



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

Certification Programs Candidate Handbook

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1. General Information

Purpose of this Handbook

The National Performance Specialists (NPS) Certification Governing Committee (CGC) is an independent governing body established to create and oversee the policies and procedures governing NPS certification programs. The NPS-CGC Certification Programs Handbook serves as a comprehensive guide, providing information on certification processes, eligibility requirements, application procedures, exam development and administration, and recertification/certification maintenance. Please note that the policies, procedures, and fees outlined in this publication are subject to change at the discretion of the NPS-CGC, without prior notice. The issuance of this Handbook does not confer any rights to certification candidates or certificants.

Controlling Certification Information

This Candidate Handbook is the controlling source for NPS-CGC certification policies, eligibility requirements, examination requirements, recertification requirements, and certification procedures. In the event of any inconsistency between this Candidate Handbook and information appearing on the NPS website, social media, advertising, marketing materials, emails, educational materials, customer service communications, or other NPS communications, the provisions of this Candidate Handbook shall control with respect to NPS-CGC certification matters.

The [Certification by Equivalency Addendum](#) forms part of this Candidate Handbook. Its requirements govern the Certification by Equivalency pathway, including the stated exceptions to the initial qualification and NPS examination requirements in Sections 2 and 11. All other applicable Handbook requirements remain in effect.

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

Certification Designation

Certified Clinical Medical Assistant (CCMA)
Certified Phlebotomy Technician (CPT)
Certified EKG Technician (CET)
Certified Patient Care Technician (CPCT)
Certified Medical Administrative Assistant (CMAA)
Certified Behavioral Health Specialist (CBHS)

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

National Performance Specialists
1717 Pennsylvania Avenue NW Suite 1025
Washington D.C. 20006
Phone: (866) 319-7052
Email: support@npscerts.com
Website: <https://npscerts.com/>

Purpose of the NPS Certification Programs

NPS certification programs have been developed to recognize individuals who have demonstrated the knowledge and skills needed to perform within their profession. Candidates eligible to sit for an NPS certification examination are individuals who meet the applicable education, training, and/or experience requirements established for that certification program. Individuals who earn an NPS credential have demonstrated the knowledge and skills represented by the applicable examination content domains.

Certificants demonstrate the knowledge and skills required by the applicable certification program by meeting the eligibility criteria and successfully completing an NPS certification examination or by satisfying the requirements of the Certification by Equivalency Addendum.

Scope of the NPS Certification Programs

NPS certification programs assess the knowledge, skills, and abilities required for entry-level practice in the respective field corresponding to the NPS certification program. The scope of each NPS certification program is based on the applicable examination content outline provided in Appendix 5 of this Candidate Handbook.

Likely candidates to sit for these certifications would be individuals versed in performing in the role of the corresponding NPS certification program 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 National Performance Specialists (NPS) with regard to the establishment and refinement of all essential decisions governing the NPS certification programs. This includes but is not limited to, certification eligibility requirements, recertification requirements, disciplinary determinations, examination administration, examination scoring, and selection of subject matter experts. 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.

All NPS certification programs have been developed within the guidelines set forth by the NPS-CGC.

NPS Mission

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

NPS Non-Discrimination Policy

In accordance with federal and state laws, NPS does 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

NPS and the NPS-CGC are committed to protecting confidential or proprietary information related to applicants and certificants, as well as information related to examination development, maintenance, and administrative processes. Neither NPS nor the NPS-CGC will disclose confidential applicant or certificant information outside the ordinary course of certification administration unless authorized in writing by the individual or 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 defined by the examination content outlines, unless they qualify under the Certification by Equivalency Addendum.

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

Possess a high school diploma or the equivalent: Equivalency includes proof of high school 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.

Age Waiver: Candidates must be at least 18 years of age or have completed and received a high school diploma or equivalent. Those under 18 wishing to register are required to submit the Age Waiver Form in Appendix 1.

