



CANDIDATE HANDBOOK



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Earning an NWCA Credential is Easy

1. Check your exam eligibility.
2. Select and purchase your exam.
3. Study for your exam.
4. Take the exam when it's convenient for you.
5. Obtain and display your digital/printed credential.

INTRODUCTION

This earner handbook provides information about NWCA, the exam process, credentials, microcredentials, digital badges, and everything you need to demonstrate the unique skills you have acquired.

Our Mission

NWCA's mission is to provide verifiable, portable credentials around individual knowledge and skills coupled with demonstrated hands-on experience that individuals can showcase to employers. With this innovative credentialing strategy NWCA is committed to being the premier organization for career credentialing and closing the workforce skill gap, where jobs can't be filled due to the lack of qualified applicants.

NWCA Advisory Board

The NWCA Advisory Board provides a formal mechanism to obtain policy advice from selected groups of individuals with particular expertise, interests, and backgrounds.

Statement of Nondiscrimination

The NWCA does not discriminate or support the discrimination of or against any individual on the basis of gender, ethnicity, political affiliation, age, religion, marital status, national origin, disability, sexual orientation, or veteran status.

Disclaimer

NWCA credentials do not guarantee any earner's ability to meet any or all of the regulatory requirements pertaining to a specific profession.

State Licensing Eligibility Requirements

The NWCA eligibility requirements pertain only to NWCA credential earners and are separate and distinct from any eligibility requirements set forth under state law, regulation, or rule. The laws and regulations governing a specific profession, if any, vary by state. Earners are solely responsible for knowing and understanding the requirements, if any, which govern the practice of their profession in their particular state, including those concerning certification and/or licensing requirements. Earners are advised to conduct their own independent research to determine the name of the oversight body, if any, for the field in which they plan to practice in the state they plan to work and to visit the website for, or contact directly, that oversight body to learn the most current requirements for practicing in that state. Because state laws, regulations, and rules change often, earners should visit the website for the oversight body on a regular basis. NWCA credentials do not guarantee any earner's ability to meet any, or all, regulatory requirements pertaining to their profession.

NWCA Code of Ethics

Those earning a credential from the NWCA are expected to abide by the following Code of Ethics:

- Use best efforts for the betterment of society, the profession, and the members of the profession
- Uphold the standards of professionalism and maintain honesty in all professional interactions
- Continue to learn, apply, and advance scientific and practical knowledge and skills; stay up to date on the latest research and its practical application
- Continuously act in the best interest of the general public

The NWCA reserves the right to take disciplinary action against an earner's credential for documented violations of the Code of Ethics.

NWCA credentials
create objective,
uniform standards by
which individuals can
showcase their skills
and employers can
evaluate qualifications



CREDENTIALS & MICROCREDENTIALS

NWCA credentials allow earners to showcase and verify their skills to employers and/or demonstrate academic or workplace success through the pursuit of a credential in one or several industries or areas of expertise.

Industries Served and Credentials Available

Earning a credential from NWCA demonstrates your competency and commitment to employers, peers and industry leaders. NWCA offers credentials in leading industries including healthcare, criminal justice, business, education and more. Visit the NWCA website for a complete list of credentials available.



HEALTHCARE



COMMUNITY & SOCIAL WORK



BUSINESS, MANAGEMENT &
ACCOUNTING



ARTS



COMMUNICATIONS



HOSPITALITY & TOURISM



SCIENCE, MATH & ENGINEERING



SKILLED TRADES & TECHNOLOGY



EDUCATION



PROJECT MANAGEMENT



ACADEMIC STUDIES



CRIMINAL JUSTICE

Microcredential Areas

NWCA microcredentials are a fast and easy way to highlight valuable skills you have in complementary and related disciplines. A microcredential from NWCA displays specific competencies showcasing your unique skills in a variety of professional areas and industries that may otherwise be overlooked.

Healthcare Microcredentials

	CLINICAL MEDICAL ASSISTANT		PHLEBOTOMY
	ASSISTED LIVING		EMERGENCY MEDICAL SERVICES
	DIALYSIS TECHNICIAN		PHARMACY
	DENTAL ASSISTANT		MEDICAL ASSISTANT
	ELECTRONIC MEDICAL RECORDS		PERSONAL CARE ASSISTANT
	EKG TECHNICIAN		OPHTHALMIC ASSISTANT
	MEDICAL BILLING & CODING		CHIROPRACTIC ASSISTANT
	DENTAL ADMINISTRATIVE ASSISTANT		MEDICAL TERMINOLOGY
	NURSING ASSISTANT		PHYSICAL THERAPY
	DIET & NUTRITION		VETERINARY ASSISTANT
			PHYSICAL FITNESS

