



**NATIONAL
HEALTHCARE
ASSOCIATION**

**Proctor's Manual for
NHA Paper/Pencil Assessments**

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Prior to distributing the assessment

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Introduction

NHA relies heavily on our allied health education partners to help us maintain the security of our assessments and to ensure that all candidates have the same testing experience. Any faculty members who might proctor an NHA assessment must familiarize themselves with the procedures described in this proctor's manual to ensure a standardized testing experience for all candidates.

As a proctor, you must actively monitor the candidates taking the NHA assessment at all times. Candidates may not engage in other activities, such as reading a newspaper or using a cell phone during the testing process. Proper monitoring will help decrease the amount of test misconduct. NHA screens data from assessments for anomalous candidate responses. You may inform your candidates that their responses will be statistically analyzed for possible test misconduct.

The responsibility of a proctor is to ensure the security of the assessment and the testing environment. All assessment questions are the copyrighted property of the National Healthcareer Association. The removal or attempt to remove questions or other assessment material from the test site 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.

To help with the security of the assessment, all NHA proctored paper/pencil assessments **must** remain in a **SECURED** site at all times, and all used or unneeded assessments must be returned to NHA. Failure to comply with these security requests will result in NHA not scoring the compromised assessments and requesting the immediate return of assessment materials. NHA may also place a hold on an account until all materials are accounted for and determine whether further testing will be allowed to continue at the site.

NHA appreciates your help with maintaining the security of our assessments.

NHA Contact Information

Customer Service:	1-800-499-9092
Fax number:	913-661-6291
Mailing address:	NHA – National Headquarters 11161 Overbrook Road Leawood, Kansas 66211
E-mail address:	info@nhanow.com
Web address:	www.nhanow.com

Overview of NHA Assessments

GENERAL EXAM RULES

No communication is permitted between candidates while taking the exam. Candidates are expected to work independently.

All candidates should begin testing at the same time.

Food and drink are prohibited during the exam unless deemed necessary due to a documented medical condition.

Candidates are allowed two #2 pencils. Candidates are not allowed to bring any additional materials with them to use during testing.

Calculators are prohibited.

Every examinee may use two sheets of standard 8.5" x 11" scratch paper. These sheets must be provided by the institution, numbered sequentially, and assigned in order by roster. The sheets must be blank except for the numbering system. When the exam is complete, verify that all scratch paper is returned. If any sheets are missing, refer to the roster to see which student did not return his scratch paper. Failure to return scratch paper at the end of the assessment will result in NHA invalidating the candidate's score. Shred all scratch paper after collected and audited.

Additional Best Practice Hints

Institutions may use a word processing program to print numbers on the bottom of sheets.

Institutions may use different colors of paper to distinguish between those handed out by the institution and others students brought from outside. If colored paper is used, institutions should alternate colors so examinees retaking the exam don't bring the same color from outside.

FORMAT OF THE EXAM AND HOW THE EXAM IS SCORED

All NHA paper/pencil assessments are multiple choice with four response options for each item.

There is no penalty for guessing, so encourage candidates to answer all items.

Any question that is not answered will be scored as incorrect.

PROCTOR REQUIREMENTS

All proctors must have completed the proctor registration process.

The following are the **minimum** number of proctors required for a given number of candidates:

One proctor for 1 to 25 candidates

Two proctors for 26 to 50 candidates

Three proctors for 51 to 75 candidates

One additional proctor for every additional 25 candidates

It is highly recommended that a proctor for a given NHA exam **not** be the candidates' instructor and **not** be an instructor of the certification program being proctored.

Overview of NHA Assessments, continued

RESTROOM BREAKS AND OTHER BREAKS

Instruct candidates to use the restroom prior to the start of the exam.

Candidates are not allowed to leave the room once testing begins without express permission from the proctor.

A candidate may be granted permission to use the restroom during the exam. However; the candidate will not be allowed to make up the time missed. If only one is proctor available, **only one candidate may use the restroom at a time**. If more than one proctor is available, a second proctor may escort multiple candidates to the restroom at the same time during the exam.

If a candidate is permitted to leave the room during testing, **the candidate must hand all testing materials to the proctor**. Candidates may not take personal belongings outside of the testing room during an unscheduled break.

PROCEDURE FOR THE END OF THE EXAM

If there is only one proctor for the test, candidates may not leave the room once testing begins except for emergencies. No candidate may be excused early.

If there are two or more proctors for the test, candidates may be instructed to raise their hand when they have completed the exam. One proctor can individually collect answer sheets, booklets, and scratch paper from the candidates who finished early and dismiss them from the room individually. The other proctor(s) should continuously monitor the candidates.

TIME ALLOWED AND NUMBER OF QUESTIONS

The time limit for NHA assessments is approximately 1 minute per question. These time limits must be strictly enforced. Please see the chart below for the number of questions and time limit for each exam.

Number of Questions	Maximum Time Limit	Exams	Effective Date
110	1 hour and 50 minutes	Certified Patient Care Technician/Assistant (CPCT/A) Certified Electronic Health Record Specialist (CEHRS)	July 11, 2012 August 1, 2012
120	2 hours	Certified Billing & Coding Specialist (CBCS) Certified EKG Technician (CET) Certified Phlebotomy Technician (CPT)	Oct 9, 2014 Feb 13, 2016 Nov 24, 2015
130	2 hours and 10 minutes	Certified Medical Administrative Assistant (CMAA)	July 15, 2015
170	2 hours and 50 minutes	Certified Clinical Medical Assistant (CCMA)	April 30, 2015

Proctor's Responsibilities

NHA CERTIFICATION EXAM PROCTOR INSTRUCTIONS

This document contains a checklist that must be completed, signed, and returned to NHA.