Eligibility Option 1: Successful Completion of an NPS-Approved Educational or Employer-Based Program with or without Externship Training or Apprenticeship

Candidates applying for certification using this eligibility option must:

1. Successfully complete an educational program offered by an accredited or state-recognized institution or provider¹, or an employer-based program that may or may not include training, externship, or apprenticeship in the health field covered by the NPS certification exam, or
2. Successfully complete an educational or employer-based program that is registered pursuant to the guidelines of the U.S. Department of Labor, or
3. Successfully complete formal medical services training offered by any branch of the U.S. military.

Eligibility Option 2: Meet NPS Experience Requirements

Candidates applying for certification using this eligibility option must:

¹**Note regarding Eligibility Option 3 and 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, 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 date of the certification examination 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 that the candidate has successfully completed the entire training program.

1. 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.
2. Have work experience in the health field covered by the NPS certification.

Eligibility Option 3: Future Experience (Conditional Completion Pathway)

Candidates who have completed the classroom or didactic portion of an NPS-approved educational or employer-based program but still have required hands-on training, externship, apprenticeship, or program-specific clinical experience remaining may be eligible to sit for the certification examination before completing those remaining requirements when the educational provider or employer has a signed agreement with NPS permitting this pathway.

Candidates using Eligibility Option 3 must meet all other applicable eligibility requirements and must:

1. Complete all remaining required hands-on training, externship, apprenticeship, or clinical experience no later than one hundred eighty (180) days after the date of the certification examination;
2. Ensure that the applicable educational institution or employer has the documentation necessary to verify completion of the program requirements and notifies NPS that the remaining requirements have been successfully completed; and
3. Satisfy any other program-specific eligibility requirements applicable to the certification being pursued.

Candidates using Eligibility Option 3 will receive their examination result after testing; however, a passing examination result alone does not establish active NPS certification. NPS certification is not considered granted under this pathway until all remaining eligibility requirements have been successfully completed and recorded by NPS.

Because the NPS system may automatically generate or display a certificate following a passing examination result, any certificate generated before all Eligibility Option 3 requirements have been completed and recorded does not constitute active certification and may not be represented as a current or active NPS credential.

The effective date of certification under Eligibility Option 3 is the date NPS records completion of all applicable eligibility requirements and grants the certification.

Failure to complete the remaining required eligibility components within one hundred eighty (180) days after the certification examination will result in a forfeited examination attempt.

NPS Instructor Eligibility:

All NPS Certified Instructor programs require that candidate meet the above criteria, hold the corresponding initial certification, and meet one of the following:

1. A minimum of 5 years experience working in the field related to the NPS certification program within the past 10 years.
2. At least one year of experience in a teaching or training capacity related to the NPS certification program within the past 3 years.

In most cases, certification does not guarantee any candidate's ability to meet regulatory requirements set forth by any state or government agency nor does certification guarantee gainful employment.

Detailed Exploration of NPS Certification Prerequisites

National certification exams have specific requirements that candidates must meet to be eligible. Each NPS certification candidate must meet the applicable eligibility requirements described in this Candidate Handbook through one of the approved eligibility pathways in this section. Program-specific clinical requirements also apply where stated below:

- **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 or one year of experience in a training/teaching capacity related to the certification program, 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

Candidates should review the applicable eligibility requirements and take appropriate steps to complete any required education, supervised work experience, or program-specific clinical requirements. Educational programs and instructors may assist candidates by identifying training opportunities, relevant experience, and resources for additional learning. Where applicable, educational programs or employers may also be responsible for documenting completion of required clinical activities.

Prerequisite Proof and Documentation

Candidates are responsible for obtaining and submitting documentation sufficient to verify the applicable eligibility requirements. Accurate and complete documentation is an important part of the certification process and may affect a candidate's eligibility and progression through the certification process.

Key Documentation Requirements

Transcripts and Proof of Training: Candidates must provide official transcripts or other formal documentation that verifies completion of the required training for the specific certification being pursued (e.g., CCMA, CPT, CET, CPCT, CMAA, CBHS).