Additional Microcredentials



ACCOUNTING



BUSINESS & MANAGEMENT



CRIMINAL JUSTICE



ARTS



ENGINEERING



INFORMATION TECHNOLOGY



MATH



MUSIC



SCIENCE



THEATER



SKILLED TRADES & TECHNOLOGY



ACADEMIC STUDIES



EMERGENCY MEDICAL SERVICES



ECONOMICS



EDUCATION



HOSPITALITY & TOURISM



LAW



PHOTOGRAPHY



PROJECT MANAGEMENT



COMMUNITY & SOCIAL WORK



COUNSELING & THERAPY



WEB DEVELOPMENT

Exam Time Limits and Question Selection

Each exam includes a specific number of questions that is clearly outlined when you make your purchase and register. Each NWCA exam is unique with questions selected from a larger pool of available exam items. If you take an exam more than once, expect to receive a unique set of questions. Each exam is carefully developed allowing enough time for completion. Visit the NWCA website for the exact number of questions and time available for each exam.

Earning and Displaying Digital Badges

Once an exam is passed, you have successfully earned an NWCA credential which can be displayed as a digital badge and/or issued as a paper certificate. An NWCA credential is issued in recognition of the knowledge and skills you possess regardless of age or background. Through NWCA's partnership with CampusEd, your credential and related digital badge can be automatically displayed on your CampusEd profile.

Exam Pricing

NWCA exam prices are based on the length of the exam, development expertise and other factors. The total purchase price includes the exam, proctoring (if applicable), and exam study guide. For the most current pricing and fees, visit the NWCA website.

Credentials:

Longer, comprehensive exams that cover multiple industry and other competencies in a content area.

\$99

Microcredentials:

Short exams that can quickly establish expertise in a single content area.

\$29

Externship Credentials:

Through employer partnerships, NWCA can help arrange an unpaid, voluntary externship allowing earners to achieve this important credential.

\$199

The NWCA exam purchase price includes everything needed to successfully earn a credential such as a comprehensive study guide and/or blueprint to ensure earners are ready to pursue this credential.

Exam Study Guide & Blueprints

Every credential and microcredential comes with a comprehensive study guide or exam blueprint. These materials describe the purpose of the exam, the target audience, competencies covered, and key content areas that may be on the exam. Note that the study guide is comprehensive, however, each NWCA exam is unique and may not contain questions from all content areas. However, to successfully complete an exam, NWCA recommends you are prepared to answer questions on all topics listed.

Exam Attempts

A score of 70% or better is needed to pass an exam and receive a certificate and/or digital badge. Exam Candidates must score 70% or better and have completed the exam according to the NWCA exam rules and conduct. Exam Candidates suspected of cheating or misconduct will have their certificate and/or digital badge revoked. If Exam Candidates meet the criteria stated, then they will earn a certificate and/or digital badge.

PLEASE NOTE: If you fail your Credential or Microcredential exam, please contact NWCA at info@nwca.org so that we can help you with next steps.

Exam Proctoring

In-person and online exams are proctored (if applicable) by trained professionals to ensure the highest integrity of NWCA exams and earners.

EXAM REGISTRATION

NWCA offers three convenient formats for Exam Candidates interested in pursuing credentials. Although not all 3 exam formats are available for all Exam Candidates (due to facility and/or location constraints), please contact NWCA to determine your eligibility to take an exam through the following formats:

- 1) In person, computer-based exam in an onsite proctored location
- 2) In person, paper-based exam in an onsite proctored location
- 3) Online through the NWCA website and proctored online (if applicable)

If required, online exams with online proctors are available to Exam Candidates 24 hours a day, seven days a week.

Exam Eligibility Requirements

Upon creating an account or registering for an exam, each Exam Candidate must verify that he/she meets the NWCA exam requirements. If you do not meet the criteria here, you are not eligible to pursue an NWCA credential.

NWCA exam requirements include the following:

- ✓ Possess a high school diploma or have the recognized equivalent such as a GED.
 - PLEASE NOTE: Juniors and seniors in high school pursuing a high school diploma and/or current GED candidates have the opportunity to take an NWCA credential or microcredential exam provided that, should they pass the exam, their digital badge and/or certificate will be provisional until such time as they have received their diploma and/or passed the GED.
 - badge and/or certificate will be provisional until such time as they have received their diploma and/or passed the GED.
- ✓ Show a government issued photo ID at the time of the exam to verify Exam Candidate identity.

Exam Proctoring (if applicable)

NWCA credential and microcredential exams may be proctored in-person or online using the newest technology standards. For online exams, as long as your computer meets the basic technology requirements, you can easily purchase your exam and begin testing in minutes. No advanced scheduling is needed for online exams. You test when it's convenient for you from anywhere with integrity. All guidelines must be strictly adhered to, and are based on the exam testing location.

