



**National Performance Specialists  
Certification Governing Committee  
(NPS-CGC)**

**Certification Programs  
Candidate Handbook**

Last edited: 3/18/24

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# 1. General Information

## Purpose of this Handbook

The purpose of the National Performance Specialists-Certification Governance Committee (NPS-CGC) Certification Programs Handbook is to provide information on the certification programs processes, eligibility requirements, application procedures, exam development and administration, and recertification/certification maintenance. The information, procedures, fees, etc., detailed in this publication may be amended, revised, or otherwise altered at any time without advance notice from the NPS-CGC. The provision of this Handbook does not confer any rights upon a certification candidate or certificant.

The NPS-CGC certification programs covered under this handbook are as follows:

### **Certification Designation**

Certified Clinical Medical Assistant CCMA  
Certified Phlebotomy Technician CPT

All correspondence and requests for information concerning the administration of the NPS-CGC Certification programs should be directed to:

National Performance Specialists  
1717 Pennsylvania Avenue, Suite 1025  
Washington, DC 20060  
Phone: (866) 319-7052  
Email: [support@npscerts.com](mailto:support@npscerts.com)  
Website: <https://npscerts.com/>

## Purpose of the NPS-CGC Certification Programs

NPS-CGC certification programs have been developed to recognize those individuals who have demonstrated competent knowledge and skills needed to perform within their profession. Potential candidates eligible to sit for the NPS-CCMA certification program would be those individuals with the appropriate educational and/or experience background that have worked as a medical assistant. Individuals who earn the CCMA or the CPT credential have demonstrated an understanding of the content domains that encompass the tasks and knowledges required of credential holders.

By meeting the eligibility criteria and successfully completing an NPS-CGC certification exam, certifiants are able to display their aptitude to be able to perform within their profession.

## Scope of the NPS-CGC Certification Programs

NPS-CGC certification programs assess the knowledge, skills, and abilities required for entry-level practice as a clinical medical assistant. The scope of the certification programs are based on exam content outlines resulting from Job Task Analyses (JTA).

Likely candidates to sit for these certifications would be individuals versed in performing in a medical assistant role or a phlebotomy role or in training to do so.

## NPS-CGC Authority and Governance

The scope of authority of NPS-CGC is set forth in its Policies and Procedures. The NPS-CGC functions autonomously from the National Performance Specialists (NPS) with regard to the establishment and refinement of all essential decisions governing the NPS-CGC certification programs. This includes but is not limited to, certification eligibility requirements, recertification requirements, disciplinary determinations, examination development, examination administration, examination scoring, and selection of subject matter experts. The NPS-CGC has final decision-making authority over the complete examination development cycle, which includes practice analysis (i.e., job analysis or role delineation), exam content outline, item writing, item review, development of exam forms, standard setting (i.e., cut score study), exam administration, exam scoring, candidate score reporting, and data analysis and exam technical reports. The NPS-CGC shall function autonomously with respect to its credentialing criteria, policies and procedures, administration, time, place, and frequency of its meetings, the election of officers and members, and all other lawful activities.

The NPS-CGC shall have no role in developing exam review materials, and educational resources or conducting educational programs that may be used by candidates pursuing successful completion of the certification programs.

## NPS-CGC Mission

The mission of NPS-CGC is to provide an ongoing benefit to the general public by granting and recertifying the NPS-CCMA certification credential while upholding the credential as a standard of excellence for ethical, valued, and competent practice.

## NPS-CGC Non-Discrimination Policy

In accordance with federal and state laws, NPS and its testing partners ACS Ventures and PSI, do not discriminate among individuals based on color, race, religion, sexual orientation, gender, national origin, gender identity, age, genetic information, disability, veteran status, or any other protected characteristic.

NPS and the NPS-CGC adhere to principles of fairness and due process and endorse the principles of equal opportunity. In administering the certification programs, neither

NPS nor NPS-CGC will discriminate or deny opportunity to anyone on the basis of race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law. All certification candidates and certificants will be judged solely on the published eligibility and/or re-certification requirements as determined by NPS-CGC.

### Statement of Confidentiality

The NPS-CGC is committed to protecting confidential or proprietary information related to applicants and certificants as well as having the same commitment regarding exam development, maintenance, and administrative processes. The NPS-CGC will not disclose any confidential applicant/certificant information outside the course of its business unless authorized in writing by the individual or as required by law.

Certification candidate and certificant information including their demographics, exam registration, and testing information are confidential, with the exception of whether he or she has a current/active certification, i.e., "certification status". Written authorization by the candidate or certificant is needed to release his or her information (excluding certification status).

### NPS-CGC Impartiality Statement/Conflict of Interest

NPS management and its employees, volunteers, and contractors understand the importance of impartiality and the consideration of any potential conflicts of interest in carrying out its certification activities. The NPS-CGC shall manage conflicts of interest and ensure the objectivity of its activities related to certification. The NPS-CGC shall act impartially in relation to its applicants, candidates, and certificants.

Certification of individuals is based on objective evidence obtained by the NPS-CGC through a fair, valid and reliable exam development process that is not influenced by other interests or parties.

The NPS-CGC is committed to identifying and assessing risks in all related certification activities which may result in a conflict or pose a threat to impartiality.

## 2. Application Process

### Eligibility Requirements

Applicants are required to pass a certification examination to demonstrate that they have the entry level-knowledge, skills, and abilities required to provide safe and competent evidence-based services as deemed by the job analysis studies as represented in the examination content outlines.

To be eligible to take a certification exam and obtain an NPS-CGC credential, candidates must satisfy the following eligibility requirements and one of the two eligibility options listed below:

**Candidates must be at least 18 years of age to register for the exam. Those under 18 wishing to register are required to submit the Age Waiver Form in Appendix 1.**

**Possess a high school diploma or the equivalent.** Equivalency would include proof of HS completion through a General Education Development (GED) test or other equivalency test recognized by the candidate's state of residency, or a diploma and official transcript reflecting equivalent education as evaluated by the American Association of Collegiate Registrars and Admissions Officers for secondary education. Documents are accepted in English only.

### **Eligibility Option 1: Successful Completion of an NPS-CGC approved Educational or Employer-based Program with or without Externship Training or Apprenticeship**

Candidates applying for certification using this eligibility option must:

- A. Successfully complete an educational program offered by an accredited or state-recognized institution or provider<sup>1</sup>, or employer program that may or may not include training, externship, or apprenticeship in the health field covered by the NPS-CGC certification exam, or
- B. Successfully complete an educational or employer-based program that is registered pursuant to the guidelines of the US Department of Labor, or
- C. Successfully complete formal medical services training offered by any branch of the US Military Training.

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<sup>1</sup> **Note regarding educational programs which may require additional training, externship, or apprenticeship:** Upon completion of classroom activity (coursework) and completion of a signed agreement between the educational provider and NPS-CGC, candidates participating in an education program which may require additional training, externship, or apprenticeship, can still sit for the exam prior to completion of these activities. Candidates successfully sitting for the exam during this time will not be granted certification until all additional eligibility criteria has been successfully completed and recorded. Candidates have one hundred and eighty (180) days from the exam date to (i) complete the externship, (ii) ensure that their educational institution/employer has all the necessary paperwork needed for completion of the institution's/employer's program and (iii) have the institution/employer notify the NPS-CGC that the candidate has successfully completed the entire training program.

## Eligibility Option 2: Meet NPS-CGC's Experience Requirements

Candidates applying for certification using this eligibility option must:

- A. Have either a minimum of one (1) year of supervised work experience in the last three (3) years, or two (2) years of supervised work experience in the last five (5) years.
- B. Have work experience in the health field covered by the NPS-CGC certification.

In most cases, certification does not guarantee any candidate's ability to meet regulatory requirements set forth by any state or government agency.

