	Candidates that are unable to complete the exam due to a technical error etc. and have been exposed to any exam material must have sponsor approval before retesting. **Coordinate a new file through Client Services <u>on the candidate's behalf.</u>** **Email support: nccclientsupport@psionline.com**
Full Client Name	National Certification Corporation
Acronym	NCC
File Type	Import; IMPORT is required for EVERY attempt.
Platform	UCS dashboard via impersonation on Atlas Dimensions / PSI Bridge (Remote Proctoring Platform)
ID Type	NCC_ID_Number NOTE: ID# starting with 104, 888 or 999 are all acceptable. Do not turn CDs away if their ID doesn't begin with 104.
Address	PO Box 11082 Chicago, IL 60611-0082
Telephone	312-951-0207
Fax	312-951-9475 or 800-367-5613
Web address	http://www.nccwebsite.org/
Exam Titles/Testing Time/ # of Scored Items + # Pretest Items	•Extremely Low Birthweight (ELBW)/120 minutes/100 items + 25 pretest •Electronic Fetal Monitoring (EFM)/120 minutes/100 items + 25 pretest •Inpatient Obstetric Nursing (INPT)/180 minutes/150 items + 25 pretest •Low Risk Neonatal Nursing (LRN)/180 minutes/150 items + 25 pretest •Maternal Newborn Nursing (MN)/180 minutes/150 items + 25 pretest •Neonatal Intensive Care Nursing (NIC)/180 minutes/150 items + 25 pretest •Neonatal Nurse Practitioner (NNP)/180 minutes/150 items + 25 pretest •Neonatal Pediatric Transport (NPT)/120 minutes/100 items + 25 pretest •Neuroneonatal Intensive Care (NNIC)/120 minutes/ 100 items + 25 pretest •Obstetric and Neonatal Quality and Safety (ONQS)/120 minutes/100 items + 25 pretest •Women's Health Care Nurse Practitioner (WHNP)/180 minutes/150 items + 25 pretest
Testing Windows	N/A - 90-day eligibility window
Exam Type	National Certification Corporation (NCC)
Splitting Portions	Not applicable as these are a 1-portion exams.
Notes	Translator Services/Translation Dictionary: N/A
Application Processing	Apply with National Certification Corporation
Processing Time	Candidate must contact National Certification Corporation
Import Processor	Taylor Bowie
Name/Address Changes	Update by PSI CSR
Languages Available	English
Eligibility Criteria	Candidate must contact National Certification Corporation
Eligibility Period	Yes - 90-day eligibility window Eligibility extensions will only go through PSI if a cancellation or closure has affected the situation. Specifics must be supplied. All other candidates must appeal directly to the exam sponsor.
Payment Payable to	National Certification Corporation
Fee	Bill Client
Payment Type	Candidate must contact National Certification Corporation. We do NOT take payments over the phone.
Missed Exams	NCC does NOT make any exceptions for missed exams. PSI can NOT make any exceptions! Candidates must refer to the NCC website/handbook.
Un-scheduling an Exam Appointment	CSR can "UNSCHEDULE" a candidate appointment if the request is made at least 4 business days prior to their appointment.
Reschedule Rules	NCC candidates have unlimited rescheduling but candidates who missed their test date or need to take a different exam can request a change. This only pertains to candidates that were absent and need to reschedule or eligible for the wrong exam type. Candidates All change requests must be approved by NCC. No refund of original fees or Change Request Form fees. • Submit change request w/in one calendar year from last date of your assigned testing window. • Submit non-refundable fee of $125 with Change Request Form. • Use the NCC website online Change Request Form.

Withdrawing	Only the applicant may withdraw from the exam process. • Candidate will receive a $160 refund from their $325 payment. • Withdrawal request must be submitted online at NCC website BEFORE final day of assigned testing window. • Candidates must have not made an appt with PSI or candidate has cancelled no later than 4 business days prior to scheduled testing date.
ADA/Exam Accommodation Approval	Candidate must contact National Certification Corporation
Testing Sites	Test Center and Live Remote Online Proctoring There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination.