Training evidence should clearly outline the scope and duration of the 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 Identity/Eligibility

Test taker identity verification will be performed by the NPS-designated identity-verification provider, and facial recognition will be performed at the time of NPS certification examinations. Successful identity verification is required to access NPS certification materials. Verification of eligibility will be conducted through the NPS application process.

Enrollment Period

Candidates of NPS initial certification and recertification programs have up to twelve (12) months to sit for their examinations from the date they register and submit payment for the applicable certification program. This period also governs any permitted examination attempts associated with that registration.

The twelve (12)-month testing period may be extended for an additional twelve (12) months upon payment of the applicable extension fee. Candidates should contact NPS for current extension requirements and fees.

Candidates of NPS Allied Health Instructor (AHI) programs have up to twenty-four (24) months to sit for the applicable instructor examination from the date they register and submit payment for the instructor program. This twenty-four (24)-month testing period applies to the instructor examination only and may be extended for an additional twenty-four (24) months upon payment of the applicable extension fee. Candidates should contact NPS for current extension requirements and fees.

For recertification, the twelve (12)-month period to sit for the examination does not extend the certification expiration date or the late renewal or reinstatement deadlines described in Section 11. A certificant using the Certification Examination Pathway must successfully pass the applicable examination within the renewal or reinstatement period for which the certificant is eligible. Registration, payment, or unused examination attempts do not extend those deadlines.

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 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 Request for Special Accommodations form (Appendix 2). A current (within two (2) months of the application) letter from a physician or other appropriate diagnostic health care specialist knowledgeable of the candidate's disability, or a qualifying Individual

Education Plan (IEP) as described in Appendix 2, must accompany the request. Requests for accommodations must minimally include:

- Documentation of the disability
- Accommodations requested for the examination
- Descriptions of past accommodations provided in other educational or testing situations
- A current letter from a physician or other appropriate diagnostic health care specialist confirming the diagnosis and requested accommodation, or a qualifying Individual Education Plan (IEP) as described in Appendix 2

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 special testing accommodations that may be granted include additional testing time, larger display or print settings where supported, or other reasonable modifications appropriate to the remote-proctored examination environment.

The certification exams are written in the English language. NPS candidates have the capability to translate their exam content using a built-in Google Translate feature in the NPS learning management system (LMS). NPS is not responsible for errors in translation or interpretation of exam items and candidates accept responsibility for translation errors that may occur. Interpreters are not permitted to translate NPS 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 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
- Complete identity verification (KYC)

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.

Candidates must attest that they satisfy the applicable eligibility pathway and any program-specific requirements described in this Candidate Handbook.

You must attest to the following statements in the application found within your NPS certification program:

- 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 NPS SecureProctor.
- I attest that my exam session will be terminated if I fail to maintain consistent webcam connection during the duration of the examination session.
- I attest to all of the NPS Terms & Conditions.
- I understand that upon passing my exam, the system may generate or display a certification record approximately one (1) hour after the examination if there are no incidents reported by the NPS SecureProctor system. If I am testing under Eligibility Option 3 or otherwise have outstanding eligibility requirements, any automatically generated certificate does not constitute active certification. NPS will consider certification granted only after all applicable eligibility requirements have been successfully completed and recorded.

After Submitting Registration Form and Payment:

If Accepted: After successfully completing their registration form and signing the attestation within the candidate's application. Candidates can view their individual account and sit for their exam.

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@npsecerts.com.

Candidates who have submitted payment to retake a certification examination but are ineligible must request a refund within thirty (30) days of payment to be eligible for a refund. This ineligible-retake circumstance is the sole exception to the NPS no-refund policy.

Except for the ineligible-retake exception stated above, all NPS purchases are final and non-refundable.

A dispute of any payment made to NPS will result in the immediate suspension of the candidate's account access and/or access to any NPS services, including, but not limited to, certification verifications, transcripts, exam results, program access, and eligibility to sit for additional NPS certification exams. In the event of a candidate dispute, all NPS certifications held by the candidate will be revoked, and the revoked certification status will be publicly displayed in the NPS Verification Portal.