Proctors **may not answer any questions** concerning the content of the assessment.

The proctor's script **must** be followed during the administration of the exam.

Carefully monitor candidates during the exam for any form of test misconduct.

Inspect restrooms prior to the exam to look for hidden notes that could be accessed during an unscheduled bathroom break while the exam is in progress.

Monitor the length of unscheduled bathroom breaks, and watch for suspicious behavior.

ACCESSING STUDENT ROSTERS

Proctors first log in to their account at www.nhanow.com. Select **Roster** from the links in the left column.

Clicking on the dropdown box "View Roster for" will display all dates for closed exams. Rosters are only available after the deadline for registration and the date has been closed.

Select **Print Roster** at the lower right. This will display a PDF of the current roster, where you will find the required paper/pencil ID # and assessment #.

Accommodations for Candidates Who Have Disabilities

According to the U.S. Department of Education's Section 504 of the Rehabilitation Act of 1973, a candidate with a disability may be defined as any individual who:

- (i) has a physical or mental impairment which substantially limits one or more major life activities;
- (ii) has a record of such an impairment; or
- (iii) is regarded as having such an impairment.

Special exam accommodations are available for people who have disabilities or other special needs. The participants or their representatives can submit a request, in writing, and appropriate documentation of the disability to NHA by using the "Request for Accommodations" form available on the NHA website. The request should include an explanation of the disability and the participants' specific requirements. For questions about special accommodations, call NHA's corporate office at 1-800-499-9092. Requests for special accommodations must be submitted to NHA's corporate office **at least 30 days prior** to the exam date via certified mail or fax. Some accommodations take longer than 30 days to process. NHA must approve accommodations before the exam date. Because processing time is not guaranteed for accommodations, students are advised to refrain from scheduling their exam until after they have received written notification that their accommodations have been granted.

NHA Paper/Pencil Assessment Procedures and Results

PRIOR TO ADMINISTERING THE ASSESSMENT

Ensure that all exam materials are kept in a secure place. Only the proctor may have access to exam materials prior to the scheduled date and time.

Ensure that each exam is wafer sealed. **Do not break the seal or remove the answer sheet from within the assessment booklets prior to passing them out to the candidates.**

Review the Proctor's Script for Administering NHA Assessments beginning on page 14 of this manual for distributing and administering the assessment.

ADMINISTERING THE ASSESSMENT

It is important to identify the prospective candidate. Proper identification must be provided before allowing a candidate to test.

Identification should be a current government issued photo ID, such as a driver's license or passport, and should include each of the following.

- Current photograph
- Candidate's signature
- Permanent address

The following items are **required** during the assessment.

- #2 pencil (proctors are encouraged to bring extra pencils)

The following items are **prohibited** during the assessment.

- Food or drink (unless necessary for a documented medical condition)
- Textbooks or reference books
- Sunglasses, hats, or hoods
- Music (e.g., MP3 players)
- Communication (e.g., cell phones)
- Calculators

Follow the proctor's script beginning on page 14 of this manual for distributing and administering the assessment.

AFTER THE ASSESSMENT IS COMPLETE

The following **MUST** be signed and shipped to NHA within **one (1) business day** of completion of the exam.

- Online Proctor Registration complete
- All answer sheets/exams (both used and unused)
- Completed Exam Roster

NHA Paper/Pencil Assessment Procedures and Results, continued

Collect all booklets and answer sheets from candidates, and keep them in separate piles. **Do NOT staple the answer sheets together. Do NOT staple anything to any individual answer sheet.** If necessary, use a paperclip.

Check all booklets to make sure candidates have removed all answer sheets.

Dismissal procedures, including early dismissal, are discussed in section III D on page 7.

RETURNING ANSWER SHEETS AND ASSESSMENT BOOKLETS

Exam materials must be shipped within one (1) business day of the exam date.

Make sure all answer sheets are removed from booklets before they are returned. Exam booklets are destroyed upon receipt.

Before mailing, ensure the package is properly closed. NHA is not responsible for answer sheets damaged or lost during transit.

How To Use FedEx Ground PRP to return materials to NHA

NHA will provide a pre-printed FedEx return label in each exam booklet shipment. Apply the label to return shipments as needed to ensure traceable shipping and delivery to NHA. Using this label eliminates the burden of return shipping costs and associated pickup fees to the testing institution. You may schedule a return package pickup at a commercial location in one of four ways.

Go to www.fedex.com and search for "FedEx Ground Return Package Pickup." Enter the return package information in the online form and click "Schedule pickup."

Call FedEx at 1-888-777-6040.

Call FedEx Customer Service at 1-800-GO-FEDEX and say "schedule a pickup."

Drop off returns at a staffed FedEx drop-off location.

Returns from a residential location must be dropped off at a staffed FedEx shipping location.

DO NOT RETURN PAYMENT WITH PRODUCT.

If you elect not to use the FedEx Ground PRP option, it is highly recommended that the materials be sent via a traceable delivery service, such as FedEx or UPS.

Mail the materials to:

National Healthcareer Association – Scoring Department
11161 Overbrook Road
Leawood, Kansas 66211

WHEN TO EXPECT RESULTS

Examinees should receive their certification ID card and certificate (with passing results) approximately 10 business days after their exam materials have been received by NHA. Results are posted on the student's account on www.nhanow.com.

Test Misconduct and Testing Irregularities

AWARENESS OF TEST MISCONDUCT

Keep in mind that your primary role as a proctor is to conduct a fair test administration. To ensure fair testing, you need to be aware of methods candidates use to gain an unfair advantage on the exam. If you suspect a candidate of misconduct, observe the candidate closely and ensure that he or she does not remove any exam information from the testing room. If you believe any form of test misconduct has occurred, please document the information, notify the appropriate faculty, and file a testing irregularity report (see page 15) with NHA within 24 hours.