### Detailed Exploration of NPS Certification Prerequisites

National certification exams have specific requirements that candidates must meet to be eligible. Understanding these prerequisites is crucial for both instructors and students. Each certification offered by NPS has its unique set of prerequisites, reflecting the specific demands and responsibilities of the role. All NPS certification programs require either successful completion of a formal training program, one year of on-the-job experience, or current employment in the field of the desired certification:

- **Certified Clinical Medical Assistant (CCMA):** Candidates must have completed a medical assistant program accredited by a recognized body or have equivalent clinical experience. This ensures that the candidate has a foundational understanding of medical terminology, patient care, basic pharmacology, and administrative tasks.
- **Certified Phlebotomy Technician (CPT):** Requires completion of a phlebotomy training program or practical experience in the field. The training should cover aspects like venipuncture techniques, handling and transportation of specimens, and understanding of safety and compliance standards. In order to become qualified to sit for the national CPT certification exam, a candidate must successfully complete at least 10 capillary sticks and 30 venipunctures.
- **Certified Electrocardiograph Technician (CET):** Applicants need to have completed EKG technician training or have relevant experience. The training should encompass an understanding of cardiovascular anatomy and physiology, EKG electrode placement, and interpretation of EKG readings. In order to become qualified to sit for the national CET certification exam, a candidate must successfully complete at least 10 live EKGs.
- **Certified Patient Care Technician (CPCT):** Candidates must have completed a patient care technician program or have equivalent experience. This includes training in areas such as basic patient care (bathing, feeding, and grooming), monitoring vital signs, and assisting with medical procedures. Patient care candidates also will be required to have fundamental knowledge in the fields of



phlebotomy and electrocardiography. In order to become qualified to sit for the national CPCT certification exam, a candidate must successfully complete at least 10 capillary sticks, 30 venipunctures, and 10 live EKGs.

- **Certified Medical Administrative Assistant (CMAA):** Requires formal training or relevant work experience in medical administration. This includes knowledge of healthcare systems, medical billing and coding, and office management skills.
- **Certified Behavioral Health Specialist (CBHS):** Candidates should have specific training in mental health care. This includes an understanding of mental health disorders, crisis intervention techniques, and therapeutic communication skills.
- **Allied Health Instructor:** The Allied Health Instructor program applies to all instructor certifications offered by NPS; and is the standard method of earning a field specific instructor certification. Eligibility requirements for the AHI program include a minimum of 5 years of experience in the field, and a valid initial certification matching the field of the desired instructor certification. Candidates will be required to submit the correlating fees and candidate application for each of the instructor certifications they wish to obtain.

### **Role of Prerequisites in Career Advancement**

Meeting these prerequisites is not only essential for certification but also plays a crucial role in career advancement. Each prerequisite is designed to ensure that the healthcare professional is equipped with the necessary skills and knowledge to perform effectively in their role. By fulfilling these prerequisites, candidates demonstrate their commitment to professional growth and readiness to take on more complex responsibilities in the healthcare sector.

### **Guidance on Fulfilling Prerequisites**

Instructors should provide guidance on how students can fulfill these prerequisites. This could include advising on accredited programs, tips for gaining relevant experience, and resources for additional learning. Instructors can also help students identify areas where they may need further development to meet the prerequisites. Instructors may be responsible for ensuring that students meet the clinical requirements to sit for the national certification exam.

### **Prerequisite Proof and Documentation**

As you guide your students toward achieving their goals in allied healthcare through National Performance Specialists (NPS) certification exams, it is crucial to emphasize the importance of proper documentation. This documentation is a pivotal part of the

certification process, and its accuracy and completeness directly impact the eligibility and progression of your students' certification journey.

## **Key Documentation Requirements**

**Transcripts and Proof of Training:** Ensure that your students provide official transcripts or other formal documentation that verifies their completion of the required training for the specific certification they are pursuing (e.g., CCMA, CPT, CET, CPCT, CMAA, CBHS).

*Remind students that the training evidence should clearly outline the scope and duration of their program, including any practical components.*

**Legal Documents:** Legal documentation, such as government-issued identification, is necessary to confirm the identity of the candidate. This may include a driver's license, passport, or state-issued ID.

*In some cases, additional legal documents might be required, depending on the specific certification or state regulations.*

## **Verification of Eligibility**

Verification of eligibility will be conducted through the remote proctoring agent the day of the exam whereby proctors will require identification criteria submitted by the candidate to the NPS-CGC as part of the application process. These are approved by the NPS-CGC and or the certification staff and sent to the test delivery vendor.

## **Enrollment Period**

Candidates have up to 12 months to sit for their exams from the date they register and submit their payment for the certification program. This period can be extended for an additional 12 months for the cost of the certification program with a 10% discount.

## **Special Accommodations**

NPS and NPS-CGC comply with the Americans with Disabilities Act of 1990 (ADA) and other applicable laws and regulations. Upon request, NPS-CGC shall make reasonable accommodations to assist a candidate with disabilities. Special accommodations can be provided for an individual with documented disabilities by completing and submitting the NPS-CGC Request for Special Accommodations form (Appendix 2). A current (within two (2) months of the application) letter from a healthcare specialist knowledgeable of the candidate's disability stating the specific disability and his or her specific prescription

for accommodations must accompany the completed application and letter of request form. Requests for accommodations must minimally include:

- Documentation of the disability
- Accommodations requested for the examination
- Descriptions of past accommodations provided for in other educational or testing situations
- A current letter from a physician or other appropriate diagnostic health care specialist confirming the diagnosis of the disability and a prescription for specific accommodations

Accommodations are provided to qualified candidates with disabilities to the extent that such accommodations do not fundamentally alter the examination or cause an undue burden to the certification program or the test administration vendor.

Examples of requests for special testing accommodations that may be granted include modification of seating, time extensions, larger print screens, or other physical arrangements in the testing facility, providing for the examination to be taken in an accessible location, providing for reasonable accommodations, etc.

The certification exams are written in the English language, and will not be translated into other languages. Interpreters are not permitted to translate NPS-CGC exams. English as a second language is NOT considered a disability requiring special testing accommodations.

## Exam Registration

The following outlines the policies and procedures that candidates are expected to follow when registering to sit for an NPS-CGC certification exam:

- Visit the registration page for the certification program on NPS's [website](#)
- Create a new individual account
- Pay appropriate fees
- Complete your individual profile information
- Complete proof of eligibility requirements
- Read and sign attestation

## Attestation

Upon completion of your application, you are required to attest to meeting a series of requirements. This includes all eligibility requirements and acknowledgment and understanding of NPS-CGC's confidentiality and testing policies, including policies concerning misconduct, and the disciplinary recourse for violating those policies. Candidates are bound by this Attestation made at the time of registration.

Regarding eligibility requirements, for both Eligibility Option 1: Successful Completion of an NPS-CGC approved Educational or Employer-based Program with or without Externship Training or Apprenticeship or Eligibility, and/or Eligibility Option 2: Meet NPS-CGC's Experience Requirements, candidates must attest that they have met the

appropriate requirements in accordance with the conditions as outlined in the Candidate Handbook.

You must attest to the following statements in the application:

By checking the boxes below,

- I declare that the below statements are true and accurate to the best of my knowledge.
- I hereby certify that all of the information provided on this application is accurate personal information.
- I am the actual candidate registering for the exam, and no other person is completing the registration on my behalf.
- I possess a high school diploma or equivalent.
- I have met one of the following eligibility pathways: Eligibility Option 1 (Educational), Eligibility Option 2 (Employment), or Eligibility Option 3 (Future Experience) in accordance with the conditions set forth in the Candidate Handbook.
- I have read the NPS-CGC Certification Handbook and attest that I meet all of the examination's eligibility requirements.
- I agree to abide by NPS's Code of Ethics, testing conduct requirements and all other rules and policies described in the Candidate Handbook.
- I understand that all assessment items and exam materials I might be privy to are the copyrighted property of NPS-CGC. Removal could result in civil and criminal penalties.
- I certify that I will not cheat or violate the confidentiality of the exam in accordance with the conditions set forth in the Candidate Handbook.
- I understand it is my responsibility to receive the required hands-on training within the allotted time frame, no later than 180 days after taking the certification exam if no prior experience exists, and that NPS is only a competency testing agency. Failure to complete the required clinical experience within the allotted time will result in a forfeited exam attempt.
- I understand that it is my responsibility to ensure my test-taking environment and equipment meet the requirements required by the Live Remote Proctor.
- I attest that my exam session will be forfeited if I fail to be present at the exam time or if I do not reschedule my exam 24 hours before the scheduled session.
- I attest to all of the NPS Terms & Conditions.
- I understand that upon passing my exam, the system will issue my certification automatically after 8 hours have passed and if there are no incidents reported by the live remote proctoring system. (Does not apply to exams that are in Operational Pilot.)