NWCA Exam Guidelines

- ✓ No external devices may be used during the exam.
- ✓ No breaks can be taken during the exam.
- ✓ No individuals, other than the Exam Candidate, may be present in the testing room location.
- ✓ The Exam Candidate cannot speak with anyone during the exam.
- ✓ No additional notes, books, or materials can be used during the exam. NWCA exams are not open book.
- ✓ The Exam Candidate may not leave the exam web page and use other Internet browsers to view website pages.
- ✓ No calculators are allowed unless the exam specifically states that a calculator may be used.
- ✓ No scratch paper, pencils, or pens are allowed unless the exam specifically states that scratch paper may be used.

In-Person Classroom Exam Proctoring Guidelines

Instructors and/or Faculty Proctors, certified by NWCA, are approved to be NWCA exam proctors for both paper-based and computer-based NWCA exams. NWCA in-person, Classroom Exam Candidates must adhere to the proctor's schedule for the exam time, place, and other conditions to complete their exam. In-person, classroom-based exams will be scheduled by NWCA prior to the exam. Proctors follow all policies and guidelines for exam testing as required by NWCA.

NWCA proctors have a responsibility to ensure that in-person testing is conducted in accordance with instructions provided by NWCA. Proctors must be certified by NWCA as well as communicate with NWCA about scheduling, receiving and returning exam materials, and observing the completion of the exam. The exam proctor documents information regarding testing conditions and timing, exam delivery, administration, and returns exams in accordance with strict guidelines. The proctor receives the NWCA exam or exam access information in advance of the testing date, and the proctor is responsible for returning the exam and/or providing written verification of compliance with the testing requirements and conditions specified. Communication and exchange of materials between the proctor and NWCA may be electronic, via postal delivery, or both. Exam(s) sent by mail must be received by NWCA within five working days of completion.

- ✓ NWCA exams must be administered at the proctor's approved location.
- ✓ Proctors must verify the identity of each Exam Candidate with a government-issued photo ID and read all of the exam instructions to the Exam Candidate before the exam begins.

- ✓ The proctor must continually observe each Exam Candidate while the exam is in progress. If an Exam Candidate would like an observer to supervise the proctoring situation, a parent, friend, or chaperone may be present, along with the proctor, so long as the Exam Candidate does not interact with that person during the exam. Interacting with any person during an exam other than the proctor is considered cheating and is grounds for receiving a failing grade on the exam.
- ✓ The exam must not be available or accessible to the Exam Candidate until he or she is ready to take it, and the exam should never be in the Exam Candidate's possession except when he or she is taking the exam.
- ✓ No breaks are allowed during the exam.
- ✓ Exam Candidates may not have access to books, notes, reference aids, websites, computers, phones, or communication devices of any kind unless specified in the exam instructions.
- ✓ Exam Candidates may not take notes on the exam or have any part of the exam to study after completion. Neither the Exam Candidate nor the proctor may duplicate the exam in any way.
- ✓ Following the exam, the proctor must return to NWCA any Exam Candidate scratch paper and writing produced during the exam, in addition to the paper exam (if used).
- ✓ If the exam candidate is suspected of cheating, the proctor will submit this information to the NWCA.
- ✓ Proctors are responsible for making sure Exam Candidates meet NWCA exam eligibility requirements.

Online Proctoring Solution (if applicable)

For those taking an NWCA-proctored exam online, proctoring services will be used to ensure all exam rules and conduct are strictly followed. Before registering for an online exam with NWCA, make sure you can meet the exam proctoring technical requirements outlined in this handbook. Designed to provide Exam Candidates in distance learning environments with an efficient, convenient, and cost-effective exam process, the proctoring service is a solution that delivers on-demand, proctored exams that enable students to test online, anytime, anywhere, with integrity.

Proctored services provide more than a secure proctoring solution, it's an efficient and timesaving platform using the newest technology standards that gives Exam Candidates the flexibility to take exams the way intended.

Online Proctoring Technical Requirements (if applicable)

Outlined here are the proctoring service online proctoring technical requirements.