Passing the Exam

Passing candidates are able to obtain their pass/fail status through their individual account approximately 1 hour after they have sat for their exam. Upon passing the examination and satisfying all applicable eligibility requirements, candidates can view/print their score report and generate their certification from their Individual Account.

Failing the Exam

Failing candidates are able to obtain their status approximately 1 hour 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.

3. Exam Fee Information

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

Initial Certification Fee

- Registration Fee: \$225
 - Includes:

- 12-month testing window
- 3 certification exam attempts
- Comprehensive study materials
- Unlimited practice exams
- Two-year certification

Certification Renewal and Reinstatement Fees

NPS certifications are valid for two (2) years and must be renewed in accordance with Section 11 of this Candidate Handbook.

Recertification candidates have up to twelve (12) months to sit for the examination from the date of registration and payment. This examination period does not extend a certification expiration date or any applicable late renewal or reinstatement deadline.

Each NPS certification program is separate. A certification holder renewing or reinstating more than one NPS certification must complete the applicable renewal or reinstatement requirements and submit the required payment and fees separately for each certification. Payments, renewal fees, late renewal fees, and reinstatement fees are not combined across certification programs.

- **Standard Certification Renewal: \$225 per non-instructor certification; \$700 per instructor certification**
- **Late Certification Renewal - 1–30 days after expiration: \$275 per non-instructor certification; \$750 per instructor certification, including the \$50 Certification Late Renewal Fee**
- **Certification Reinstatement - 31–365 days after expiration: \$325 per non-instructor certification; \$800 per instructor certification, including the \$100 Certification Reinstatement Fee**

Eligible certification holders may receive the Early Renewal Discount described in Section 11. The discount applies only to the recertification fee.

A certification that has been expired for more than three hundred sixty-five (365) calendar days is not eligible for renewal or reinstatement. The individual must meet the current eligibility requirements and successfully pass the applicable NPS certification examination.

Payment of a renewal, late renewal, reinstatement, or examination fee does not extend a certification expiration date or any applicable renewal or reinstatement deadline.

4. Exam Preparation

Candidates may use a variety of resources to prepare for an NPS certification examination.

Familiarity with the Exam Content Outline: Candidates should become familiar with the domains, tasks, and knowledge presented in the applicable Certification Exam Content Outline in Appendix 5 of this Candidate Handbook. Examination content is based on the concepts identified in the applicable Content Outline.

Certification Exam Study Guide: NPS includes an Exam Study Guide with the initial certification fee. NPS-CGC does not endorse the Study Guide or any other examination-preparation materials or courses. The Study Guide may be used as one of many tools to prepare for the examination. It is not required in order to sit for the examination and does not guarantee a passing score.

Practice Exams: NPS provides Practice Exams with the initial certification fee. NPS-CGC does not endorse the Practice Exams or any other practice examinations. Practice Exams may be used as one of many preparation tools. Successful completion of a Practice Exam is not required in order to sit for the certification examination and does not guarantee a passing score.

Training Courses and Exam Preparation Materials: Candidates may use educational or examination-preparation materials from a variety of sources. NPS-CGC does not endorse, participate in, or support examination-preparation packages. Participation in or completion of examination-preparation materials is not required in order to be eligible to sit for the certification examination and does not guarantee a passing score.

5. Exam Administration

NPS certification examinations consist of 100 four-option, scored multiple-choice items. The statistical data gathered from the exam items help determine their psychometric integrity.

Candidates have 2 hours to complete the exam.

All exams are administered remotely through the NPS SecureProctor system.

6. Mode of Delivery

All certification exams are delivered remotely outside a fixed test-center environment through the NPS SecureProctor system. Candidates may test from a location, such as their residence, that satisfies NPS system requirements, including webcam and internet connectivity, and environmental requirements for a secure testing event. Candidates must provide their own compatible computer equipment, webcam, and internet connection and must satisfy all applicable system requirements.