### **After Submitting Registration Form:**

**If Accepted:** After successfully completing their registration form and signing the attestation within the candidate's program application, Candidates can view their individual account which will provide them with information regarding how to schedule

an appointment to sit for their exam. Candidates approved to schedule their exam appointments can do so through PSI Bridge.

**If Denied:** Candidates who are denied their request to sit for their exam will need to go back to their individual account and correct/fix the information they supplied in their initial registration before they can schedule their appointment. Those candidates denied of their request can contact NPS via email at [support@npscerts.com](mailto:support@npscerts.com).

## NPS/PSI Cancellation/Reschedule Policy

In the event that a candidate does not attend their scheduled exam, and does not attempt to connect to their exam, no refund shall be provided to the candidate. Exams are not able to be canceled, only rescheduled. In the event of a no-show, the candidate will be responsible for the entirety of the proctoring fee and any additional fees to reschedule their exam. Proctoring fees are not refundable.

Rescheduling is allowed, however, cancellations are not allowed. In the event of a no-show, all fees would be forfeited (registration and proctoring fee). To reschedule a no-show, the candidate must contact NPS to process a new registration. New registrations are subject to all applicable fees and are not limited to registration and proctoring fees. Cancellation fees may apply.

All NPS purchases are final & non-refundable.

Please note: Once you have scheduled your exam session, you are responsible for being present and prepared to test at the date and time of your exam. Failure to appear for your scheduled exam session will result in the forfeiture of your session and will require you to pay additional fees to reschedule your exam. Exams may be rescheduled up to 24 hours prior to the exam start time at no additional cost. Should you be absent for your scheduled exam, you will need to contact NPS to make the necessary arrangements to reschedule.

## Passing the Exam

Passing candidates are able to obtain their pass/fail status through their individual account approximately 24 hours after they have sat for their exam. Upon successful completion of the exam, candidates can view/print their score report and generate their certification from their Individual Account. Candidates will also receive their scores via email from NPS.

## Failing the Exam

Failing candidates are notified of their status approximately 24 hours after they have sat for their exam through their Individual Account. If a candidate does not receive a passing score, they can print their score report. This report will provide them with performance data to show areas needing more attention should they wish to retake the exam. Candidates will also receive their scores via email from NPS.

### 3. Exam Fee Information

The following provides pricing information for initial certification and certification renewal:

#### **Initial Certification Fee (Payable to NPS)**

- Registration Fee: \$200
- Exam Retake Fee: \$200

#### **Recertification Fee**

- Recertification Exam Fee: \$200
- Late Renewals (Up to 30 Days Late): \$50 Late Fee plus \$200.00  
Renewal/Recertification Exam Fee
- Late Renewals (Over 30 Days Late): \$100 Late Fee plus \$200.00  
Renewal/Recertification Exam Fee plus

## 4. Exam Preparation

There are numerous ways candidates can help prepare themselves for their certification exam.

*Familiarity of the Exam Content Outline:* Candidates anticipating sitting for their certification exam should have a good understanding of the concepts within the domains, tasks, and knowledges as presented in the Certification Exam Content Outline (Please refer to Appendix 5 in this Handbook). The Content Outline is based on the results of the Job Practice Analysis (JTA), which defines practice in the profession. Only those concepts covered in the Content Outline will be reflected on the exam.

*Certification Exam Study Guide:* NPS includes an Exam Study Guide for free with the initial certification fee. NPS-CGC does not endorse this or any exam preparation materials or courses for candidates wishing to sit for the exam. This Study Guide can be used as one of many tools to help candidates prepare for the exam. However, it is not required reading in order to sit for the exam, nor does it guarantee a passing grade on the exam.

*Practice Exams:* NPS also provides a Practice Exam included in the initial certification fee. The NPS-CGC does not endorse this or any Practice Exams for candidates wishing to sit for the exam. The Practice Exam can be used as one of many tools to help candidates prepare for the exam. However, successful completion of any Practice Exams is not required in order to sit for the exam, nor does it guarantee a passing grade on the exam.

*Training Courses, Exam Preparation Materials:* There are numerous educational exam preparation packages candidates may use to help them prepare for the exam. It should be noted that the NPS-CGC does not endorse, participate in or support any exam preparation packages. Participation in or completion of any exam preparation material is not required in order to be eligible to sit for the certification exam, nor do they guarantee a candidate a passing grade on the exam.

## 5. Exam Administration

With the exception of the operational pilot exams, ongoing NPS-CGC certification exams consist of 110 four-option multiple-choice items. 100 of those items are “scored” (graded and count toward the candidate’s score), and 10 are considered “pretest” (appear on the exam but do not count as part of the candidate’s score). The pretest items are inserted into the exam randomly. The statistical data gathered from the pretest items help determine their psychometric integrity and whether they can be reliably used as scored items on a future exam form.

Candidates have 2 hours to complete the exam.

All exams are administered remotely through PSI Bridge.



## 6. Mode of Delivery

All certification exams are delivered remotely outside a fixed test center environment. Remote exam administration enables test takers to take the certification exam outside a fixed test center environment. Testing locations for the remotely proctored exams can be anywhere that meets PSI Bridge's system requirements (including internet connectivity) and environmental requirements for a secure test event. A typical test location for candidates would be their place of residence. A detailed diagnosis and review of the test location are made during the check-in process. Candidates are required to show their location and surroundings for proctor confirmation visually. Without confirmation, an exam administration cannot take place. In order for candidates to be able to sit for NPS's certification exams, they must have access to their own personal computer equipment and internet connectivity while being able to meet the necessary system requirements to enable a successful event.

### Exam Scheduling & Accessing The Live Remote Proctoring System

You must schedule your exam with a live remote proctor. Dates and times are available on a first-come, first-serve basis. NPS does not control the scheduling nor available dates within the live remote proctoring system. You must present a valid, government-issued photo identification as part of the check-in process. Your identification must contain your full name and a recent, recognizable photo.

Review The Secure Browser Hardware Requirements:

<https://npscets.com/proctor-system-requirements/>

### Clean & Secure Workspace Requirements

You will be asked to take a video of your testing area during check-in, which a live proctor will review before launching the exam. Please ensure that you are in a well-lit room so that your testing area can be reviewed – artificial lighting is recommended. Please ensure your desk space is clear and clean of prohibited items. Please ensure that there are no notes, paper/pencil, calculator, or other materials on the desk, and, overall, no items or information in the room that could be considered cheating materials. Items in the background are fine if they are not accessed during the test. For example, having books on a bookcase in the background is not a problem, provided that you do not access them.

Live Proctoring - Quick Start Guide:

<https://npscets.com/proctor-quick-start-guide/>

Live Proctoring - Full Guide:

<https://npscets.com/proctor-full-guide/>

### Cheating and Inappropriate Behavior

At no time during the exam may a candidate give or receive help to or from another or communicate with another in any way. The exam administrator has the authority to remove a candidate suspected of cheating or other inappropriate behavior from the exam room, at which time scores are canceled, and disciplinary action may be pending. Inappropriate behavior includes:

- Creating a disturbance/diversion
- Receiving aid from someone in the room or some sort of reference during the test administration.
- Any attempt to remove, copy, buy, sell, or reproduce exam materials
- Unauthorized possession of exam materials
- Impersonation of another candidate

The NPS-CGC shall maintain strict policies to safeguard the security of the exam administration. Any individual who cheats or is responsible for inappropriate behavior is subject to prosecution in addition to sanctions by the NPS-CGC. Sanctions may include the removal of certification and restrictions on future access to the certification exam. For further information on Exam Delivery through Remote Proctoring, please visit PSI's website at: <https://www.psiexams.com/test-takers/online-proctoring-guide/>

## 7. Certification Exam Results

Upon completion of the exam, candidates will receive their score reports within 24 hours through their portal. For more detailed information on how exams are scored, please refer to “Scoring” pages 24-25 of this Hand Book. Exam scores are Pass/Fail.