To raise awareness, a list of possible cheating or suspicious behaviors is provided.

In order to copy from another candidate's exam, candidates might:

- Sit next to or behind the person from whom they want to cheat.

- Sit in a V-formation, where the person to be cheated from sits at the head of the V and the cheaters fan out behind the individual.

- Drop a paper on the floor to allow someone else to look at it.

- Approach the proctor to ask a question and look at other candidates' tests on the way to the front of the room.

- Use a small mirror to pretend to check their eyes or adjust contact lenses while really using it to view another candidate's exam.

Candidates might attempt to use "cheat sheets" or "crib sheets." Potential uses of these include:

- Writing answers/questions on surfaces of tables, desks, or chairs in the testing room.

- Copying answers/questions on food or drink labels (e.g., on the inside of a water bottle label or chewing gum wrapper).

- Using body parts to document answers. Candidates might write on their hands, arms, legs, ankles, etc.

- Attaching written answers to clothing (e.g., inside a sock, skirt, shirt, shoes, hat) or on the underside of a bandage.

Examples of inappropriate uses of technology for the purpose of misconduct include:

- Receiving text messages with assistance for answering the questions.

- Using screens on MP3 players to record notes for the exam under the guise of song titles.

- Wearing a headset to seemingly listening to music, when actually listening to recorded answers.

- Using camera phones or other small cameras to capture pictures of exam questions for later distribution.

Test Misconduct and Testing Irregularities, continued

Ways that candidates might attempt to assist one another include:

Asking the proctor questions to provide enough of a distraction so other candidates can cheat, take another candidate's exam book, or take another candidate's answer sheet.

Sitting next to the window while someone outside provides the answers to exam questions.

Having someone take the exam in place of the candidate.

Leaving the testing room for a bathroom break and checking textbooks/answers or receiving assistance from an outside person.

Communicating answers to others through foot tapping, pencil tapping, food consumption (e.g., red candy = A, blue candy = B), touching body parts (e.g., eye = A, nose = B, mouth = C, ear = D). Countless variations of this approach exist.

TESTING IRREGULARITIES

In the event that a testing irregularity occurs, a proctor should be aware of the appropriate action to be taken. A testing irregularity or suspected irregularity must be reported within 24 hours of the test administration. A Report of Testing Irregularity form is provided on page 14 of this manual. In order to provide clarity, a list of potential test irregularities has been provided. Examples of testing irregularities include the following.

Any occurrence resulting in candidates being unsupervised with access to secure exam materials

Giving candidates access to or instruction related to the concepts measured by the tests at any time before or during the test administration

Paraphrasing, omitting, revising, or rewriting the script or any directions to be given with the exam

Suspected cheating

Illness or medical emergencies during the test administration

Tampering with candidate response records

Fire alarm or any alert requiring evacuation of candidates during the exam

Any candidate disruption (e.g., excessive coughing)

Problems with room temperature (e.g., excessive heat or extreme cool)

A candidate finishing an assessment too quickly

Testing Irregularities

REPORT OF TESTING IRREGULARITY

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

Test Proctor's Name:

Institution Name:

Exam Name:

Exam Date:

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

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

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

Signature of Test Proctor: _____

Date: _____

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

Proctor's Script for Administering 110-Item Assessments

For the following 110-item assessments
Certified Patient Care Technician/Assistant (CPCT/A)
Certified Electronic Health Record Specialist (CEHRS)

*****READ ALL TEXT IN ITALICS ALOUD*****

PRIOR TO DISTRIBUTING THE ASSESSMENT

USE THE RESTROOM

The exam you are about to take is a timed exam. If you need to use the restroom, you should do so now. If you must use the restroom during the exam, please raise your hand for permission to leave. Please note that you will not be permitted to make up the time missed and that you may not remove your personal belongings from this room during such breaks.

We will begin the exam momentarily. If you need to use the restroom, please do so now.

Permit candidates to use the restroom now. Do not continue until everyone has returned.

EXAM ROSTER

At this time, each of you must initial the exam roster.

Permit candidates to sign the roster.

#2 PENCILS

The assessment you are about to take must be completed using a #2 pencil. Does anyone need a #2 pencil?

Distribute #2 pencils.

PUT AWAY MATERIALS

Textbooks, notes, and all other reference materials, as well as calculators and all other personal electronic devices, are prohibited during the exam. At this time, please put away all reference materials. Cell phones and other electronic devices should be turned off or silenced and put away at this time.

Ensure that candidates' materials are put away.

DISTRIBUTING THE ASSESSMENT

The assessment will now be distributed. Do not open the assessment until you are told to do so.

Distribute the assessment individually to each candidate.

Proctor's Script for Administering 110-Item Assessments, continued

ADMINISTERING THE ASSESSMENT

TEST MISCONDUCT

Before beginning this exam, note that test misconduct is taken seriously. You may be disqualified from taking or continuing in the examination process, or from receiving exam results, if NHA and/or any proctors, including myself, have determined through either proctor observation or statistical analyses that you were engaged in collaborative, disruptive, or other unacceptable behavior before, during, or following the administration of the exam.

Any attempt to cheat, remove questions from this room, or act in other academically dishonest ways will result in an incident report being sent to NHA and subsequent investigations being conducted.

CONFIDENTIALITY STATEMENT

The next statement is Assessment Technologies Institute's (parent company of NHA) Confidentiality Statement. At this time, read the Confidentiality Statement on the cover of your exam booklet silently as I read it aloud.

All assessment questions are the copyrighted property of Assessment Technologies Institute, LLC. The removal or attempt to remove questions or other assessment material from the test site 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.