Review The Secure Browser Hardware Requirements Here:

<https://npscerts.com/safe-exam-browser/>

**NPS does not support testing from Android devices at this time.*

Clean & Secure Workspace Requirements

You will be asked to agree to facial recognition prior to accessing 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 in a bookcase in the background is not a problem, provided that you do not access them.

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 NPS SecureProctor system 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
- Termination of webcam or internet connection
- 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

NPS 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 NPS. Sanctions may include the removal of certification and restrictions on future access to the certification exam and revocation of other certifications held by the candidate.

7. Exam Violations

National Performance Specialists (NPS) maintains strict integrity standards for our certification exams to ensure a fair and secure testing environment. If an exam is flagged for a violation, candidates have a limited timeframe to request a review.

Policy Guidelines:

- Any exam that receives a violation may be subject to further review by NPS to determine the final outcome.
- Candidates may request a review of a violation within **30 days** from the exam date.

- After **30 days have passed**, NPS will no longer be able to review or reconsider the violation, and the decision on the exam will remain final.

A request for review of an examination violation under this section is separate from an Exam Appeal under Section 12 and is subject to the deadline stated in this section.

This policy ensures that all violation reviews are handled in a timely manner while upholding the integrity of the certification process.

For any questions regarding this policy, candidates should contact NPS Support as soon as possible.

8. Certification Exam Results

Upon completion of the exam, candidates will receive their score reports within 1 hour through their portal. For more detailed information on how exams are scored, please refer to Section 14, “Scoring,” of this Candidate Handbook. 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. Domain-level performance information is provided for diagnostic purposes and does not represent or calculate the candidate’s overall examination score.

9. 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 does not pass the exam, they are permitted up to two additional attempts under their current registration. A mandatory waiting period of seven (7) days applies before re-testing after the second failed attempt.

If a candidate is unsuccessful on their third attempt, they may register for the exam again. Upon re-registration, a mandatory waiting period applies: seven (7) days before each re-testing. However, to uphold the high standards of competency expected in the healthcare field, candidates who fail to achieve certification after their second registration must meet one of the following requirements before testing again:

1. Complete a minimum of ten (10) hours of continuing education in the respective field, or
2. Successfully complete a relevant refresher or training course consisting of at least twenty (20) contact hours.

Additionally, candidates must wait a minimum of twelve (12) months before re-attempting the exam unless the above conditions are met.

*NPS does not provide recommendations or endorsements for specific training programs, continuing education providers, or employer-based programs. Candidates are responsible for selecting and completing their training, continuing education requirements, or educational programs in alignment with the eligibility criteria outlined by NPS. Programs must be offered by accredited or state-recognized institutions, employers, or providers and comply with applicable guidelines, including those of the U.S. Department of Labor where relevant.

Initial certification and recertification candidates have twelve (12) months from the date registration and payment are submitted to sit for the examination and use any permitted retakes, subject to the waiting periods above. For recertification, this twelve-month testing period does not extend the certification expiration date or the late renewal or reinstatement deadlines in Section 11. Allied Health Instructor (AHI) candidates have twenty-four (24) months to sit for the applicable instructor examination, as described in Section 2.

10. 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 NPS-CGC 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 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, 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, 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.

Certification Status During Late Renewal and Reinstatement

A certification that has reached its expiration date without successful renewal is considered expired. An individual whose certification is expired may not represent the credential as current or active, including while the individual remains eligible for late renewal or certification reinstatement.

Eligibility for Late Certification Renewal during the first thirty (30) calendar days after expiration or Certification Reinstatement during days thirty-one (31) through three hundred sixty-five (365) after expiration does not extend the prior certification period and does not constitute active certification.

If a late renewal or reinstatement is approved, the new two-year certification period begins on the date NPS issues the renewed or reinstated certification. The period between the prior expiration date and the new date of issuance is a lapse in certification status. Renewal or reinstatement does not retroactively restore active certification for that lapsed period.