Candidates that pass the exam will receive a report notifying them that they passed the exam along with the cut score needed in order to pass the exam. Failed candidates will receive the passing score standard along with their actual score and performance information by content area/domain in order to help them better prepare for the exam should they wish to sit for it again in the future. The performance information provided will not calculate the candidate’s failed score.

## 8. Certification Exam Retakes

Failed candidates are provided with information that allows them to focus on those content areas which may require additional attention. The information shows performance in each of the examination content areas. It is intended to be used as a resource for preparation should the candidate wish to re-sit for the exam again in the future. It should be noted that these qualitative indicators provided to failed candidates may result in less stability in the numerical results. Thus, candidates are advised to review all content areas prior to retaking the exam, including areas in which performance was good.

In the event a candidate fails their exam, they may schedule a re-test. There are waiting periods for re-testing. They are as follows:

- After 1st attempt: 1-day wait period (alternative exam form)
- After 2nd attempt: 30-day wait period
- After 3rd attempt: 90-day wait period
- After 4th attempt: 1 year wait period, and 1 year for every failed attempt after that.

**ATTENTION:** A fee of \$200 (registration and proctor seating fees) is required in order to retake the exam. The failed candidate should have reasonable access to information regarding retaking the exam and are encouraged to contact NPS [support@npscerts.com](mailto:support@npscerts.com) with questions.

Certification candidates have a 12-month testing window to initially sit for the exam or retake it should they fail. This 12-month testing window starts on the date the initial registration and payment is submitted. Candidates failing the exam wishing to retake it must do so within this initial 12-month testing window in accordance with the waiting period schedule above.

For each retake attempt, candidates must re-register, meet all the eligibility criteria and pay the full examination fee.

## 9. Use of Credential

The use of the certification trademark is in accordance with the NPS-CGC's Policies and Procedures and cannot be used in a misleading or fraudulent manner. The Certification Board shall take all appropriate steps, including legal or other action, such as suspension or revocation of the certification, in order to protect its rights regarding the use of the trademark.

Only those individuals obtaining certification through NPS by successfully passing the examination may use the certification trademark in a manner consistent with the scope for which the certification was granted.

After meeting all eligibility requirements and passing the examination, individuals may use their NPS-CCMA credential in all correspondence and professional relations. The credential is typically used after certificants' names following any academic degrees and licensure designations

### **Examples**

Terminal Degree Only:

John Doe, PhD

Terminal Degree Plus License: John Doe, PhD, ATC

Terminal Degree Plus License Plus Certification: John Doe, PhD, ATC, NPS-CCMA

The certification mark(s) may be used as long as the certificant's certification remains valid and the certificant remains in good standing. The certification mark and logo are the property of NPS. Permission to use the certification mark or logo is granted to credentialed persons at the discretion of the NPS-CGC, for permissible uses only.

Any misuse of credentials will be investigated. The NPS-CGC has the right to suspend or revoke its certification credentials. The NPS-CGC reserves the right to report any violations to third parties which may include but are not limited to a certificant's school or employer, any licensing body, or law enforcement.

## 10. Recertification

### Purpose

The purpose of the NPS-CGC Recertification Program is to ensure that certification credential holders are able to maintain their credential and commitment to the profession through life-long continuing education. The NPS-CGC defines recertification as “Requirements and procedures established as part of a certification program that a certificant must meet to maintain competence and renew his or her certification.” The Recertification Program adheres to this definition as certificants participating in the program are required to demonstrate that their skills and knowledges remain current in order to assure that they are able to continue to practice successfully within their profession. It is required that all certification credential holders participate in the Recertification Program in order to maintain active certification. Certification credential holders are required to keep their certification current by completing various NPS-CGC-approved continuing education activities.

### Continued Competence

The NPS-CGC understands the importance of practitioners remaining competent in their field throughout their careers. The NPS-CGC defines continued competence as “Demonstrating specified levels of knowledge, skills, or abilities not only at the time of initial certification but throughout an individual’s professional career.” The NPS-CGC recertification requirements adhere to this definition by requiring a certification credential holder to participate in continuing education activities related to the profession or retaking the exam in order to maintain his or her status in good standing. Continued competence is documented through participation in the NPS-CGC’s Recertification Program

### Recertification Requirements

NPS-CGC certification credential(s) are valid two (2) years from the date of successful completion of the certificant’s initial examination. Certification credential holders must renew their certification every two (2) years in order to maintain their credential and remain in good standing. It is important that credential holders renew their credentials prior to their expiration. Credential holders may renew their credential by sitting and passing the certification exam prior to the expiration of their credential. They may also submit 10 hours of Continuing Education Units as defined in the section below.

To maintain active certification status in good standing through recertification, credential holders must:

- Abide by the Professional Code of Ethics and re-attest on bi-annual basis.
- Send a copy of the certification that is about to expire.
- Sit for and successfully pass the NPS-CGC certification exam, OR

- Complete and submit proof of obtaining CEUs in accordance with the NPS-CGC Documenting Continuing Education Recertification Requirements as noted in the Continuing Education Submission Guidelines and the CEU Category Requirements sections in this handbook.
- Submit the completed recertification application along with the appropriate fee(s).

Any applicant who does not meet the recertification requirements will be notified within 30 days of receipt of their application that his or her recertification has been denied. The reason(s) for the denial shall be indicated in the notification.

## Recertification Options and Fees

### **Recertification by Examination Option:**

Completed application for renewal must be submitted prior to the expiration of the credential. Certificants have the option of sitting for and passing the certification exam to obtain recertification. Should the credential expire prior to submission for renewal, certificants are allowed a 30-day grace period to submit their renewal information. With this fee, certificants will have an additional 30-days from the date of their expired certification to complete their recertification requirements. PLEASE NOTE: Submitting a late application does not extend a certificant's next recertification expiration date. Once the 30-day period has passed, credentials are considered expired. In order to be reinstated or become certified again, individuals will have to purchase and successfully pass the exam again.

The cost for certification renewal by re-examination is as follows: Registration fee to sit for the exam: \$200; Late fee charge of \$50 if the completed renewal application is received 1-30-days beyond the expiration of the credential. A late fee of \$100 will be charged after 30 days.

The following is a summary of fees for certificants wanting to take the recertification by examination option:

- Registration fee to sit for an exam \$200
- Late charge (within 30 days of exp.) \$50
- Late charge (after 30 days of exp.) \$100

### **Recertification by Obtaining Continuing Education Unit (CEUs) Option:**

As with the Recertification By Examination Option above, completing and submitting the application for renewal using CEUs to meet the requirement must be done prior to the expiration of the credential. The processing fee for requesting recertification by submitting CEUs is \$200. PLEASE NOTE: ALL CEUs REPORTED MUST HAVE BEEN OBTAINED DURING THE TWO YEAR TIME PERIOD IN WHICH THE CREDENTIAL WAS ACTIVE. Should a credential expire prior to submission for renewal, certificants are allowed a 30-day grace period to submit proof that they have completed the NPS-CGC's renewal process using CEUs. An additional late fee of \$50 will be applied

to any recertification application postmarked less than 30 days after the date the credential expires. With this fee, certificants will be allowed an additional 30-days from the date of their expired certification to submit CEUs. PLEASE NOTE THAT SUBMITTING A LATE APPLICATION DOES NOT EXTEND A CERTIFICANT'S NEXT RECERTIFICATION EXPIRATION DATE. Once the 30-day period has passed, credentials are considered expired. In order to be reinstated or become certified again, individuals will have to purchase and successfully sit for the exam again. In 2024, NPS-CGC plans on offering additional certifications in several additional allied health professions.

The following is a summary of fees for certificants wanting to obtain recertification through CEUs:

- Recertification processing fee (Multi credential discounts may apply) \$200
- Late charge (If applicable, per additional Credential) \$50

## Continuing Education Reporting Forms

### **Certification Renewal Form:**

There are numerous opportunities for certificant holders to meet CEU requirements for recertification (credential-related continuing education courses, workshops, events, etc.). CEU information can be recorded by completing and submitting the "Certification Renewal Form" (Appendix 4) which is located in this Certification Candidate Handbook.

### **Change of Address:**

Changes in mailing address must be provided to the Certification Department. Failure to keep the mailing address current can result in lost mail, lost information and/or lost business. Candidates and certificants may keep their information current by logging into their NPS Account.