Operating System	OS Version	Required Plug-ins	Connection Speed	Date and Time	Other
Windows 7, 8, 8.1, 10	SP2, 32- or 64-bit*	Latest version of Flash.	Must have at least 200kb/s (.2mb/s).upload speed^	Must be accurate for your local time zone	.Net Framework 4.0 or greater^^
MAC 10.8, 10.9, 10.10, 10.11, 10.12	Any version (10.8.x)*	Latest version of Flash.	Must have at least 200kb/s (.2mb/s).upload speed^	Must be accurate for your local time zone	Windows Operating Systems are not supported for use on MAC

Proctor Training and Guidelines

Online Remote Proctors: Each proctor is certified via a strict training process dictated by NWCA. These proctors carefully review each NWCA online Exam Candidate via video recording. Based on the specific guidelines that NWCA has provided, these proctors flag any prohibited behaviors or materials and send a report to NWCA. NWCA carefully reviews each exam report and determines if any violations have been made. Disciplinary action will be taken against any Exam Candidate that violates NWCA guidelines.

In-Person NWCA Proctors: All NWCA in-person, classroom proctors are trained classroom instructors. Each proctor has received NWCA proctor training and must strictly follow the NWCA Proctoring Guidelines provided.

Rescheduling or Exam Cancellation

You may reschedule an online examination date, without repaying the fee, to a new date within six (6) months of the original scheduled examination date as long as you reschedule more than 48 hours prior to your scheduled exam date.

If you are rescheduling an in-person, classroom exam, you must contact NWCA at info@nwca.org to reschedule. If you do not cancel or reschedule your in-person or online exam within at least 48 hours prior to the scheduled time, the cost of the exam may be forfeited and you may be required to re-register.

If you do not reschedule your exam within six (6) months of the original exam date, the examination fees may be forfeited and you may need to re-register for the exam.

If there is an exam cancellation by NWCA, you do not have to reschedule your examination date

and you will be entitled to a refund. There are no other circumstances under which refunds are offered.

In the event that severe weather or other emergency forces the closure of the testing site on a scheduled examination date, the examination will be rescheduled by NWCA at no additional charge. You may contact NWCA at info@nwca.org with any scheduling and/or other questions.

Attestations

All NWCA Exam Candidates are required to attest to meeting all eligibility requirements and acknowledge an understanding of NWCA's confidentiality and testing policies, including policies concerning misconduct, and the disciplinary recourse for violating those policies.

Please read carefully. You MUST attest to the following statements in order to take this NWCA examination:

- 1) I am the actual Exam Candidate registered for this exam and no other person is completing this registration on my behalf.

PLEASE NOTE: Unless granted an exception by NWCA for group or student registration, individual earner registration must be performed by the Exam Candidate only; Parents, teachers, school officials or any other party are not permitted to register on the candidate's behalf. All Exam Candidates are bound by the attestations made during the exam application process.

- 2) I possess either a high school diploma or the equivalent.

PLEASE NOTE: Juniors and seniors in high school pursuing a high school diploma and/or current GED candidates have the opportunity to take an NWCA credential or microcredential exam provided that, should they pass the exam, their digital badge and/or certificate will be provisional until such time as they have received their diploma and/or passed the GED.

- 3) Prior to taking the exam, I have or will have successfully completed a high school or college class, training program, course, or I have relevant work experience.
- 4) I have read the NWCA Handbook for this examination and attest that I meet all of the examination's eligibility requirements and I agree to abide by rules and policies described in the Handbook.
- 5) I understand that all assessment questions are the copyrighted property of NWCA. The removal or attempt to copy or remove questions or other assessment material is prohibited. It is forbidden under federal copyright law to copy, reproduce, record, distribute, or disclose these assessment questions by any means, in whole or in part. A violation of this type can result in civil and criminal penalties.
- 6) I certify that I will not cheat or violate the confidentiality of the examination. Cheating or

violation of confidentiality may be defined as, but not necessarily limited to the following:

- a. Obtaining help from any other person during the examination
 - b. Communicating with or giving help to another candidate during the examination
 - c. Using notes, books, or any other sources of information during the examination
 - d. Using electronic programmable devices, such as calculators, cell phones and PDAs during the examination
 - e. Reproducing or making copies of an NWCA examination or test questions by any means,
 - f. Memorizing and reproducing test questions
 - g. Soliciting test questions from previous candidates
 - h. Discussing or disclosing the contents of the examination by any means
 - i. Providing false or purposely misleading information when applying for, registering for, or completing an exam.
- 7) I understand that NWCA may publish a list of Credential earners and that the state regulatory board may be notified if my badge expires or is revoked. Unless required by law, my name will not be released to any party in conjunction with my test score without my permission.
- 8) I understand that any claim I may have related to the good-faith enforcement of these policies or the unintentional damage or loss of my exam records will not exceed the amount of my application fee for this examination.

I attest that by signing the [Attestations Form](#) I have read and understand the above, that the information I have provided is complete and accurate to the best of my knowledge and belief, and I further understand that NWCA may revoke my credential(s) if I provided any false or incomplete information.