Sign your name and write today's date in the lines provided on the front cover of your exam booklet to indicate that you 1) hereby swear that the valid current photo identification presented was a true representation of your identity; 2) have met the eligibility requirements needed to sit for this exam; and 3) understand the confidentiality statement and agree to keep all contents of this assessment confidential.

Ensure that candidates are signing and dating the cover of their exam booklets.

Proctor's Script for Administering 110-Item Assessments, continued

COMPLETING INFORMATION ON THE ANSWER SHEET

You may now break the seal of your exam booklet, remove the answer sheet, and turn to the inside cover of your booklet. **DO NOT CONTINUE TO ANY OTHER PAGE OF THE BOOKLET UNTIL I INSTRUCT YOU TO DO SO.**

We will now complete the upper portions of the answer sheet. You may follow along with the directions given on the inside cover of your exam booklet as I read the instructions aloud.

To guarantee the accuracy of the grading process, it is critical that the included answer sheet is filled out correctly and completely. The following will assist you in that process:

- Use a #2 pencil only.
- Fill in bubbles completely, making the mark as dark as possible.
- If you use a check mark or an "X" to mark a bubble, the response will be counted incorrect.
- If you leave a question blank or inadequately marked, the response will be counted incorrect.
- Avoid stray marks on the answer sheet, and erase mistakes as cleanly as possible.
- Questions are multiple choice with only one correct answer per question.
- When the examination is complete, the proctor will collect your answer sheet and test booklet separately.

Print your **FIRST NAME** in the empty boxes, and completely fill in the circles below with the corresponding letter. If your name contains more letters than there are spaces, please only use the first initial.

Pause.

Print your **MIDDLE INITIAL** in the empty box, and completely fill in the circle below with the corresponding letter.

Pause.

Print your **LAST NAME** in the empty boxes, and completely fill in the circles below with the corresponding letter. If your last name is hyphenated, please leave a blank square between the two names.

Pause.

Now, enter your nine-digit **ATI PAPER PENCIL ID** in the empty boxes. Then, completely mark the corresponding number or letter in the circle below each digit.

Pause.

Next, enter your 10-digit **ASSESSMENT ID** in the empty boxes. Then, completely mark the corresponding number in the circle below each digit.

Pause.

Proctor's Script for Administering 110-Item Assessments, continued

SAMPLE QUESTIONS

Turn the page and look at the page titled "Sample Questions." Read the sample question labeled S1.

Pause to allow examinees time to read the question.

The correct answer is D. Locate the question numbered S1 on your answer sheet. (It is located on the right side of the answer sheet.) Completely fill in the bubble labeled D. The proper way to fill the bubble is shown in the diagram. Now, read the question labeled S2.

Pause to allow examinees time to read the question.

The correct answer is B. Locate the question numbered S2 on your answer sheet. Completely fill in the bubble labeled B.

FINAL COMMENTS

Since you will be completing a 110-item assessment, please completely fill in your answer in the first 110 numbered spaces provided. As listed in the "MARKING INSTRUCTIONS" box on your answer sheet, please use a #2 pencil to make dark marks for your answer. Erase your marks completely if you are changing your answer, and completely fill in the boxes as shown in the example.

Questions are multiple choice with only one correct answer per question. If you leave a question blank or have multiple marks for a question, the response will be counted as incorrect. There is no penalty for guessing.

*The next page is titled "Instructions for the assessment." Take a few minutes to silently read the instructions provided on this page. When you have finished reading, please look up and sit quietly. If you have any questions about the instructions, please raise your hand. **DO NOT BEGIN THE ASSESSMENT UNTIL I INSTRUCT YOU TO DO SO.***

Give the candidates time to read the pages. Walk around to ensure no one starts the exam and to answer any questions about the instructions.

BEGINNING THE ASSESSMENT

You are now ready to begin the exam. You will have 1 hour and 50 minutes to complete the 110 questions. I will notify you when there are 60 minutes, 30 minutes, 15 minutes, and 5 minutes remaining. If you finish the assessment before time is complete, sit quietly. You may now turn the page and begin working on this exam.

Proctor's Script for Administering 110-Item Assessments, continued

DURING THE ASSESSMENT

When there are 60 minutes, 30 minutes, 15 minutes, and 5 minutes remaining, notify the candidates orally and by writing it on a board, if available.

Walk around during the exam to deter cheating.

STOPPING THE ASSESSMENT AND COLLECTING MATERIALS

After 1 hour and 50 minutes have passed, instruct all candidates to stop. **If there is only one proctor**, all candidates must be dismissed at the same time. **If there is more than one proctor**, refer to the section titled, "Procedure for the End of the Exam" on page 6 for instructions about dismissing candidates as they complete the exam.

Stop working. You have completed the assessment. Please close your exam booklet and turn your answer sheets upside-down. I will collect your answer sheets first, then all your scratch paper. Finally, I will collect your exam booklets. No one may leave the testing room until I have collected all of these materials.

Collect all answer sheets.

Collect all scratch paper.

Collect all exam booklets.

Ensure you have a used exam booklet and answer sheet for each individual prior to dismissing candidates.

If you passed today's exam, you should receive your certification ID card and certificate in approximately 10 business days after the exam materials have been received by NHA. Your results are posted on your account on NHA's website, www.nhanow.com. You are dismissed.

Follow the instructions given in this proctor's manual for returning the answer sheets and exam booklets to NHA. Thank you for your help and cooperation!