A certification that has been expired for more than three hundred sixty-five (365) calendar days is not eligible for renewal or reinstatement. The individual must meet the current certification requirements and successfully pass the applicable NPS certification examination before representing the NPS credential as current.

11. Recertification

Purpose

The purpose of the NPS Recertification Program is to promote continued competence and ongoing professional development among NPS certification holders. Recertification allows certificants to demonstrate that their professional knowledge, skills, and abilities remain current throughout the certification period.

For purposes of this Candidate Handbook, recertification refers to the overall certification maintenance process and includes standard certification renewal, late certification renewal, and certification reinstatement, as applicable.

All NPS certifications must be renewed every two (2) years to remain active and in good standing. Certification holders are responsible for knowing their certification expiration date and satisfying all applicable renewal requirements within the required timeframe.

Continued Competence

NPS recognizes that continued competence may be demonstrated in different ways depending on a certificant's professional circumstances.

Certification holders may demonstrate continued competence through one of the following renewal pathways:

- Continuing Education;
- Professional Practice; or
- Certification Examination.

A certificant is required to satisfy only one (1) approved pathway for each certification being renewed or reinstated.

Recertification Requirements

NPS certifications are valid for two (2) years from the date the certification is issued.

To renew or reinstate an NPS certification, a certificant must:

- Abide by the Professional Code of Ethics and re-attest at the time of renewal or reinstatement;
- Satisfy one of the approved continued competence pathways described in this section;
- Submit any documentation required for the selected pathway; and
- Pay the applicable recertification fee and any applicable Certification Late Renewal Fee or Certification Reinstatement Fee.

Certification holders may begin the renewal process up to six (6) months before their certification expiration date.

Recertification candidates have up to twelve (12) months to sit for the examination from the date of registration and payment. This examination period does not extend the certification expiration date or any applicable late renewal or reinstatement deadline.

Each NPS certification program is separate. A certificant who holds more than one NPS certification must renew or reinstate each certification separately. Each certification requires its own renewal or reinstatement submission, applicable documentation, payment, and fees. Completion of the requirements or payment for one certification does not renew or reinstate another certification.

Upon successful completion of renewal or reinstatement, the new two-year certification period begins on the date NPS issues the renewed or reinstated certification. If the prior certification expired before the new certification is issued, the period between the prior expiration date and the new date of issuance is a lapse in certification status. Late renewal or reinstatement does not retroactively restore active certification during the lapsed period.

Renewal Pathway 1: Continuing Education

A certificant may satisfy the continued competence requirement by completing at least twenty (20) contact hours of qualifying continuing education related to the certification being renewed or reinstated.

Contact hours are based on the amount of time spent in direct participation in a structured educational or professional-development activity.

NPS does not currently offer its own continuing education program or continuing education courses. Qualifying continuing education may be obtained through third-party educational institutions, employers, professional associations, healthcare organizations, continuing education providers, or other appropriate educational sources.

Continuing education must be relevant to the certificant's credential, professional responsibilities, or the current examination content outline associated with the certification being renewed.

Qualifying continuing education may be completed during the active certification period or during an applicable late renewal or reinstatement period. All continuing education and all other requirements for renewal or reinstatement must be completed no later than three hundred sixty-five (365) calendar days after the certification expiration date.

NPS-CGC reserves the right to determine whether a submitted continuing education or professional-development activity satisfies the certification renewal requirements based on its content, relevance, duration, source, and supporting documentation.

Continuing education in excess of the amount required for a renewal period may not be carried forward and applied to a future renewal period.

Renewal Pathway 2: Professional Practice

A certificant may satisfy the continued competence requirement by documenting at least twelve (12) total months of qualifying employment during the applicable two-year certification period.

Qualifying employment must:

- Average at least thirty (30) hours per week;
- Be directly related to the certification being renewed; and
- Have occurred during the applicable certification period.