EXAM RESULTS

If you are taking an online exam from NWCA, you have the ability to test anytime, when it's convenient for you. NWCA knows that getting your exam results is a critical step in verifying your skills and achievements, and advancing your career. Upon completion of an online exam you will know if you passed or failed an exam immediately. You will receive an email outlining your pass or fail status and how to receive a certificate or view your digital badge if you passed. Know that passing an exam, means you scored 70% or better and have not been suspected of cheating or misconduct. NWCA reserves the right to verify that you met all exam criteria such as eligibility and that you did not violate any exam rules of conduct.

Retaking an Exam

If you did not pass your first exam attempt, contact NWCA at info@nwca.org to find out how to re-schedule and re-take the exam. There is no time limit or exam re-take limit. Note that additional exam re-takes may incur an exam re-purchase fee.

Exam Challenges

If an Exam Candidate disagrees with the exam results or wishes to challenge an accusation of cheating or other misconduct, the NWCA Appeals Form must be completed and submitted to NWCA.

Paper-Based Exams & Certificates

Although after you take an online exam, you will immediately know your results as you can receive a digital badge as a representation of your digital credential, you may also request a paper certificate signifying your achievement.

Paper-Based or Classroom-Administered Exams

As part of your class/program, your school/organization may offer an NWCA exam to you and your peers as a group. The results of those exams will be processed by NWCA and provided to each individual Exam Candidate in adherence with all NWCA confidentiality standards.

APPEALS, RULES & DISCIPLINARY ACTION

Exam Eligibility Exception Requests

Exam Candidates may request an exception to eligibility requirements for an exam by completing the appropriate NWCA Appeals Form and submitting supporting documentation. The exception request will be reviewed and decided upon by the NWCA Appeals Committee. The Committee's decision will be provided to the candidate in writing. Decisions of the Committee will not occur until the next regularly scheduled meeting of the Board, which meets approximately three times each year. Decisions of the Board are final. See the "Appeals" section of this handbook for more information.

Provisional Credentials

Other than provisional credentials issued to juniors and seniors in high school and/or those pursuing a GED or otherwise excepted by NWCA policy, Exam Candidates are not eligible for provisional certificates. Exam Candidates must meet all NWCA eligibility requirements at the time of the exam to be eligible credential earners. If NWCA discovers that an earner is not eligible or does not meet all eligibility requirements, any credentials earned will be removed until all eligibility requirements are met.

Exam Rules and Conduct

All Exam Candidates must have identification verified with a current government-issued photo-ID before taking an in-person, classroom or online exam. Proctors are required to verify the candidate's identity before beginning an exam. A government-issued ID, such as a driver's license or passport, must include a current photograph, the candidate's signature, and permanent address.

After the exam, in-person proctors are required to return the exam roster to NWCA, which indicates that all identification was verified according to policy. If applicable, online proctors provide a report that shows that the Exam Candidate identity was verified.

All Exam Candidates must abide by the following NWCA exam rules and conducts:

- ✓ All exams must be completed within a single, continuous session. Exam Candidates may not stop their exam administration and return to review their answers or continue the exam(s) at a later date or time.
- ✓ No reference books or materials will be allowed during an NWCA exam.
- ✓ If appropriate scratch paper and a writing instrument may be permitted.

- ✓ Telephones, personal computers, electronic tablets, electronic readers, cameras, MP3 players, pagers, radios, watches, electronic translators, calculators, and all other electronic devices are prohibited in the examination room, except to the extent the electronic device is approved pursuant to an accommodation request. Some NWCA exams allow candidates to use a calculator. Exam Candidates will be notified if a calculator is accepted.
- ✓ If the exam is proctored, the exam proctor, in-person or online, will not answer any questions pertaining to the examination content.
- ✓ Once the candidate has entered the exam room, referencing written materials, using electronic devices, or discussing or reviewing any aspect of the exam with other individuals is strictly prohibited, even during scheduled breaks, if any, until the exam is completed.
- ✓ People providing assistance, such as sign language interpreters and test readers, may not assist the Exam Candidate with answering the exam questions.
- ✓ Eating or drinking during the exam is not allowed unless deemed necessary due to a documented medical condition.
- ✓ Leaving the examination room at any time other than at a scheduled break, if any, is not allowed.
- ✓ If applicable, an in-person proctor is permitted to make an exception to this rule only under specific conditions, which include:
 - A determination by the proctor that the break is reasonably necessary;
 - Only one examinee may be absent from the examination room at any time;
 - The candidate may not engage in conversation, may not reference any written materials, and may not use any electronic devices while outside of the examination room;
 - The time for taking the exam will not be extended or altered (in other words, break time is counted as test taking time); and
 - Any other condition the proctor determines is necessary to protect the integrity of the examination process and the security of the exam.
- ✓ Any act to copy and retain exam content for use after the completion of an exam will be deemed a breach of the confidentiality policy and considered theft of NWCA's intellectual property. This includes any effort to copy, photograph, record, or memorize exam content.
- ✓ Earners are honor-bound to report any and all suspected cheating or attempts to steal examination content by others that he/she witnesses, hears about, or is asked by another to participate in.