Proctor's Script for Administering 120-Item Assessments

For the following 120-item assessments
Certified Billing & Coding Specialist (CBCS)
Certified EKG Technician (CET)
Certified Phlebotomy Technician (CPT)

*****READ ALL TEXT IN ITALICS ALOUD*****

PRIOR TO DISTRIBUTING THE ASSESSMENT

USE THE RESTROOM

The exam you are about to take is a timed exam. If you need to use the restroom, you should do so now. If you must use the restroom during the exam, please raise your hand for permission to leave. Please note that you will not be permitted to make up the time missed and that you may not remove your personal belongings from this room during such breaks.

We will begin the exam momentarily. If you need to use the restroom, please do so now.

Permit candidates to use the restroom now. Do not continue until everyone has returned.

EXAM ROSTER

At this time, each of you must initial the exam roster.

Permit candidates to sign the roster.

#2 PENCILS

The assessment you are about to take must be completed using a #2 pencil. Does anyone need a #2 pencil?

Distribute #2 pencils.

PUT AWAY MATERIALS

Textbooks, notes, and all other reference materials, as well as calculators and all other personal electronic devices, are prohibited during the exam. At this time, please put away all reference materials. Cell phones and other electronic devices should be turned off or silenced and put away at this time.

Ensure that candidates' materials are put away.

DISTRIBUTING THE ASSESSMENT

The assessment will now be distributed. Do not open the assessment until you are told to do so.

Distribute the assessment individually to each candidate.

Proctor's Script for Administering 120-Item Assessments, continued

ADMINISTERING THE ASSESSMENT

TEST MISCONDUCT

Before beginning this exam, note that test misconduct is taken seriously. You may be disqualified from taking or continuing in the examination process, or from receiving exam results, if NHA and/or any proctors, including myself, have determined through either proctor observation or statistical analyses that you were engaged in collaborative, disruptive, or other unacceptable behavior before, during, or following the administration of the exam.

Any attempt to cheat, remove questions from this room, or act in other academically dishonest ways will result in an incident report being sent to NHA and subsequent investigations being conducted.

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Sign your name and write today's date in the lines provided on the front cover of your exam booklet to indicate that you 1) hereby swear that the valid current photo identification presented was a true representation of your identity; 2) have met the eligibility requirements needed to sit for this exam; and 3) understand the confidentiality statement and agree to keep all contents of this assessment confidential.

Ensure that candidates are signing and dating the cover of their exam booklets.

Proctor's Script for Administering 120-Item Assessments, continued

COMPLETING INFORMATION ON THE ANSWER SHEET

You may now break the seal of your exam booklet, remove the answer sheet, and turn to the inside cover of your booklet. **DO NOT CONTINUE TO ANY OTHER PAGE OF THE BOOKLET UNTIL I INSTRUCT YOU TO DO SO.**

We will now complete the upper portions of the answer sheet. You may follow along with the directions given on the inside cover of your exam booklet as I read the instructions aloud.

To guarantee the accuracy of the grading process, it is critical that the included answer sheet is filled out correctly and completely. The following will assist you in that process:

- Use a #2 pencil only.
- Fill in bubbles completely, making the mark as dark as possible.
- If you use a check mark or an "X" to mark a bubble, the response will be counted incorrect.
- If you leave a question blank or inadequately marked, the response will be counted incorrect.
- Avoid stray marks on the answer sheet, and erase mistakes as cleanly as possible.
- Questions are multiple choice with only one correct answer per question.
- When the examination is complete, the proctor will collect your answer sheet and test booklet separately.

Print your **FIRST NAME** in the empty boxes, and completely fill in the circles below with the corresponding letter. If your name contains more letters than there are spaces, please only use the first initial.

Pause.

Print your **MIDDLE INITIAL** in the empty box, and completely fill in the circle below with the corresponding letter.

Pause.

Print your **LAST NAME** in the empty boxes, and completely fill in the circles below with the corresponding letter. If your last name is hyphenated, please leave a blank square between the two names.

Pause.

Now, enter your nine-digit **ATI PAPER PENCIL ID** in the empty boxes. Then, completely mark the corresponding number or letter in the circle below each digit.

Pause.

Next, enter your 10-digit **ASSESSMENT ID** in the empty boxes. Then, completely mark the corresponding number in the circle below each digit.

Pause.

Proctor's Script for Administering 120-Item Assessments, continued

SAMPLE QUESTIONS

Turn the page and look at the page titled "Sample Questions." Read the sample question labeled S1.

Pause to allow examinees time to read the question.

The correct answer is D. Locate the question numbered S1 on your answer sheet. (It is located on the right side of the answer sheet.) Completely fill in the bubble labeled D. The proper way to fill the bubble is shown in the diagram. Now, read the question labeled S2.

Pause to allow examinees time to read the question.

The correct answer is B. Locate the question numbered S2 on your answer sheet. Completely fill in the bubble labeled B.

FINAL COMMENTS

Since you will be completing a 120-item assessment, please completely fill in your answer in the first 120 numbered spaces provided. As listed in the "MARKING INSTRUCTIONS" box on your answer sheet, please use a #2 pencil to make dark marks for your answer. Erase your marks completely if you are changing your answer, and completely fill in the boxes as shown in the example.

Questions are multiple choice with only one correct answer per question. If you leave a question blank or have multiple marks for a question, the response will be counted as incorrect. There is no penalty for guessing.

*The next page is titled "Instructions for the assessment." Take a few minutes to silently read the instructions provided on this page. When you have finished reading, please look up and sit quietly. If you have any questions about the instructions, please raise your hand. **DO NOT BEGIN THE ASSESSMENT UNTIL I INSTRUCT YOU TO DO SO.***

Give the candidates time to read the pages. Walk around to ensure no one starts the exam and to answer any questions about the instructions.

BEGINNING THE ASSESSMENT

You are now ready to begin the exam. You will have 2 hours to complete the 120 questions. I will notify you when there are 60 minutes, 30 minutes, 15 minutes, and 5 minutes remaining. If you finish the assessment before time is complete, sit quietly. You may now turn the page and begin working on this exam.