Qualifying employment does not have to be completed with the same employer for the entire twelve-month period. Employment with more than one employer may be combined when sufficient documentation is provided.

NPS may require documentation including an employer verification letter, job description, employment contract, payroll or employment records, or other evidence sufficient to verify qualifying professional practice.

Employment occurring after the certification expiration date may not be used retroactively to satisfy the Professional Practice Pathway for the expired certification period.

Renewal Pathway 3: Certification Examination

A certificant may satisfy the continued competence requirement by successfully passing the current NPS certification examination corresponding to the credential being renewed or reinstated.

The Certification Examination Pathway is available to a certificant who elects to demonstrate continued competence through examination and may be used when the certificant does not have sufficient qualifying professional practice or continuing education to satisfy another renewal pathway.

A certificant who registers to use the Certification Examination Pathway has up to twelve (12) months from the date of registration and payment to sit for the examination and use any permitted examination attempts. This examination period does not extend a certification expiration date, late renewal period, or reinstatement period. The applicable examination must be successfully passed within the renewal or reinstatement period for which the certificant is eligible.

Registration for an examination, payment of examination or renewal fees, or unused examination attempts does not extend a certification expiration, late renewal, or reinstatement deadline.

Standard Certification Renewal

A certificant who satisfies all renewal requirements on or before the certification expiration date is eligible for standard certification renewal.

The recertification fee is \$225 for each non-instructor certification and \$700 for each instructor certification being renewed.

Early Renewal Discount

A certification holder who submits payment to renew the same active NPS certification on or before its expiration date is eligible for the following discount:

- **Non-instructor certification:** \$25 discount; discounted recertification fee of \$200.
- **Instructor certification:** \$200 discount; discounted recertification fee of \$500.

The discount applies separately to each certification being renewed. It does not apply to initial certification or applications under the Certification by Equivalency Addendum.

Certification holders must contact an NPS advisor before purchasing and provide the certification ID for the NPS certification being renewed. The advisor will verify eligibility and provide payment instructions. The discount is not available through online checkout and cannot be applied retroactively. Payment of the full recertification fee does not entitle the certification holder to a refund or credit for the discount amount. All other refund terms remain governed by this Handbook.

Discount eligibility is based on the payment date, regardless of when renewal requirements are completed. All other renewal requirements, deadlines, and applicable fees remain in effect.

Upon successful completion of renewal, NPS will issue the renewed certification. The new two-year certification period begins on the date the renewed certification is issued.

Late Certification Renewal: 1–30 Days After Expiration

A certificant who does not complete renewal by the certification expiration date may complete the standard renewal process during the thirty (30) calendar days immediately following expiration.

The certification is expired during this period and remains expired until all renewal requirements have been successfully completed and NPS issues the renewed certification. The individual may not represent the certification as current or active during the lapsed period.

A certificant completing renewal between one (1) and thirty (30) calendar days after expiration must:

- Satisfy one of the approved renewal pathways;
- Complete all applicable renewal requirements;
- Pay the applicable recertification fee for the certification being renewed; and
- Pay the \$50 **Certification Late Renewal Fee** for the applicable certification.

The total fee for late renewal is \$275 per non-instructor certification or \$750 per instructor certification, before any applicable Early Renewal Discount.

Upon approval, the new two-year certification period begins on the date NPS issues the renewed certification. The renewed certification is not retroactive to the prior expiration date.

Certification Reinstatement: 31–365 Days After Expiration

A certification that has been expired for more than thirty (30) calendar days but not more than three hundred sixty-five (365) calendar days is no longer eligible for late renewal but may be eligible for certification reinstatement.

A certificant seeking reinstatement must:

- Remain in compliance with applicable NPS-CGC certification policies and the Code of Ethics;
- Satisfy one of the approved continued competence pathways;
- Complete all applicable reinstatement requirements and attestations;
- Submit any required supporting documentation;
- Pay the applicable recertification fee for the certification being renewed; and
- Pay the \$100 **Certification Reinstatement Fee** for the applicable certification.