Exam Misconduct and Cheating

NWCA does not tolerate exam cheating. Any incident of exam cheating will result in an Exam Candidate having previously earned certificates and/or digital badges revoked and the Exam Candidate will not be allowed to take future NWCA exams. In addition, NWCA does not tolerate activity or conduct that jeopardizes the security or integrity of its exams. Accordingly, all Exam Candidates must provide accurate and truthful information when they register, follow all exam rules, and adhere to exam conduct. Failure to follow any NWCA rules could result in the earners immediate removal from the NWCA system.

Misrepresentation of Exam Eligibility

If a candidate provides inaccurate or false information concerning Eligibility requirements or attestations, NWCA has the right to:

- Remove the Exam Candidate from sitting for the exam or keep the Exam Candidate from taking an online exam. No refund will be provided.
- Invalidate the exam score and/or withhold the badge. No refund will be provided.
- Determine if an earner is ineligible to retake an exam or any other NWCA exam.
- Suspend or revoke a badge. No refund will be provided.
- Determine that the earner is ineligible to retake the exam or sit for any other NWCA credential exam.

Suspicion of Misconduct

For in-class and/or other online exams, if the proctor is unable to verify the identity of the person appearing at the exam, the in-person proctor can deny access to the examination. Under most circumstances, the Exam Candidate will be able to reschedule the examination without additional charge to a date on which he/she can present proper verification of identity. NWCA reserves the right to determine that the Exam Candidate is ineligible to take the exam at a future date in cases of misrepresentation, fraud, or other circumstances indicating attempted cheating or exam content theft.

If applicable, in-person proctors are permitted to enforce the Exam Rules and Conduct. If an Exam Candidate violates any of the rules, the proctor can terminate the exam and remove the Exam Candidate from the examination room. The proctor will file a report with NWCA, and NWCA will determine if any further discipline is warranted. Absent a determination that the proctor's concerns were unfounded, no refund will be provided.

If the proctor is unable to verify the identity of the person scheduled for the exam, NWCA can revoke a previously issued certificate and/or digital badge. Online proctors provide a report to

NWCA after the exam regarding each Exam Candidates conduct. If any violations of exam rules are found, NWCA can revoke an earned certificate and/or digital badge and prohibit the Exam Candidate from taking future exams.

Violations of Exam Rules and Conduct

Violations Amounting to Cheating: All allegations of cheating will be investigated. NWCA has the right to invalidate exam scores, suspend or revoke certificates and/or digital badges, and deem an Exam Candidate ineligible to retake an exam or sit for any other future NWCA exam.

Violations Amounting to Theft of Exam Content: All allegations concerning the security of the exams and NWCA's intellectual property will be investigated. NWCA has the right to invalidate exam scores, suspend or revoke certificates and/or digital badges, and deem an Exam Candidate ineligible to retake an exam or sit for any other future NWCA exam. NWCA reserves the right to report violations to concerned third parties, which may include the Exam Candidate's school, employer, any regulatory or licensing body, or law enforcement.

Disciplinary Action

Any misrepresentation of an earner's eligibility, false attestation, or violation of the Exam Rules and Conduct, is considered unacceptable for which NWCA may take disciplinary action. Any earner or Exam Candidate engaging in any activity that may compromise the security, validity, or integrity of an NWCA exam will be subject to disciplinary action, which can include the invalidation of exam scores, revocation of certificates and/or digital badges, and a ban from retaking the examination or any other examination offered by NWCA.

Confidentiality

Confidential information (non-public information including, but not limited to, name, address, social security number, bank account numbers, financial, or financial aid information, medical information, etc.) is protected by federal, state and local laws or regulations, including the Health Insurance Portability and Accountability Act (HIPAA) and the Federal Education Rights and Privacy Act (FERPA). To protect the privacy of candidates, NWCA's database of personal information is accessible only by authorized staff and authorized contractors operating under a nondisclosure agreement. Such confidential information will not be disclosed without the expressed written consent of the candidate in question, unless required by law or court order. Unless required by law to be provided to a regulating agency, score results are provided only to the candidate either at the conclusion of an examination administered by computer or by mail if the exam was administered by paper/pencil. Test scores are not provided over the phone.