## Continuing Education Submission Guidelines

### **Defining CEUs:**

Check for the required amount of CEU's for each particular certification program:

- CEUs are based on contact hours
- Contact hours are defined as the number of clock hours spent in direct participation in a structured educational format
- Two (2) contact hours is equal to one (1) NPS CEU.

### **Documenting Continuing Education Information:**

It is the sole responsibility of the certification credential holder to document continuing education activities.



## **Reporting Continuing Education Information:**

Certificants can submit their continuing education reporting form up to 6 months prior to credential expiration. Currently only CCMA and CPT are eligible for CEUs. You must have taken the certification exam(s) after:

CCMA: 05/01/2023

CPT: 10/15/2023

## **How to List and Report CEUs:**

Information should be recorded directly on the Certification Renewal Form (Appendix 4) in this Candidate Handbook. It is recommended that information be recorded on an ongoing basis (i.e. as soon as an activity is successfully completed):

- Proof of appropriate documentation must be submitted with the completed Certification Renewal Form.
- In providing the date of an activity, the month, day, and year must be included. CEUs will be awarded only for activities that are completed within the relevant recertification period.
- CEUs in excess of the amount required for the continuing education reporting period cannot be carried over for credit in future reporting periods.
- The Certification Renewal Form must be signed to be recognized as valid.

## **CEU Category Requirements**

### **Acceptable Content Areas for CEUs:**

Certificants should report CEUs for only those activities relevant to practice as defined by the current exam content outline. When completing the Certification Renewal Form, certificants should reference the content outline domain in which the activity falls under. The content outlines for the CCMA and Phlebotomy certifications can be found in Appendix 5 in this Certification Candidate Handbook.

### **CEU CATEGORY A – CERTIFICATION BOARD-APPROVED PROVIDED OFFERINGS:**

Activities in this category are available through approved providers and include:

1. Workshops
2. Conferences
3. Symposiums
4. Home-study courses
5. NPS continuing education courses
6. Other NPS-approved educational courses

### **CEU CATEGORY B – INDUSTRY CONTRIBUTIONS**

1. Speaking engagements can be counted only once per topic.
2. Articles written for publication must adhere to NPS's publication guidelines.
3. Case studies written must adhere to NPS's case study guidelines.

### **CEU CATEGORY C – POST-CERTIFICATION COLLEGIATE COURSEWORK**

1. CEUs are awarded for successful completion of college or university courses if the content relates to the certification content outline.
2. In order for a course to be eligible, it must be assigned credit hours and be listed on the official university transcript.

### **CEU CATEGORY D – OTHER**

CEUs will be awarded for volunteer efforts in some certification governance and/or test development-related activities (Participation as an SME in NPS-CGC expert panels, item development, etc.)

## 11. Certification Appeals and Exam Challenges

### Appeals Definition

The NPS-CGC defines a certification appeal as a formal request for reconsideration of the following:

- Exam eligibility
- Exam performance
- Recertification (certification maintenance)

### Exam Eligibility Appeal

A certification candidate may request an appeal to contest his or her eligibility to sit for the exam. The NPS-CGC reserves the right to deny any applicant request that does not meet the eligibility criteria as set forth on pages 7 and 8 of this handbook. An appeal of a certification application may be denied for any of the following reasons:

- **Requirements Not Satisfied**
  - A declined candidate, because of not satisfying the eligibility requirements to sit for the certification exam. The candidate may reapply once all requirements have been satisfied.
- **Pending Legal/Regulatory Issues**
  - A declined application as the result of a pending legal issue would be brought before the Certification Appeals Committee and possibly the Certification Ethics Committee. The candidate would need to provide proof of resolution and resubmit a new application.
- **Decision of the Certification Ethics Committee**
  - A candidate whose application has been reviewed by the Certification Ethics Committee and declined, will not be permitted to appeal the decision of the Ethics Committee and would therefore remain ineligible to sit for the exam at that time.

The Certification Appeals Committee reviews certification application appeals. The Certification Staff shall notify the candidate of the committee's decision in written form. Appeals are filed when a candidate/certificant submits the "NPS-CGC Exception Request/Appeal Form" found in Appendix 3 in this Handbook. It is the responsibility of the candidate/certificant to submit the Form and supporting documentation to the Certification Department within thirty (30) days of the denial. Once the Form has been received, the candidate/certificant can expect a written response in approximately ten (10) days. An appeal decision by the Certification Appeals Committee is final and not subject to further appellate review.

## Exam Appeals

A certification candidate may request an appeal of his or her final exam score. The request must be received in writing on the Certification Exception Request/Appeal Form within ten (10) days of the exam date (Please see Appendix 3 in this Handbook). Decisions are communicated in writing only. All decisions are final.

## Recertification Appeal

The NPS-CGC reserves the right to deny or remove a credential based on the holder's inability to maintain his or her credential for reasons other than disciplinary action (expired credential, inappropriate continuing education materials submitted, non-payment of renewal fees, etc.) It is the responsibility of the certificant to submit the Certification Exception Request/Appeal Form (Appendix 3 in this Handbook) and supporting documentation in the event the certificant does not meet the eligibility requirements for recertification. Once this form has been received by the Certification Staff, the certificant can expect a written response in approximately thirty (30) days.

Appeals for recertification are reviewed by the Certification Appeals Standing Committee. The Standing Committee notifies the certificant of their decision in written form. An appeal can be filed by certificants who submit the Certification Exception Request/Appeal Form (Appendix 3 in this Handbook). An appeal decision by the Certification Appeals Standing Committee is final and not subject to further appellate review.

## 12. Certification Professional Misconduct, Code of Content

### Professional Misconduct and Complaints

The NPS-CGC defines professional misconduct as a violation or alleged violation of the rules or boundaries set forth by the Code of Ethics involving a certification candidate or credentialed individual.

All other inquiries, questions, and concerns regarding NPS-CGC's credentials or its respective certification examination not considered appeals are regarded as customer service complaints and are managed accordingly through the Certification Department.

### Professional Misconduct Procedures

Allegations of professional misconduct should be submitted to the Executive Director of Certification Programs at [support@npscerts.com](mailto:support@npscerts.com). Allegations should not be anonymous and are only accepted in writing. Anyone may submit an allegation when a violation may have occurred. Upon receipt of the allegation, the Executive Director of Certification Programs will confirm or deny the validity of the complaint. If confirmed, he/she will send copies of the complaint to the Certification Ethics Standing Committee. This committee serves as a peer review group to investigate professional misconduct allegations. Allegations are reviewed as they are received and are addressed within ten (10) business days. Upon receipt, the Executive Director, Certification Programs, will inform the accused in writing that they are under investigation. In this communication, respondents will be encouraged to reply with their position on the allegation.

The Certification Ethics Standing Committee will investigate valid complaints in ways that may include interviews, document reviews, and written statement requests. All requests for information on the alleged complaint must be received within ten (10) business days of the initial request. The committee will proceed forward on making a decision from the information available after the ten (10) -day request.

### Professional Misconduct Sanctions

Should the Certification Ethics Standing Committee determine a violation has occurred, the following sanctions are possible outcomes:

- Written warnings describing violation(s) and corrective recommendations.
- Suspension of certification status for a definite or indefinite period of time.
- Permanent or restricted denial of a candidate's future eligibility to sit for an exam.
- Permanent or restricted disqualification from certification or recertification by the NPS-CGC.
- Permanent or restricted revocation of the NPS-CGC certification credential.

- Removal from a position in which a person might serve within NPS's governance or leadership (Board Member, Committee Member, SME, Staff, etc.)

In addition to the abovementioned sanctions, the NPS-CGC maintains the right to impose fines, and other conditions appropriate for the violations.