Proctor's Script for Administering 120-Item Assessments, continued

DURING THE ASSESSMENT

When there are 60 minutes, 30 minutes, 15 minutes, and 5 minutes remaining, notify the candidates orally and by writing it on a board, if available.

Walk around during the exam to deter cheating.

STOPPING THE ASSESSMENT AND COLLECTING MATERIALS

After 2 hours have passed, instruct all candidates to stop. **If there is only one proctor**, all candidates must be dismissed at the same time. **If there is more than one proctor**, refer to the section titled, "Procedure for the End of the Exam" on page 6 for instructions about dismissing candidates as they complete the exam.

Stop working. You have completed the assessment. Please close your exam booklet and turn your answer sheets upside-down. I will collect your answer sheets first, then all your scratch paper. Finally, I will collect your exam booklets. No one may leave the testing room until I have collected all of these materials.

Collect all answer sheets.

Collect all scratch paper.

Collect all exam booklets.

Ensure you have a used exam booklet and answer sheet for each individual prior to dismissing candidates.

If you passed today's exam, you should receive your certification ID card and certificate in approximately 10 business days after the exam materials have been received by NHA. Your results are posted on your account on NHA's website, www.nhanow.com. You are dismissed.

Follow the instructions given in this proctor's manual for returning the answer sheets and exam booklets to NHA. Thank you for your help and cooperation!

Proctor's Script for Administering 130-Item Assessments

For the following 130-item assessment
Certified Medical Administrative Assistant (CMAA)

*****READ ALL TEXT IN ITALICS ALOUD*****

PRIOR TO DISTRIBUTING THE ASSESSMENT

USE THE RESTROOM

The exam you are about to take is a timed exam. If you need to use the restroom, you should do so now. If you must use the restroom during the exam, please raise your hand for permission to leave. Please note that you will not be permitted to make up the time missed and that you may not remove your personal belongings from this room during such breaks.

We will begin the exam momentarily. If you need to use the restroom, please do so now.

Permit candidates to use the restroom now. Do not continue until everyone has returned.

EXAM ROSTER

At this time, each of you must initial the exam roster.

Permit candidates to sign the roster.

#2 PENCILS

The assessment you are about to take must be completed using a #2 pencil. Does anyone need a #2 pencil?

Distribute #2 pencils.

PUT AWAY MATERIALS

Textbooks, notes, and all other reference materials, as well as calculators and all other personal electronic devices, are prohibited during the exam. At this time, please put away all reference materials. Cell phones and other electronic devices should be turned off or silenced and put away at this time.

Ensure that candidates' materials are put away.

DISTRIBUTING THE ASSESSMENT

The assessment will now be distributed. Do not open the assessment until you are told to do so.

Distribute the assessment individually to each candidate.

Proctor's Script for Administering 130-Item Assessments, continued

ADMINISTERING THE ASSESSMENT

TEST MISCONDUCT

Before beginning this exam, note that test misconduct is taken seriously. You may be disqualified from taking or continuing in the examination process, or from receiving exam results, if NHA and/or any proctors, including myself, have determined through either proctor observation or statistical analyses that you were engaged in collaborative, disruptive, or other unacceptable behavior before, during, or following the administration of the exam.

Any attempt to cheat, remove questions from this room, or act in other academically dishonest ways will result in an incident report being sent to NHA and subsequent investigations being conducted.

CONFIDENTIALITY STATEMENT

The next statement is Assessment Technologies Institute's (parent company of NHA) Confidentiality Statement. At this time, read the Confidentiality Statement on the cover of your exam booklet silently as I read it aloud.

All assessment questions are the copyrighted property of Assessment Technologies Institute, LLC. The removal or attempt to remove questions or other assessment material from the test site 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.

Sign your name and write today's date in the lines provided on the front cover of your exam booklet to indicate that you 1) hereby swear that the valid current photo identification presented was a true representation of your identity; 2) have met the eligibility requirements needed to sit for this exam; and 3) understand the confidentiality statement and agree to keep all contents of this assessment confidential.

Ensure that candidates are signing and dating the cover of their exam booklets.

Proctor's Script for Administering 130-Item Assessments, continued

COMPLETING INFORMATION ON THE ANSWER SHEET

You may now break the seal of your exam booklet, remove the answer sheet, and turn to the inside cover of your booklet. **DO NOT CONTINUE TO ANY OTHER PAGE OF THE BOOKLET UNTIL I INSTRUCT YOU TO DO SO.**

We will now complete the upper portions of the answer sheet. You may follow along with the directions given on the inside cover of your exam booklet as I read the instructions aloud.

To guarantee the accuracy of the grading process, it is critical that the included answer sheet is filled out correctly and completely. The following will assist you in that process:

- Use a #2 pencil only.
- Fill in bubbles completely, making the mark as dark as possible.
- If you use a check mark or an "X" to mark a bubble, the response will be counted incorrect.
- If you leave a question blank or inadequately marked, the response will be counted incorrect.
- Avoid stray marks on the answer sheet, and erase mistakes as cleanly as possible.
- Questions are multiple choice with only one correct answer per question.
- When the examination is complete, the proctor will collect your answer sheet and test booklet separately.

Print your **FIRST NAME** in the empty boxes, and completely fill in the circles below with the corresponding letter. If your name contains more letters than there are spaces, please only use the first initial.

Pause.

Print your **MIDDLE INITIAL** in the empty box, and completely fill in the circle below with the corresponding letter.

Pause.

Print your **LAST NAME** in the empty boxes, and completely fill in the circles below with the corresponding letter. If your last name is hyphenated, please leave a blank square between the two names.

