use a Number 2 pencil **ONLY.**
- Answer sheets completed with ink pen or pencils that **DO NOT** have Number 2 lead cannot be properly graded.

Step 2

- Print your name clearly on the line indicated in the top left corner of the answer sheet.
- **DO NOT** fill in any more information.

Step 3

- Locate the **STUDENT ID NUMBER** box on the answer sheet.
- Print your six-digit **STUDENT ID NUMBER** in the boxes, starting in the first box.
- There will be six (6) empty boxes after you have entered your number.
- Below each number, darken in the oval containing that number.
- NOTE: You may use your nine-digit Social Security Number instead of your Student ID Number. Do not include dashes.

Step 4

- Locate the seven-digit **COURSE NUMBER** for the CE test you are taking.
- Locate the **TEST NUMBER** box on the answer sheet. ***Ignore the fact that this box says TEACHERS ONLY.***
- Print the course number in the boxes, starting with the first box.
- Below each number, darken in the oval containing that number.

Step 5

- Do not use photocopied answer sheets.
- Be sure to check that every question is answered on the answer sheet.
- To answer True/False questions, fill in the "A" oval under "T" for a true answer and fill in the "B" oval under "F" for a false answer.
- Please mail the answer sheets for grading. Faxed answer sheets cannot be accurately graded.
- If the CE course you took was P.A.C.E.® approved, complete the evaluation form and return it with the answer sheet.

CD TROUBLESHOOTING

Why do I have to scroll back and forth to see everything?

The contents in this CD are best viewed with a screen resolution (size) of 1024 x 768 or higher. If your resolution is set lower, you may find yourself scrolling back and forth in order to view everything displayed. To view your screen resolution setting, right click on your desktop and click on Properties. When the Display Properties window opens, click on the Settings tab to view your screen resolution setting.

Why does a security bar appear at the top of the browser and my page isn't fully displayed?

This issue commonly occurs with Microsoft Internet Explorer. Your CD has active scripting content that needs to run in order to resize the material displayed in your internet browser. It will NOT harm your computer.

To temporarily fix this issue, you need to click on the yellow Security Alert Bar that appeared near the top of your browser. Next click on Allow Blocked Content. A security warning will pop up notifying you that "Allowing active content such as scripts and Active X controls can be useful, but active content might also harm your computer. Are you sure you want to let this file run active content?" Click on the YES button and this issue is fixed until the next time you use the CD.

To permanently fix this issue, you need to click on Tools in the Internet Explorer menu. Click on Internet Options. An Internet Options window will appear. Click on the Advanced tab. Scroll down the list of options until you come to the Security section. Check the box next to the option that says "Allow active content from CDs to run on my computer". Then click the OK button.

Why can't I open a CE course file?

CE courses are in PDF file format. If you can't open a CE course, the most common reason is that you don't have Adobe Reader installed to view these files. If you already have Adobe Reader installed and you don't see a pop-up window open, make sure you don't have a pop-up blocker that is blocking the page from openings. Finally, make sure that Java Scripting hasn't been disabled on your web browser settings.

Why does it take so long for a CE course to open?

If you are using an older version of Adobe Reader (lower than version 7.0.5), the CE course may open slowly or the graphics inside the document might take a long while to appear. To fix this problem you need to install Adobe Reader 7.0.5 or higher.

National Center for Competency Testing
7007 College Boulevard, Suite 705
Overland Park, KS 66211
Phone 800.875.4404; Fax 913.498.1243
Office Hours M-F 8:30am - 5:00pm CST
www.ncctinc.com

CE-0002

Order Form for CE Books Printed Individual CE Courses

Use this form to order CE Book(s) or individual printed CE courses. CE courses are list by book.
Please read this important information!

1 *There is an additional charge to purchase printed books or individual CE courses.* This fee must be included with your recertification payment to receive your CE package.

2 There is a shipping fee when you order printed books or individual CE courses. *Shipping fees must be included in your payment or you will not receive your CE package.*

3 Select courses you have not already successfully completed. Credit is not given for duplicate course completion. Your transcript is a list of courses you have taken. If you cannot locate your transcript, you can download one at *www.ncctinc.com*, email *conted@ncctinc.com*, or call Customer Service at 800.875.4404 to determine courses you have successfully completed.