## Code of Ethics

The following serves as NPS's and NPS-CGC's Code of Ethics and should be considered guidelines for all certification candidates and certificants to follow. This code is not an exhaustive list nor does it address every situation:

NPS-CGC candidates and certificants are expected to follow the following ethical practices:

1. Use best efforts for the betterment of society, the profession, and the members of the profession.
2. Uphold the standards of professionalism and honesty in all professional interactions.
3. Continue to learn, apply, and advance scientific and practical knowledge and skills; stay up to date on the latest research and its practical application.
4. Participate in activities contributing to the improvement of personal health, our society, and the betterment of the allied health industry.
5. Continuously act in the best interests of the general public.
6. Protect and respect the dignity, privacy, and safety of all patients.
7. Adherence to non-discrimination, fairness, and privacy policies.
8. Comply with all applicable laws, policies, and regulations in the professional scope of practice. This includes local, state, and federal laws, etc as well as NPS-CGC's policies and procedures.
9. Maintain a professional relationship with patients, similar to any other qualified professional within the field.
10. Not knowingly endanger patients or put them at risk. This includes striving to maintain the well-being of all clients.
11. Strive to remain current with industry knowledge and practice through continuing education.
12. Not misrepresent qualifications, skills, or services.
13. Not falsify records or attempt to obtain certification by fraud. This includes assisting others in the like.
14. Not distribute confidential certification exam materials.
15. Not condone nor engage in unethical behavior.

## Reporting Ethical Violations or Professional Misconduct

In order to ensure the validity and professional significance of NPS-CGC's certifications and processes, certified and/or non-certified individuals recognizing Code of Ethics violations are asked to report concerns to the Certification Ethics Committee for review. The identity of all parties involved, whether reporting ethical or professional misconduct, will remain private and undisclosed to any and all entities unless legal procedures require such disclosure. As part of this process, factual evidence must be collected and submitted to the Ethics Committee and reviewed in order for any alleged disciplinary action to be recommended.

The purpose of the Code of Ethics is to ensure ethical and professional practices are conducted by setting forth fair and reasonable standards for NPS's certification candidates and certificants, creating an avenue for enforcement of these expectations. All responses challenging Ethics Committee decisions regarding professional and ethical misconduct must be received in writing. In the event disciplinary action is taken by the Ethics Committee as a result of a Code of Ethics violation, the accused party or parties have 30 days to file an appeal to the NPS-CGC for final consideration. The NPS-CGC will conduct a final review of the previously submitted evidence and recommendations of the Ethics Committee as well as of any new information about the case which may have become available after the Ethics Committee's initial review and make a decision regarding the final outcome. The Certification Board will notify the defendant of its decision in writing. All decisions made by the NPS-CGC are considered final and cannot be appealed.

## 13. Test Development

### Job Task Analysis

Based on the frequency of anticipated changes in the industry, a Job Task Analysis (JTA) Study will be planned to be conducted at least every five (5) years for each certification program. A JTA may be conducted earlier if there are significant changes to the profession that would necessitate an update. The JTA process will be facilitated by a qualified psychometrician, coordinated through the Certification Staff, and will include content-related input by qualified Subject Matter Experts (SMEs) who have been selected to serve on the JTA Expert Panel.

The purpose of the Job Task Analysis is to identify the performance domains and associated tasks, knowledge, and/or skills necessary to practice in the profession. It is the basis for validating what is tested on the exam. The NPS-CGC reviews and approves the final selection of SMEs who are identified to serve on the JTA Expert Panel. This ensures the SMEs are qualified, autonomy remains in the selection process, and no undue influence exists regarding the selection process. The NPS-CGC is also responsible for reviewing and approving the results of the JTA which determines the Exam Content Outline.

### Content Outline/Exam Blueprint

The Exam Content Outline/Exam Blueprint is the primary outcome anticipated from the JTA. It provides key information that defines current practices in the profession. The Content Outline details the content of the proposed exam specifications, including the relative emphasis to be placed upon each content area and the total test length. The final exam content outline is generated and made available to the public based on NPS-CGC's approval of the Job Task Analysis. Certification exam candidates are encouraged to be familiar with the domains, tasks, and knowledge within the Content Outline of the exam they will be sitting for. Appendix 5 lists the Content Outlines for the NPS-CGC Certification Exams

### Exam Specifications

Each of the NPS-CGC certification exams consists of one-hundred and ten (110) four-option multiple-choice items. One-hundred and twenty-five (100) of those items are "scored" (graded and counted toward the candidate's score), and ten (10) are considered "pretest" (appearing on the exam but not counting as part of the candidate's score). The pretest items are inserted into the exam randomly. The statistical data gathered from the pretest items help determine their psychometric integrity and whether they can be reliably used as scored items on a future exam form. Candidates have two (2) hours to complete the exam.



## Item Development

The NPS-CGC conducts Item Writing/Review Workshops in which Subject Matter Experts (SMEs) in each exam discipline are trained to write and review exam items to replenish the exam item banks (where items are stored for use within the exam forms).

The NPS-CGC recruits SMEs to participate in the item development process. These individuals are required to be experienced practitioners who hold the credential of the program for which they are writing/reviewing items. They come from diverse geographical areas, practice environments, and experience levels and must adhere to the NPS-CGC's SME qualification requirements.

## Scoring

The passing score for each NPS-CGC certification exam is primarily determined using a criterion-referenced methodology called the modified Anghoff method. During a modified Anghoff study, SMEs are presented with each item on the exam form and asked whether they believe the Minimally Qualified Candidate (defined in previous studies) would likely answer the item correctly or incorrectly. Also, taken into account when determining the passing score is the review of preliminary data that had been collected on items on the test forms prior to conducting the Cut Score Study (Preliminary Item Analysis) The review of how these items performed in the Preliminary Item Analysis along with the results of the modified Anghoff study provides a range of recommended passing scores. Then, using a standard error of measurement, a passing score with the most consistent data is chosen.

The NPS-CGC uses a Scaled Score in determining whether candidates pass or fail an exam. A scaled score is a representation of the total number of correct questions a candidate has answered (raw score) that has been converted into a consistent and standardized scale.

A Scaled Score helps ensure that the same passing standard is consistently reported regardless of which examination form candidates might take. Scaled scores are reported instead of raw scores to provide a direct comparison of performance across examination forms and administrations. This process ensures that the passing standard communicated to candidates remains the same for all test forms within an exam.

## Appendix 1: Age Waiver Form



### **NPS-CGC Certification Age Waiver Request Form**

As of the date below, I represent that I am less than 18 years of age. Please accept this completed and signed form as a request for an Age Waiver to be eligible to sit for the NPS-CGC Certification Examination.

Name of Candidate: \_\_\_\_\_

Date: \_\_\_\_\_

Current Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

High School Attended: \_\_\_\_\_

Date of Graduation: \_\_\_\_\_

Birthdate: \_\_\_\_\_

I understand that this request will be reviewed by the NPS-CGC. Once approved I will receive an official waiver that I must present at the testing center to be eligible to sit for the NPS-CGC Certification Examination.

This request must be signed and dated by both you and a parent or legal guardian. Your request may take up to 30 days for approval by the NPS-CGC. All communications will be in writing. Please attach a copy of your high school diploma or official transcript

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Signature of Candidate

Date

---

Signature of Parent/Legal Guardian

Date

Please submit the Age Waiver Request Form and supporting documentation to the NPS-CGC at: [governance@npscerts.com](mailto:governance@npscerts.com) or by mail to NPS 1717 Pennsylvania Avenue Suite 1025 Washington D.C. 20006

## Appendix 2: Special Accommodations Form



### **NPS-CGC Request for Special Accommodations**

In accordance with the Americans with Disabilities Act (ADA), special accommodations may be available for individuals with documented disabilities. The NPS-CGC will provide reasonable testing accommodations to candidates with a qualifying medical condition or documented disability that may impose on their ability to take an NPS-CGC certification exam under standard testing circumstances. In order to be considered for special accommodations, the candidate will need to complete the NPS-CGC Request for Special Accommodations form. The submission of the request for special accommodations does not guarantee the approval of requested testing accommodations. All decisions are made on a case-by-case basis, consideration is based on information provided, and in accordance with the law.

Candidates should allow for a minimum of thirty (30) days for processing, while NPS-CGC makes every effort to process requests as quickly as possible. In order to expedite the process, candidates should include all the required documentation in their initial request.

The exam that candidates are requesting accommodations for must be purchased prior to requesting any accommodations.

Once a decision is made, candidates will be informed in writing regarding their request for special accommodations. The NPS-CGC reserves the right to make final judgment decisions regarding testing accommodations, and candidates are still required to follow the same exam testing policies.