Pause.

Now, enter your nine-digit **ATI PAPER PENCIL ID** in the empty boxes. Then, completely mark the corresponding number or letter in the circle below each digit.

Pause.

Next, enter your 10-digit **ASSESSMENT ID** in the empty boxes. Then, completely mark the corresponding number in the circle below each digit.

Pause.

Proctor's Script for Administering 130-Item Assessments, continued

SAMPLE QUESTIONS

Turn the page and look at the page titled "Sample Questions." Read the sample question labeled S1.

Pause to allow examinees time to read the question.

The correct answer is D. Locate the question numbered S1 on your answer sheet. (It is located on the right side of the answer sheet.) Completely fill in the bubble labeled D. The proper way to fill the bubble is shown in the diagram. Now, read the question labeled S2.

Pause to allow examinees time to read the question.

The correct answer is B. Locate the question numbered S2 on your answer sheet. Completely fill in the bubble labeled B.

FINAL COMMENTS

Since you will be completing a 130-item assessment, please completely fill in your answer in the first 130 numbered spaces provided. As listed in the "MARKING INSTRUCTIONS" box on your answer sheet, please use a #2 pencil to make dark marks for your answer. Erase your marks completely if you are changing your answer, and completely fill in the boxes as shown in the example.

Questions are multiple choice with only one correct answer per question. If you leave a question blank or have multiple marks for a question, the response will be counted as incorrect. There is no penalty for guessing.

*The next page is titled "Instructions for the assessment." Take a few minutes to silently read the instructions provided on this page. When you have finished reading, please look up and sit quietly. If you have any questions about the instructions, please raise your hand. **DO NOT BEGIN THE ASSESSMENT UNTIL I INSTRUCT YOU TO DO SO.***

Give the candidates time to read the pages. Walk around to ensure no one starts the exam and to answer any questions about the instructions.

BEGINNING THE ASSESSMENT

You are now ready to begin the exam. You will have 2 hours and 10 minutes to complete the 130 questions. I will notify you when there are 60 minutes, 30 minutes, 15 minutes, and 5 minutes remaining. If you finish the assessment before time is complete, sit quietly. You may now turn the page and begin working on this exam.

Proctor's Script for Administering 130-Item Assessments, continued

DURING THE ASSESSMENT

When there are 60 minutes, 30 minutes, 15 minutes, and 5 minutes remaining, notify the candidates orally and by writing it on a board, if available.

Walk around during the exam to deter cheating.

STOPPING THE ASSESSMENT AND COLLECTING MATERIALS

After 2 hours and 10 minutes have passed, instruct all candidates to stop. **If there is only one proctor**, all candidates must be dismissed at the same time. **If there is more than one proctor**, refer to the section titled, "Procedure for the End of the Exam" on page 6 for instructions about dismissing candidates as they complete the exam.

Stop working. You have completed the assessment. Please close your exam booklet and turn your answer sheets upside-down. I will collect your answer sheets first, then all your scratch paper. Finally, I will collect your exam booklets. No one may leave the testing room until I have collected all of these materials.

Collect all answer sheets.

Collect all scratch paper.

Collect all exam booklets.

Ensure you have a used exam booklet and answer sheet for each individual prior to dismissing candidates.

If you passed today's exam, you should receive your certification ID card and certificate in approximately 10 business days after the exam materials have been received by NHA. Your results are posted on your account on NHA's website, www.nhanow.com. You are dismissed.

Follow the instructions given in this proctor's manual for returning the answer sheets and exam booklets to NHA. Thank you for your help and cooperation!

Proctor's Script for Administering 170-Item Assessments

For the following 170-item assessment
Certified Clinical Medical Assistant (CCMA)

*****READ ALL TEXT IN ITALICS ALOUD*****

PRIOR TO DISTRIBUTING THE ASSESSMENT

USE THE RESTROOM

The exam you are about to take is a timed exam. If you need to use the restroom, you should do so now. If you must use the restroom during the exam, please raise your hand for permission to leave. Please note that you will not be permitted to make up the time missed and that you may not remove your personal belongings from this room during such breaks.

We will begin the exam momentarily. If you need to use the restroom, please do so now.

Permit candidates to use the restroom now. Do not continue until everyone has returned.

EXAM ROSTER

At this time, each of you must initial the exam roster.

Permit candidates to sign the roster.

#2 PENCILS

The assessment you are about to take must be completed using a #2 pencil. Does anyone need a #2 pencil?

Distribute #2 pencils.

PUT AWAY MATERIALS

Textbooks, notes, and all other reference materials, as well as calculators and all other personal electronic devices, are prohibited during the exam. At this time, please put away all reference materials. Cell phones and other electronic devices should be turned off or silenced and put away at this time.

Ensure that candidates' materials are put away.

DISTRIBUTING THE ASSESSMENT

The assessment will now be distributed. Do not open the assessment until you are told to do so.

Distribute the assessment individually to each candidate.

Proctor's Script for Administering 170-Item Assessments, continued

ADMINISTERING THE ASSESSMENT

TEST MISCONDUCT

Before beginning this exam, note that test misconduct is taken seriously. You may be disqualified from taking or continuing in the examination process, or from receiving exam results, if NHA and/or any proctors, including myself, have determined through either proctor observation or statistical analyses that you were engaged in collaborative, disruptive, or other unacceptable behavior before, during, or following the administration of the exam.

Any attempt to cheat, remove questions from this room, or act in other academically dishonest ways will result in an incident report being sent to NHA and subsequent investigations being conducted.

CONFIDENTIALITY STATEMENT

The next statement is Assessment Technologies Institute's (parent company of NHA) Confidentiality Statement. At this time, read the Confidentiality Statement on the cover of your exam booklet silently as I read it aloud.