Information that is not considered confidential and may be shared with schools or employers such as status, certificates and/or digital badges. NWCA allows any member of the public, including regulatory bodies, employers, and schools, to verify certificates and/or digital badges of earners. Information in the NWCA database, such as pass rates, number of badges, score trends, etc., may be used in aggregate (summarized across all Exam Candidates) for the purpose of research reports and other published data. Additionally, schools or employers may be provided aggregate reports reflecting the Pass/Fail information.

Appeals Issues and Process

If an Exam Candidate requires special accommodations for testing, or disputes a decision made by a proctor or NWCA, the NWCA Appeals form must be completed and submitted to NWCA. The NWCA Appeals form is available here and on the NWCA website. Appeals include any disputes or special testing arrangements needed such as medical conditions that may interfere with exam rules, a need for assistance with testing, or a disagreement with the final exam score. All supporting documentation, such as medical forms, must be included with the appeal along with a detailed description of the need or request. If the appropriate information is not included with the appeal form, NWCA will automatically deny the request for appeal.

The NWCA Appeals Bureau will review each appeal individually and return a final decision made within a reasonable amount of time. All appeals must be submitted to NWCA through email, at info@nwca.org or mailed to NWCA at

NWCA Appeals Bureau
6031 University Blvd., Ste 300
Ellicott City, MD 20143

Any decision made by NWCA to an appeal is final.

APPEALS FORM

This form is required for any testing special accommodations or disputes to any exam questions, scoring or NWCA decisions made.

Print Name: _____

Date: _____

Address: _____

Phone: _____

Email: _____

Describe your appeal or special testing accommodation request in detail here. Provide medical documentation if needed and attach additional sheets of explanation if necessary. Include all the information NWCA needs to determine if your request is valid. If the necessary information for your appeal is not included, NWCA will not review your request and will automatically reject your appeal.

Signature of Person Making Appeal: _____

Date: _____

Email or mail the completed Appeal Form and supporting documentation to:

Email:

info@nwca.org

Mail:

NWCA Appeals Bureau
6031 University Blvd., Ste 300
Ellicott City, MD 20143

RE-CREDENTIALING

NWCA microcredentials never expire and do not need to be renewed. However, NWCA credentials must be maintained. After two years, NWCA requires credential earners to have obtained 2 or more additional microcredentials for each credential earned. This requirement ensures that earners are committed to their profession and are willing to invest in continuing education to advance their career.

Each credential has numerous microcredentials that can be earned that will support the career and credential you selected. Review the credential and categories of microcredentials available under each category in the table here. Be sure to obtain at a minimum of two microcredentials for each credential earned. Once a credential is earned, there is no cost to take an exam for a microcredential in the same content area.

From the lists below, simply select 2 Microcredentials in your area of credential to be completed annually in order to keep your credential current and ensure it does not expire.