[Instructions for Documentation](#)

Attach a letter from a health care professional or physician, qualified to diagnose the disability or medical condition, as to the need for an accommodation. If you are a postsecondary student or graduated in the last two (2) years, an Individual Education Plan (IEP) may be used in place of the letter.

The IEP or letter must include:

- A. Specific disability or diagnosis.
- B. A brief explanation of how the condition limits the candidate's ability to take an exam
- C. under standard conditions.
- D. If it is not a permanent disability, please indicate when it was first diagnosed, how long you have had it, and under what circumstances the diagnosis was made.
- E. Specific accommodations are required. Keep in mind, these accommodations should be adequate for the candidate to complete the exam without creating an unfair advantage. If more time is required, the letter or IEP must specify exactly how much more time is needed, and why that amount is needed.

Once you have completed the form, please submit it and all relative documentation in one (1) single submission by email to: [governance@npsects.com](mailto:governance@npsects.com)

See the next page for the Submission form.



**NPS-CGC Request for Special Accommodations Form**

*(To be completed by the candidate)*

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Current street address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Best contact phone number: \_\_\_\_\_ Email: \_\_\_\_\_

Description of disability:

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Accommodations requested:

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*Accommodations granted in the past*

Organization Name: \_\_\_\_\_

Date: \_\_\_\_\_ Exam Name: \_\_\_\_\_

Accommodation(s) Description:

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Under penalty of perjury, by signing below, I declare that all information provided in this request for accommodations and all supporting documentation I provided is true to the best of my knowledge. I also understand that if any information is found to be false, the NPS-CGC will have the right to challenge the candidate's position on the requested accommodations. I hereby certify that I personally completed this form and may be asked by a representative from the NPS-CGC to verify this information at any time. NPS-CGC reserves the right to make additional inquiries regarding my disability and previous accommodations before coming to a decision.

If further information or clarification is found to be necessary, I understand and authorize the NPS-CGC to communicate and request additional documentation from the professional who has diagnosed the disability, who provided the information related to my accommodation request, or any organization that has granted me accommodations in the past. I also authorize the NPS-CGC to release this information if found necessary to a professional chosen by NPS-CGC for the purpose of conducting an independent evaluation of the requested accommodations. I acknowledge that these processes may require extra time for the accommodation to be granted beyond the standard 30 days.

---

Candidate's Signature

---

Date

---

Candidate's Printed Name

## Appendix 3: Certification Exception Request/Appeal Form

I understand that this exception request/appeal form will be reviewed by the Certification Appeals Committee and I will receive an email from National Performance Specialists (NPS) informing me of the committee’s decision. I also understand that policies regarding exception requests and appeal processes are provided in detail in the candidate handbook.

EXCEPTION REQUEST / APPEAL FORM (Please print)		(TO BE COMPLETED BY THE PERSON MAKING THE REQUEST)
Date:		
Your name:		
Current street address:		
City/State/Zip:		
Daytime phone:		
Email:		
Nature of Appeal (Circle one)	1. Exam Eligibility; 2. Recertification	
<b>Details of the Request/Appeal</b> Please describe your request in detail (attach additional sheets of paper if more space is needed).		

\_\_\_\_\_

Signature of person making the request/appeal

\_\_\_\_/\_\_\_\_/\_\_\_\_

Date

Please attach any documentation supporting your request/appeal that you want the Certification Appeals Committee to consider.

Please email the completed form and any attached documentation to: [governance@npscerts.com](mailto:governance@npscerts.com)



# Appendix 4: Certification Renewal Form



## NPS Certification Renewal Form

PLEASE PRINT OR TYPE

\_\_\_\_\_  
**First Name** **Last Name**

\_\_\_\_\_  
**Phone** **Email**

\_\_\_\_\_  
**Address**

\_\_\_\_\_  
**City** **State** **ZIP Code**

### HOW TO SUBMIT YOUR RENEWAL APPLICATION

- Complete the Renewal Application below.
- Photocopy your CEU validation forms.
- Photocopy your current certificates for renewal.
- Determine appropriate renewal fees.
- Please allow 30 days to process your renewal.

<b>Program (check all that apply)</b>	<b>Certificate #</b>	<b>Expiration Date</b>
<input type="checkbox"/> Certified Clinical Medical Assistant		
<input type="checkbox"/> Certified Phlebotomy Technician		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

Continued on page 2...

CPT & CCMA Category A: Approved Provider Offerings			
Date of Activity	Title of Course/Activity	Content Outline Domain	# of CEUs
CEU Category B: Industry Contributions			
Date of Activity	Title of Course/Activity	Content Outline Domain	# of CEUs
CEU Category C: Post-Certification Collegiate Coursework			
Date of Activity	Title of Course/Activity	Content Outline Domain	# of CEUs
CEU Category D: Other			
Date of Activity	Title of Course/Activity	Content Outline Domain	# of CEUs

All renewal applications may take up to a 10-day processing time from the day they are received by NPS. To ensure you are renewed by your expiration date, please plan ahead and submit your renewal at least 10 days before your expiration date. Failure to do so could result in your renewal not being available by your expiration date. Should you have concerns, please call (866) 319-7052 or visit the NPS website [npscerts.com](http://npscerts.com) to start your renewal and our recertification staff will help you with the process.

Please submit renewals to [governance@npscerts.com](mailto:governance@npscerts.com)

**Payment:** Please pay online at <https://npscerts.com/>. You may also pay by calling (866) 319-7052. After approval, you may access your updated certificate. After you have submitted your payment to NPS, you may be requested to submit this form to finalize your renewal.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# **Certified Clinical Medical Assistant (CCMA)**

## **Content Outline**

### **1. Phlebotomy**

#### **A. Collect and process blood specimens**

- Inventory the items necessary (e.g., tubes, swabs, needles)
- Identify the process steps required to collect specimens (e.g., Locate vein, tourniquet, angle of needle, order of draw, label)

#### **B. Adhere to safety procedures**

- Identify, apply, and remove proper PPE
- Disinfect/sanitize workspace
- Remove biohazards (e.g., sharps, blood) and waste products
- Ensure the patient room is ergonomically correct
- Comply with OSHA mandates

### **2. Point of Care Testing**

#### **A. Perform capillary testing for HgB, Hct, mono and blood sugar**

- Identify which fingers to use
- Identify the location of the fingers
- Describe the process steps for performing capillary testing
- Identify the equipment required for capillary testing
- Calibrate the machine prior to use
- Document results based on capillary test type

## **B. Collect and process a urinalysis**

- Instruct the patient on urinalysis process
- Conduct HCG testing
  - Recognize the purpose of an HCG
- Communicate the process for collecting a clean-catch specimen
- Perform and read a dipstick test
- Interpret the colors of urine

## **C. Perform nasal cultures**

- Identify the process steps for conducting a Covid test
- Recognize which types of tests are performed nasally (e.g., Covid, flu)

## **D. Perform strep test**

- Explain the strep test procedure to the patient
- Determine the correct placement of the swab
- Determine the proper swab type
- Perform post-test documentation

## **E. Perform A1C testing**

- Recognize the purpose of the A1C test
- Explain the process steps for performing an A1C test
- Perform post-test documentation
- Interpret the A1C chart
- Determine what action to take based on reading

## **F. Perform H-Pyloric testing (R)**

- Instruct the patient on procedures based on test type (stool, breath analyzer)
- Identify the various types of H-Pyloric tests

## **G. Perform PT/INR testing**

- Instruct the patient on PT/INR procedures
- Inventory materials needed for PT/INR testing
- Identify the process for conducting PT/INR testing

# **3. Patient Intake**

## **A. Perform vital signs and documentation**

- Properly engage with the patient prior to patient education (e.g., introduction, a patient ID, etc.)
- Communicate procedures for taking vital signs based on vital sign type (pulse, BP, respiration, height, and weight, etc.)
- Interpret vital sign readings based on vital sign type
- Document vital sign test results based on vital sign type

## **B. Collect and document patient screening information (e.g., signs, symptoms, medical history, medications, allergies, chief complaint)**

- Define medical terms and symbols related to screening
- Document patient screening information