All assessment questions are the copyrighted property of Assessment Technologies Institute, LLC. The removal or attempt to remove questions or other assessment material from the test site 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.

Sign your name and write today's date in the lines provided on the front cover of your exam booklet to indicate that you 1) hereby swear that the valid current photo identification presented was a true representation of your identity; 2) have met the eligibility requirements needed to sit for this exam; and 3) understand the confidentiality statement and agree to keep all contents of this assessment confidential.

Ensure that candidates are signing and dating the cover of their exam booklets.

Proctor's Script for Administering 170-Item Assessments, continued

COMPLETING INFORMATION ON THE ANSWER SHEET

You may now break the seal of your exam booklet, remove the answer sheet, and turn to the inside cover of your booklet. **DO NOT CONTINUE TO ANY OTHER PAGE OF THE BOOKLET UNTIL I INSTRUCT YOU TO DO SO.**

We will now complete the upper portions of the answer sheet. You may follow along with the directions given on the inside cover of your exam booklet as I read the instructions aloud.

To guarantee the accuracy of the grading process, it is critical that the included answer sheet is filled out correctly and completely. The following will assist you in that process:

- Use a #2 pencil only.
- Fill in bubbles completely, making the mark as dark as possible.
- If you use a check mark or an "X" to mark a bubble, the response will be counted incorrect.
- If you leave a question blank or inadequately marked, the response will be counted incorrect.
- Avoid stray marks on the answer sheet, and erase mistakes as cleanly as possible.
- Questions are multiple choice with only one correct answer per question.
- When the examination is complete, the proctor will collect your answer sheet and test booklet separately.

Print your **FIRST NAME** in the empty boxes, and completely fill in the circles below with the corresponding letter. If your name contains more letters than there are spaces, please only use the first initial.

Pause.

Print your **MIDDLE INITIAL** in the empty box, and completely fill in the circle below with the corresponding letter.

Pause.

Print your **LAST NAME** in the empty boxes, and completely fill in the circles below with the corresponding letter. If your last name is hyphenated, please leave a blank square between the two names.

Pause.

Now, enter your nine-digit **ATI PAPER PENCIL ID** in the empty boxes. Then, completely mark the corresponding number or letter in the circle below each digit.

Pause.

Next, enter your 10-digit **ASSESSMENT ID** in the empty boxes. Then, completely mark the corresponding number in the circle below each digit.

Pause.

Proctor's Script for Administering 170-Item Assessments, continued

SAMPLE QUESTIONS

Turn the page and look at the page titled "Sample Questions." Read the sample question labeled S1.

Pause to allow examinees time to read the question.

The correct answer is D. Locate the question numbered S1 on your answer sheet. (It is located on the right side of the answer sheet.) Completely fill in the bubble labeled D. The proper way to fill the bubble is shown in the diagram. Now, read the question labeled S2.

Pause to allow examinees time to read the question.

The correct answer is B. Locate the question numbered S2 on your answer sheet. Completely fill in the bubble labeled B.

FINAL COMMENTS

Since you will be completing a 170-item assessment, please completely fill in your answer in the first 170 numbered spaces provided. As listed in the "MARKING INSTRUCTIONS" box on your answer sheet, please use a #2 pencil to make dark marks for your answer. Erase your marks completely if you are changing your answer, and completely fill in the boxes as shown in the example.

Questions are multiple choice with only one correct answer per question. If you leave a question blank or have multiple marks for a question, the response will be counted as incorrect. There is no penalty for guessing.

*The next page is titled "Instructions for the assessment." Take a few minutes to silently read the instructions provided on this page. When you have finished reading, please look up and sit quietly. If you have any questions about the instructions, please raise your hand. **DO NOT BEGIN THE ASSESSMENT UNTIL I INSTRUCT YOU TO DO SO.***

Give the candidates time to read the pages. Walk around to ensure no one starts the exam and to answer any questions about the instructions.

BEGINNING THE ASSESSMENT

You are now ready to begin the exam. You will have 2 hours and 50 minutes to complete the 170 questions. I will notify you when there are 2 hours, 90 minutes, 60 minutes, 30 minutes, 15 minutes, and 5 minutes remaining. If you finish the assessment before time is complete, sit quietly. You may now turn the page and begin working on this exam.

Proctor's Script for Administering 170-Item Assessments, continued

DURING THE ASSESSMENT

When there are 2 hours, 90 minutes, 60 minutes, 30 minutes, 15 minutes, and 5 minutes remaining, notify the candidates orally and by writing it on a board, if available.

Walk around during the exam to deter cheating.

STOPPING THE ASSESSMENT AND COLLECTING MATERIALS

After 2 hours and 50 minutes have passed, instruct all candidates to stop. **If there is only one proctor**, all candidates must be dismissed at the same time. **If there is more than one proctor**, refer to the section titled, "Procedure for the End of the Exam" on page 6 for instructions about dismissing candidates as they complete the exam.

Stop working. You have completed the assessment. Please close your exam booklet and turn your answer sheets upside-down. I will collect your answer sheets first, then all your scratch paper. Finally, I will collect your exam booklets. No one may leave the testing room until I have collected all of these materials.

Collect all answer sheets.

Collect all scratch paper.

Collect all exam booklets.

Ensure you have a used exam booklet and answer sheet for each individual prior to dismissing candidates.

If you passed today's exam, you should receive your certification ID card and certificate in approximately 10 business days after the exam materials have been received by NHA. Your results are posted on your account on NHA's website, www.nhanow.com. You are dismissed.

Follow the instructions given in this proctor's manual for returning the answer sheets and exam booklets to NHA. Thank you for your help and cooperation!

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