THE FOLLOWING COURSES ARE IN THE VOLUME 5 CE BOOK - 2010 COURSES *NOTE: P.A.C.E.® ACCREDITED COURSES WILL HAVE A (P) FOLLOWING THE COURSE NAME*	COURSE #	CH #	IND. COURSE PRINT COST	IND. COURSE PRINT COST SUBTOTAL
Medical Malpractice (P)	1220110	2	2.00	
The Legal Concept of Negligence (P)	1220210	2	2.00	
Laws Prohibiting Employment Discrimination (P)	1220310	3	3.00	
Bipolar Disorder	1220410	1	1.00	
Needle Phobia (P)	1220510	3	3.00	
Brain Brawn: How Memory Works and Tips for Improving It (P)	1220610	4	4.00	
2010 Update: CPT and ICD-9-CM Codes	1220710	6	6.00	
Tomorrow's Jobs 2006-2016: Outlook, Employment Sources, and Finding a Job	1220810	4	4.00	
Résumés, Applications, and Cover Letters (P)	1220910	3	3.00	
Current Phlebotomy Topics (P)	1221010	3	3.00	
Vitamin D-The Hormone from the Sun (P)	1221110	2	2.00	
THE FOLLOWING COURSES ARE IN THE VOLUME 4 CE BOOK - 2009 COURSES *NOTE: P.A.C.E.® ACCREDITED COURSES WILL HAVE A (P) FOLLOWING THE COURSE NAME; THIS BOOK IS SHIPPED IN THREE VOLUMES (4a, 4b, 4c)*	COURSE #	CH #	IND. COURSE PRINT COST	IND. COURSE PRINT COST SUBTOTAL
Arterial Blood Gases-Diagnostic Use, Interpretation, and Specimen Collection (P)	1220109	6	6.00	
Instructor Tools for Teaching Postsecondary Students	1220209	1	1.00	
Gaining Rapport with Students on the First Day of Class	1220309	1	1.00	
Introduction to CPT®: Medical Billing 101	1220409	4	4.00	
Introduction to ICD-9: Medical Billing 102	1220509	4	4.00	
Current Surgical Topics	1220609	6	6.00	
More Frequently Asked Questions About Phlebotomy (P)	1220709	6	6.00	
An Introduction to Cultural Competency (P)	1220809	2	2.00	
A Review of the Cardiovascular System & ECG Performance, Troubleshooting, Interpretation	1220909	6	6.00	
Working Together-Strategies for Superior Internal Customer Service (P)	1221009	2	2.00	
2009 Update: CPT and ICD-9-CM Codes	1221109	6	6.00	