Paper/Pencil	Yes
Live Remote Online Proctoring - Exams remotely proctored via candidate laptop or computer	**Electronic Fetal Monitoring (EFM) Examination offered April 2 - May 31, 2020** **Beginning April 24, these (7) NCC exams are offered via Live Remote Online Proctoring:** **Inpatient Obstetric Nursing (INPT)** **Low Risk Neonatal Nursing (LRN)** **Maternal Newborn Nursing (MN)** **Neonatal Intensive Care Nursing (NIC)** **Neonatal Nurse Practitioner (NNP)** **Neonatal Pediatric Transport (NPT)** **Women's Health Care Nurse Practitioner (WHNP)** Note: Extremely Low Birthweight (ELBW) and Neuroneonatal Intensive Care (NNIC) are <u>NOT</u> offered as a Live Remote Online Proctored exam.
Launching Remote Proctored Exam	Exam Launch must be done from the candidate's UCS Dashboard. DO NOT refer the candidate to goAMP.com. They are only able to reach their UCS Dashboard by logging into their NCC Account on the client website.
System Compatibility Check	Compatibility Check is located on the Candidate's PSI Dashboard next to the schedule details. It is also located in the security procedures when selecting "view details" from the PSI Dashboard. It is in the candidate's best interest to conduct a compatibly check on their PC or laptop when they schedule their exam to ensure that their workstation will be compatible with PSI system requirements.
Basic Trouble Shooting for Candidates	The list below contains all the hardware and software requirements for the exam. • Browser and Version - Chrome 58.0 and above • Platform - Windows 7.0, 8.0, 8.1, 10.0, Macintosh 10 • Javascript - Enabled • Cookies - Enabled • Connection Speed - Should be at least 50 kbits per second • Workstation must have webcam and microphone • Webcam/Microphone: Minimum resolution is 320X240
Remote Proctoring Bridge TECH SUPPORT	CSRs must do a warm transfer to x6735. You may also initiate a chat at http://clientportal.softwaresecure.com/support after you close the Secure Browser Software. Phone numbers: 1-844-267-1017; International 1-617-564-9052 CSRs can contact the App Processor/ Client Services agent by submitting an email to nccclientsupport@psionline.com. DO NOT give this address to the candidate. It is for CSR use only.

Bring to test center	• Bring the copy of your eligibility letter with you. • To gain admission to the Testing Center, a candidate needs to present **two (2) forms of identification**, one with a photograph. Both forms of identification must be current, unexpired and include the candidate's current name and signature. The primary form of identification must include a photograph. The candidate will also be required to sign a roster for verification of identity. **Primary identification** must display name, signature and photograph. Acceptable examples include: - driver's license, - state identification card, - passport/passport card, - military identification card, - green card, - alien registration, - permanent resident card, or national identification card. **Secondary identification** must display name and signature. Acceptable examples include: employment ID, student ID, credit card or social security card. Temporary identifications are NOT acceptable. Candidates are prohibited from misrepresenting their identities or falsifying information to obtain admission to the Testing Center. If your name on these documents is different than it appears on your identification, you must provide proof of your name change (e.g., marriage license, divorce decree or court order).
Open Book Exam	No
Scratch paper/Pencil Allowed at Site	Yes
Calculator Allowed at Site	Yes; Calculator provided to candidate by TCA
Reference Materials Given at Site	None
Candidate's Photo Taken at Site	Yes
Passing Score	Not available
Cut score	N/A
Veteran's Preference Points	N/A
Score reports	Candidates will receive an emailed "Participation Letter" with instructions on how and where to view their results.
Dup Score Report Fee	$30 payable to Client
Fingerprint Info	N/A
Certification Instructions	Candidate must contact National Certification Corporation
Recertification Requirements	Candidate must contact National Certification Corporation
Retest fee	Candidate must contact National Certification Corporation
Retest procedure	Once every 90 days
Exam review	N/A
Practice Exams Offered	Information on NCC Preview tests is available at: https://www.nccwebsite.org/certification-exams/preview-tests
PSI call back #	833-256-1426; internal extension: 6715
Support email	examschedule@psionline.com
Email Response Time	Up to 48 hrs
Scheduling modes	Phone, PSI website
PSI Escalation Path	CSRs may send their internal escalations to Taylor Bowie via the Research Request area on the Intranet once all research has been conducted.
Information Links	https://www.nccwebsite.org/certification-exams
	https://www.nccwebsite.org/certification-exams/live-remote-proctoring/testing-with-live-remote-proctoring
Created Date	3/30/2020 jl
Modified Date	6/15/2021 rp