



National Performance Specialists
Certification Governance Committee
(NPS-CGC)

Certification Programs
Candidate Handbook

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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

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
 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 credential have demonstrated an understanding of the content domains that encompass the tasks and knowledges required of CCMA credential holders.

By meeting the eligibility criteria and successfully completing an NPS-CGC certification exam, certificants 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 program is based on an exam content outline resulting from a Job Task Analysis (JTA).

Likely candidates to sit for these certifications would be individuals versed in performing in a medical assistant 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 program.

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 Meazure, 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,¹ 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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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 ninety (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.

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 15% 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. You 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, you must attest that you have met the appropriate requirements in accordance with the conditions as outlined in the Candidate Handbook.

You must attest to the following statements:

- 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 two following eligibility pathways Eligibility Option 1 (Educational) or Eligibility Option 2, 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

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 ProctorU.

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@certs.com

Measure Learning/ProctorU 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.

Rescheduling fees and requirements are as follows:

- If your scheduled exam is within 72 hours, but not within 24 hours or less, you may reschedule your exam for an \$8 rescheduling fee.
- If your scheduled exam is within 24 hours, you may reschedule your exam for a \$12 rescheduling fee.
- If you reschedule your exam more than 72 hours in advance, there is no additional fee.
- All rescheduling fees are the responsibility of the candidate.
- Rescheduling fees must be paid directly through the proctor portal.

Passing the Exam:

Passing candidates are able to obtain their pass/fail status through their individual account approximately 3-5 days 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 3-5 days 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: \$150
- Proctor Seating Fee: \$50
- Exam Retake Fee: \$200 (Includes Registration and Proctor Seating Fees)

Recertification Fee

- On-Time Renewal Certification Fee: \$0
- Recertification Exam Fee: \$150
- Proctor Seating Fee: \$50
- Late Renewals (Up to 30 Days Late): \$50 Late Fee plus \$150.00 Renewal/Recertification Exam Fee plus \$50 Proctor Seating Fee
- Late Renewals (Over 30 Days Late): \$100 Late Fee plus \$150.00 Renewal/Recertification Exam Fee plus \$50 Proctor Seating Fee

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 3 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 the Study Guide is not required in order to sit for the exam, nor does it guarantee a passing grade on the exam.

Bibliography

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 ProctorU.

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 ProctorU'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.

Environmental Requirements

Candidates scheduled to have their exams administered remotely must meet the following Environmental Requirements:

- Testing location must be indoors (walled), well-lit, and free from background noise and disruptions.
- No third party may be present in the room or enter the room for the duration of the exam. If this occurs, the candidate's exam will be terminated and/or the results invalidated.
- The candidate's workstation and surrounding area are allowed 2 blank pieces of paper, a #2 pencil, and a calculator with no web-based capabilities. No content that could potentially provide an unfair advantage during the exam, including that posted on walls or within the candidate's immediate area, should be present during the exam session.
- Two tissues are permitted at the workstation.

System Requirements

Candidates that have scheduled to have their exams administered remotely need to make sure their hardware and software meet the following system requirements:

- Secure and strong internet connection with an upload/download speed of .5-1mbps each
- Working desktop or laptop computer
- No tablets, surface/2-in-1 computers, virtual machines or additional monitors
- Functioning web-camera with a minimum resolution of 640 x 480 pixels: External for desktops, Internal for laptops
- Windows Operating System of Windows 7 or higher | MAC OS 10.13 or higher
- Linux products are not supported
- Functioning microphone and speakers (headsets earbuds, etc., are not allowed)
- Screen resolution of at least 1024 x 768
- Latest version of Guardian downloaded

Candidate Check-in

On the day of the examination, candidates should make sure they allow at least 30 minutes to prepare for their testing environment. After running a system readiness check,

candidates can go to the NPS [website](#) and enter their certification program's 'Final Exam Scheduling & Access' section to log in to the ProctorU portal and connect with their proctor. The Remote Proctor will walk candidates through the candidate check-in process and provide the exam access link. On exam day, candidates sitting for the exam are required to produce a valid, non-expired government-issued photo identification with a signature. For those exams proctored at remote locations outside of the US, an ID is acceptable as long as it is government-issued but does not necessarily need to be a foreign-issued passport for those individuals. Acceptable identification includes the following:

- U.S. driver's license with photograph
- State ID card with photograph
- U.S. passport
- U.S. military ID card with photograph
- Permanent resident card with photograph
- Native American tribal ID card with photograph
- Foreign government-issued passport with photograph
- Canadian provincial driver's license with photograph
- Indian and Northern Affairs Canada card with photograph (INAC)
- Transportation worker ID with photography (TWIC)

Candidates will be required to show their workstation and surrounding area. The Remote Proctor will conduct a candidate person check prior to starting the exam. Candidates will be required to show their ears to the camera to ensure they are not wearing headphones. They will also be required to show their wrists, remove any smartwatches, and remove anything obstructing the view of their eyes. Large jewelry items must be removed prior to and throughout the duration of the exam. If the candidate has long hair that covers his/her ears, he/she will be asked to pull their hair back to ensure nothing is attached to their ears that could provide an unfair advantage (such as a Bluetooth earpiece).

The remote proctored exam includes a tutorial program designed to give the candidate confidence in the use of the software, as well as familiarity with the system prior to beginning the exam. The tutorial questions are for demonstration purposes only and do not impact exam scores. Candidates are encouraged to take the time to complete the optional tutorial that explains the features of the computerized testing system. On average, a candidate spends approximately 10 minutes going through the tutorial.

During the testing administration, there are no scheduled breaks, and candidates are prohibited from leaving the camera view while the exam is in progress unless otherwise specified. Should a candidate require a bathroom break during the administration, he/she will be subject to the same scrutiny required in the previously mentioned Candidate Person Check before being able to resume his/her exam. The exam time clock will not stop for unscheduled breaks.

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 ProctorU's website at: <https://support.proctoru.com/hc/en-us/categories/115001818507>

7. Certification Exam Results

Upon completion of the exam, candidates will receive their score reports within 3-5 days 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 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 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. 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 in Policy 15.1, "Eligibility Requirements". 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 8 of these Policies and Procedures. 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 these policies and procedures). 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 8) 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 8). An appeal decision by the Certification Appeals Standing Committee is final and not subject to further appellate review.

9. 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. 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.

10. 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 3 lists the Content Outlines for all 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 count 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

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: support@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: support@npscerts.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:

Accommodations requested:

Accommodations granted in the past

Organization Name: _____

Date: _____ Exam Name: _____

Accommodation(s) Description:

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

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	
Details of the Request/Appeal Please describe your request in detail (attach additional sheets of paper if more space is needed).		

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.

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: support@npscerts.com



Certified Clinical Medical Assistant (CCMA) Content Outline

Cognitive complexity definitions:

“R” = Remember

“U/A” = Understand/Apply

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