## **C. Conduct a room check and prepare the room for patient care**

- Inventory and stock items required by the provider
- Operate equipment in the patient room (lighting, bed, etc.)
- Disinfect/sanitize patient room

## **4. Diagnostic Testing**

### **A. Conduct Snelling exams**

- Interpret the numbers on the Snelling chart
- Recognize the distance to perform the Snelling exam
- Document the results
- Recognize the purpose of the Snelling test
- Explain the process for performing the Snelling exam

### **B. Set up and perform an EKG/ECG**

- Recognize the purpose of an EKG/ECG
- Determine where to place the leads depending on the condition of the patient
- Interpret a doctor's order to determine the machine's diagnosis (e.g., a long rhythm)

### **C. Perform a stress test**

- Place the stress test leads
- Explain the stress test purpose and process
- Prepare the patient for a stress test
- Provide post-test instructions

### **D. Place and remove a Holter monitor**

- Recognize the purpose and use case of a Holter monitor
- Place the Holter monitor leads
- Provide pre- and post-Holter monitor instructions to the patient
- Recognize where to send results

### **E. Perform auditory exams**

- Use the auditory exam machine
- Troubleshoot common machine issues (e.g., calibration)
- Document the exam results

### **F. Perform a breath analyzer test**

- Determine the purpose and use case of a breath analyzer test
- Explain the process for conducting a breath analyzer test
- Instruct the patient on breath analyzer procedures
- Troubleshoot common breath analyzer issues (e.g., blow not strong enough)

### **G. Collect a peak flow reading**

- Interpret a peak flow meter reading
- Teach the patient on the use of the peak flow meter
- Explain the process for conducting a peak flow test
- Maintain the peak flow machine

## **5. Pharmacology**

### **A. Perform injections**

- Determine injection location
- Determine the injection measurement
- Communicate the process required to perform an injection
- Recognize materials needed based on injection type
- Educate the patient on the injection type and process

## **B. Administer vaccines**

- Communicate the process vaccination process based on vaccination type
- Recognize materials needed based on vaccination type
- Educate the patient on the vaccination process based on vaccination type

## **C. Administer medication**

- Interpret medication administration instructions (frequency, dosage, etc.)
- Educate the patient on the purpose, process, and side effects related to medication administration
- Communicate the process for administering medication based on medication type

# **6. First Aid and Office Procedures**

## **A. Clean and dress a wound**

- Identify proper PPE related to wound care
- Identify proper equipment/materials required for wound care
  - Identify appropriate cleaning solutions
- Educate patient on aftercare
- Communicate the process for cleaning and dressing the wound based on wound type (burn, puncture, insect bite, etc.)

## **B. Apply/remove splint and ace bandage**

- Identify, apply, and remove different types of splints
- Identify, apply, and remove different types of ace bandages
- Educate patient on splint/bandage application, removal, and/or aftercare

## **C. Operate an AED machine**

- Identify the purpose and use of an AED machine
- Identify how to place the AED pads
- Perform an AED procedure
- Identify pre-use procedures (e.g., drying moisture, etc.)

## **D. Perform a lavage**

- Identify the purpose of a lavage and the locations of the body that they are used
- Communicate the process for performing a lavage based on the area of the body
- Prepare the patient for a lavage based on the area of the body
- Inventory equipment/materials based on lavage type
- Conduct post-lavage clean-up procedures

## **E. Check and stock a crash cart (R)**

- Inventory supplies required and stock appropriately
  - Avoid overstocking
- Apply crash cart security practices
- Identify what is on a crash cart

## **F. Perform sterilization and autoclave techniques (R)**

- Use and maintain an autoclave properly
- Identify procedures for sterilizing PPE
- Identify sterilization documentation proceduAlign sterilization methods based on equipment



# NPS Phlebotomy Certification (CPT)

## Content Outline

### **1. Performing Procedures**

#### **A. Draw blood**

- Perform the steps in blood draw process from beginning to end in the correct order
- Take appropriate action after the blood draw
- Engage the safety on the needle
- Match the test with the order on the blood draw
- Make legible notations on collection tubes when required

#### **B. Collect and prepare stool samples for shipping and analysis**

- Properly prepare stool sample for shipping, such as:
  - Frozen
  - Room temperature
  - Refrigerated
- Determine proper container for the sample

#### **C. Collect and prepare urine samples**

- Perform urine poured off when the sample is needed for another test
- Follow procedures for urine samples taken for drug screening
- Introduce additives the sample when required
- Detect additives in the sample when present and when required to do so

#### **D. Collect and prepare semen samples**

- Collect a semen sample
- Handle and package a semen sample as required
- Properly send a semen samples

#### **E. Collect and prepare saliva samples**

- Collect a saliva sample
- Handle and package a saliva sample as required

- Properly send a saliva sample

#### **F. Collect and prepare an H-pylori sample**

- Collect an H-pylori sample
- Handle and package an H-pylori as required
- Properly send an H-pylori sample

#### **G. Transport blood samples to the laboratory for testing**

- Include matching paperwork with the sample prior to transportation
- Apply and use sample transportation techniques appropriate for the sample

## **2. Preventing Cross-Contamination**

### **A. Sanitize and disinfect the work area before and after every patient**

- Explain the procedure of sanitizing and disinfecting.
- Use appropriate products for sanitizing and disinfecting (e.g., self, surfaces, tools, patient)
- Sanitize and disinfect at appropriate intervals
- Sanitize hands before and after each patient
- Clean patient areas before and after each patient
- Clean and sanitize blood spills or splatter if necessary

### **B. Clean workspace**

- Maintain a clean, clutter-free workspace
- Apply appropriate equipment cleaning protocols
- Identify and know the application of cleaning products (i.e., Sani-cloth, bleach or hand sanitizer)

### **C. Use proper aseptic techniques**

- Apply proper technique for aseptic
- Use appropriate hand hygiene
- Use barriers when appropriate

### **D. Clean the venipuncture site**

- Clean the site for the correct amount of time before the blood draw
- Maintain the cleanliness of venipuncture site to avoid contaminated
- Clean the site with the appropriate material

## **3. Equipment and Safety**

### **A. Locate and use safety equipment**

- Locate and use safety data sheets (SDS)
- Locate and use the spill kit
- Prepare for emergencies (e.g., awareness of the facilities exit plan)

### **B. Check and document expiration dates on all equipment, and address expired equipment**



- Check the expiration dates of equipment, and solutions (e.g., tubes, spill kits, stool kits, H-Pylori kits, glucola drinks)
- Determine which equipment should be removed based on expiration and content
- Properly dispose of expired equipment

### **C. Properly use PPE**

- Use the appropriate PPE for the draw type and draw conditions
- Administer the proper PPE required for each patient
- Properly remove and handle used PPE

### **D. Calibrate the centrifuge**

- Properly calibrate the centrifuge
- Correctly program (or set) the centrifuge speed
- Record the time and date of the centrifuge calibration

### **E. Maintain sharps containers**

- Identify and ensure proper container labels
- Properly dispose of the sharps container

### **F. Determine the best tools to use for a collection method for specific patients, such as infants or elderly patients**

- Identify the correct equipment to use for the collection
- Prepare collection materials and tools prior to the venipuncture

## **4. Verifying Patient and Specimen**

### **A. Properly identify patients**

- Verify patient identify and date of birth
- Compare the info to the orders to ensure that name and date of birth match the patient's name and date of birth
- Evaluate the script for the test(s) ordered

### **B. Properly label specimens**

- Accurately label the specimen in all collection circumstances
- Match the patient to the specimen (e.g., name, date of birth, specimen)

### **C. Adhere to HIPAA protocols and guidelines**

- Determine information what must be shredded
- Properly handle and dispose of personal identifiable information

## **5. Communication**

### **A. Explain the procedure to the patient**

- Engage with patient prior to patient education (e.g., introduction, a patient ID, etc)
- Assess the patient (e.g., Ask the patient about allergies to latex or alcohol)
- Explain the procedure to be performed
- Answer patient questions about the procedure

**B. Know who to communicate within the chain of allied health professionals**

- Communicate relevant information to the allied health professional (e.g., introduction, a patient ID, etc)
- Communicate your assessment of the patient with allied health professional
- Communicate the content of the script with allied health professionals
- Call the ordering physician for clarification when need