2009 Exceptions to Medicare Therapy Caps	1221209	2	2.00	
2009 Bookkeeper Topics	1221309	5	5.00	
Fair Labor Standards Act (P)	1221409	1	1.00	
Introduction to Employment Law (P)	1221509	1	1.00	
Family Medical Leave Act (P)	1221609	1	1.00	
Workplace Violence (P)	1221709	2	2.00	
Sexual Harassment (P)	1221909	3	3.00	
THE FOLLOWING COURSES ARE IN THE VOLUME 3 CE BOOK - 2008 COURSES *NOTE: P.A.C.E.® ACCREDITED COURSES WILL HAVE A (P) FOLLOWING THE COURSE NAME; THIS BOOK IS SHIPPED IN TWO VOLUMES (3a, 3b)*	COURSE #	CH #	IND. COURSE PRINT COST	IND. COURSE PRINT COST SUBTOTAL
Aspects of Professionalism 1 (P)	1220108	1	1.00	
Aspects of Professionalism 2 (P)	1220208	1	1.00	
Aspects of Professionalism 3 (P)	1220308	1	1.00	
Medical Terminology 1: Basics (P)	1220408	1	1.00	
Medical Terminology 2: Anatomy (P)	1220508	1	1.00	
Medical Terminology 3: Suffixes (P)	1220608	1	1.00	
Medical Terminology 4: Prefixes (P)	1220708	2	2.00	
Medical Terminology Advanced Review (P)	1220808	4	4.00	
Tips for Pediatric Phlebotomy and Injections (P)	1220908	2	2.00	
How Much Do You Know Hepatitis? (P)	1221008	2	2.00	
Common Lab Tests and Their Use in Diagnosis and Treatment (P)	1221108	3	3.00	
Fired in the Operating Room	1221208	2	2.00	
Common Sports Injuries	1221308	4	4.00	
2008 CPT and ICD-9-CM Codes Update	1221408	5	5.00	
A Guide to Coding V Codes	1221508	1	1.00	
THE FOLLOWING COURSES ARE IN THE VOLUME 2 CE BOOK - 2007 COURSES *NOTE: P.A.C.E.® ACCREDITED COURSES WILL HAVE A (P) FOLLOWING THE COURSE NAME; THIS BOOK IS SHIPPED IN TWO VOLUMES (2a, 2b)*	COURSE #	CH #	IND. COURSE PRINT COST	IND. COURSE PRINT COST SUBTOTAL
Frequently Asked Questions About Phlebotomy (P)	1220107	5	5.00	
West Nile Virus (P)	1220207	2	2.00	
Laboratory Specimen Collection for Doctor Office Personnel (P)	1220307	6	6.00	
The Phlebotomist and Newborn Screening Programs (P)	1220407	4	4.00	
2007 Update: CPT and ICD-9-CM Codes	1220507	4	4.00	
Human Salmonellosis Associated with Animal-Derived Pet Treats (P)	1220607	2	2.00	
Chagas Disease After Organ Transplantation (P)	1220707	2	2.00	
Fusarium Keratitis (P)	1220807	2	2.00	
Methicillin-Resistant *Staphylococcus aureus* Skin Infections Among Tattoo Recipients (P)	1220907	2	2.00	
2007 Certified Postsecondary Instructor® (CPI) Activity	1221007	6	6.00	
Heart Block Dysrhythmias	1221107	3	3.00	
A Guide to Wound Repair Coding	1221207	3	3.00	
Classroom Management for the Postsecondary Instructor	1221307	2	2.00	
Bookkeeper Tips for 2007-Revised	1221707	4	4.00	
Human Papillomavirus	1221507	2	2.00	
FDA Update: Approvals, Recalls, and Safety Alerts 1/07-6/07	1221607	5	5.00	
Thin Prep Pap Smears	5240303	3	3.00	
Stress in the Workplace	5110505	5	5.00	

THE FOLLOWING COURSES ARE IN THE VOLUME 1 CE BOOK - 2006 COURSES *NOTE: P.A.C.E.® ACCREDITED COURSES WILL HAVE A (P) FOLLOWING THE COURSE NAME; THIS BOOK IS SHIPPED IN TWO VOLUMES (1a, 1b)*	COURSE #	CH #	IND. COURSE PRINT COST	IND. COURSE PRINT COST SUBTOTAL
On the Job Safety (P)	1220106	5	5.00	
CDC Hand Hygiene Guidelines (P)	1220206	3	3.00	
Phlebotomy & Age Related Competencies (P)	1220306	3	3.00	
The "Bird Flu" & You (P)	1220406	3	3.00	
Personal Protective Equipment (P)	1220506	3	3.00	
Hazardous Materials Safety (P)	1220606	3	3.00	
Infection Control (P)	1220706	3	3.00	
Antibiotic Resistance (P)	1220806	2	2.00	
Bloodborne Pathogens Safety (P)	1220906	3	3.00	
Tuberculosis: From Consumption to Molecular Diagnosis (P)	1221006	3	3.00	
Phlebotomy Potpourri (P)	1221106	3	3.00	
Computer Workstation Ergonomics	1221206	1	1.00	
Preventing Wrong Site Surgery	1221306	2	2.00	
Outbreak of Mesotherapy-Associated Skin Reactions	1221406	1	1.00	
HIP, HIP, HUH? A Review of HIPAA Privacy and Security Laws	1221506	2	2.00	
Prescription Drug Safety	1221606	2	2.00	
Laparascopic Surgery Fundamentals	1221706	4	4.00	
Coronary Artery Disease: Risk Factors, Diagnosis, & Treatment	1221806	3	3.00	
Patient Safety and Medical Errors	1221906	2	2.00	
Test Writing Tips for Teachers	1222006	3	3.00	
Skin Cancer: Identification, Treatment, and Prevention	1222106	3	3.00	
The Patient Friendly Billing® Project	1222206	2	2.00	
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