HEALTHCARE



Professionalism in Healthcare



Becoming a Healthcare Professional



Professional Communication



Leadership & Diversity



Cultural Diversity in the Healthcare Workplace



Becoming a Successful Student



Office Policies & Procedures



Patient Scheduling



Medical Records Management



The Medical Office Environment and Daily Operations



Anatomical Terms



Basic Math for Pharmacy



Ensuring Patient Rights



Characteristics of Professionalism



Cultural Competence

BUSINESS



Promotional Strategy



Retail Strategic Planning



Understanding Consumers



Communicating in the Technical Workplace



Investments



Accounting and the Business Environment



Corporations



The Statement of Cash Flows



Using Statistics



Master Budgets



Starting Your Career



Persuading Others



Plain and Persuasive Writing



Presentation Development and the Web



Managing Ethical Challenges

CRIMINAL JUSTICE & LAW



Public Health



The US Correctional System



Jails



Emergency Communications & Technology



Globalization and Terrorism



Policing and the Law



Federal Courts



Introduction to Criminal Procedure



The Court System



The Constitutional Right to Trial by Jury



State and Federal Law Enforcement Agencies



Tort Law Foundations



Will Preparation and Drafting



Civil Liberties in the Criminal Justice System



The Bill of Rights

SCIENCE, MATH & ENGINEERING



The Structure and Function of DNA



How Populations Evolve



The Evolution of Animals



Population Ecology



Chemical Principles



Environmental Health and Toxicology



Global Climate Change



Geology, Matter, and Energy



Environmental Policy



Planetary Geology



Genomics



General Theory of Relativity



Electric Current



Chemistry of Nucleic Acids



Viruses

COMMUNITY & SOCIAL WORK



Public Relations



Social Work as a Profession



Advertising



Social Policy



Human Rights and Social Justice



Social Work and Social Systems



Listening Skills



Alfred Adler and Psychology



Helping Professions



Health, Rehabilitation, and Mental Health



Current Drug Use in Society



Marijuana and Addiction Counseling



Drug Laws and Regulations



Opium, Heroin, and Opioids



Media Ethics

ARTS



Prehistoric Art



Art of Ancient Egypt



Byzantine Art



An Overview of Art



Painting



The Design Profession



Art Appreciation and the Ancient World



The Principles of Design



Music Around the World



The Elements of Music



Ethics and Moral Truths



Socrates and Plato



Beethoven



Early Renaissance



Sculpture

TRADES & TECHNOLOGY



Auto Measuring Systems and Tools



Automotive Service Careers



Intake and Exhaust Systems



Auto Electrical Circuits



The Charging System



Heating & Air Conditioning



Vehicle Emission Standards and Testing



Electronic Stability Control Systems



Tires and Wheels



The Charging System



EVAP Systems

EXAM DEVELOPMENT

NWCA exams are developed using strict quality standards and guidelines. Content experts from each industry have been hand-picked to write and review questions resulting in laser-focused exams that only test the competencies and skills outlined. Every credential exam comes with a custom study guide that carefully highlights critical content areas covered. Given NWCA's strict question development procedures, Exam Candidates can be confident each exam measures the skills and abilities of the earner.

FREQUENTLY ASKED QUESTIONS

What are the exam requirements to take an NWCA exam?

Upon creating an account or registering for an exam, each Exam Candidate must verify that he/she meets the NWCA exam requirements. Those requirements are a high school degree, or GED, a government issued photo ID at the time of the exam, experience in the content area of the exam through a course, training, or work experience.

PLEASE NOTE: Juniors and seniors in high school pursuing a high school diploma and/or current GED candidates have the opportunity to take an NWCA credential or microcredential exam provided that, should they pass the exam, their digital badge and/or certificate will be provisional until such time as they have received their diploma and/or passed the GED.

How do I register for an exam?

NWCA offers multiple registration options. Using the NWCA website, you may purchase your exam, register for an account, and begin testing at any time. NWCA offers testing anytime that is convenient for you. NWCA also works with organizations that offer NWCA exams and offers testing with in-person proctors. You will work directly with those organizations to schedule and take your exam.

How do I study for an NWCA exam?

Upon purchasing an NWCA credential exam, you will receive an exam study guide. All NWCA exams come with a detailed outline of topics that may be covered on the exam. Note that each exam is unique so not all content within the study guide will be covered. However, know that it is a best practice to be familiar with all the content areas within the guide.

Does NWCA provide special testing accommodations?

NWCA will consider special accommodations by Exam Candidates in accordance with the Americans with Disabilities Act.

Where do I take my NWCA exam?

NWCA exams can be taken online at any time. After purchasing an exam, creating an account, and determining you are ready to test, you are ready to take an online exam and/or sit for an in-class paper-based exam. In terms of exam set-up, you need a computer with an Internet connection located in a quiet and well-lit place. During the exam, other people cannot be around, you cannot interact or speak with others, so a room with a closed door is best.

What do I need to take an NWCA exam?

In terms of exam set-up, you need a computer with an Internet connection located in a quiet and well-lit place. To begin an exam, you need to verify your identity with a government issued ID. The majority of NWCA exams do not require you to have any additional materials. Some exams allow use of a calculator or scratch paper as indicated in specific the exam directions.

I didn't pass my exam. What do I do?

Each exam purchase comes with one exam attempt. NWCA exams require a 70% passing score and compliance with all exam rules and conduct. If an Exam Candidate does not obtain a 70% passing score, no refund can be issued, and the exam must be re-taken. Contact NWCA to be given directions on how to re-take an exam. If an Exam Candidate has not followed the NWCA exam rules and conduct, NWCA has may remove the Exam Candidate from the site and ban the person from taking future exams regardless if the exam score obtained. NWCA does not tolerate any exam misconduct or cheating.

When do I get my exam results?

NWCA exam results are provided dependent on the format you use to take your exam. If you take your exam online through the NWCA website, exam scores are immediate and will be emailed to you after the exam. If the Exam Candidate has not been suspected of cheating or misconduct by the proctor, at this point, a certificate and/or digital badge is deemed to be earned. If an exam is taken in-person, NWCA emails the official exam results to test takers within five business days of receiving the exams from the in-person proctor.

What is NWCA's refund policy?

NWCA exams are non-refundable and non-transferable and must be taken by the person who is registered for the exam. There are no refunds offered on NWCA exams unless an in-person scheduled exam date is canceled by the exam proctor. However, exams may be rescheduled within 6 months of the original exam date at no additional cost.