The total fee for reinstatement is \$325 per non-instructor certification or \$800 per instructor certification, before any applicable Early Renewal Discount.

A certification remains expired until all reinstatement requirements have been successfully completed and NPS issues the reinstated certification. Payment of the recertification fee or Certification Reinstatement Fee, submission of documentation, registration for an examination, or an unused examination attempt does not by itself reinstate a certification.

All reinstatement requirements must be successfully completed no later than three hundred sixty-five (365) calendar days after the certification expiration date.

Upon approval, the new two-year certification period begins on the date NPS issues the reinstated certification. Reinstatement does not retroactively restore active certification during the period between the prior expiration date and the new date of issuance.

Certifications Expired More Than 365 Days

A certification that has been expired for more than three hundred sixty-five (365) calendar days is not eligible for renewal or reinstatement.

An individual seeking NPS certification after the 365-day reinstatement period must satisfy the current eligibility requirements for the applicable certification, register for the applicable certification program, pay the applicable fees, and successfully pass the current NPS certification examination.

The individual is considered a certification examination candidate rather than a renewal or reinstatement applicant.

Certification Held Through Another Organization

The NPS renewal and reinstatement pathways are available only to individuals who hold or previously held the applicable NPS certification.

NPS does not renew or reinstate certifications issued by another organization. An individual who holds an accepted external credential may obtain the corresponding NPS certification by satisfying the Certification by Equivalency Addendum. An individual who does not qualify under the addendum must satisfy the current NPS eligibility requirements and successfully pass the applicable NPS certification examination.

Continuing Education Documentation

It is the responsibility of the certificant to document continuing education and professional-development activities submitted for certification renewal or reinstatement.

Documentation should identify, as applicable:

- The certificant's name;
- The title of the course, program, or activity;
- The organization or provider;
- The date of completion;
- The number of contact hours completed; and
- Sufficient information to demonstrate that the activity is relevant to the certification being renewed.

Acceptable documentation may include certificates of completion, transcripts, employer training records, course completion records, or other verifiable documentation.

NPS may request additional information or documentation when necessary to determine whether an activity satisfies the renewal requirements. Continuing education that cannot be adequately documented may be denied.

Acceptable Continuing Education

Certificants should report continuing education or professional-development activities relevant to practice as defined by the current examination content outline for the certification being renewed.

Qualifying activities may include:

- Workshops, conferences, symposiums, home-study courses, structured continuing education courses, and similar educational offerings from appropriate third-party sources;
- Employer-sponsored education or in-service training;
- Online or distance-learning education;
- Professional speaking engagements related to the certification, which may be counted only once per topic during a renewal period;
- Authorship of relevant professional articles or case studies when adequately documented;

- College or university coursework related to the certification and documented by an official transcript or other verifiable institutional record; and
- Qualifying participation in NPS-CGC certification governance, examination development, subject matter expert panels, item development, or other similar activities when accepted by NPS-CGC for renewal purposes.

Acceptance of a continuing education or professional-development activity for renewal does not constitute NPS or NPS-CGC endorsement, approval, or recommendation of the provider or its educational programs.

Denial of Renewal or Reinstatement

An applicant who does not meet the applicable renewal or reinstatement requirements will be notified within thirty (30) calendar days of receipt of the application that the renewal or reinstatement has been denied. The reason or reasons for the denial will be identified in the notification.

A renewal or reinstatement application may be denied when a certificant does not satisfy an approved continued competence pathway, does not provide sufficient or verifiable supporting documentation, does not complete requirements within the applicable timeframe, does not pay the applicable fees, is not in compliance with NPS-CGC certification policies or the Code of Ethics, or otherwise fails to satisfy the applicable requirements.

A certificant whose renewal or reinstatement application is denied may submit an appeal in accordance with Section 12 of this Candidate Handbook.

Use of Certification During Expiration

An individual whose certification has expired may not represent the NPS certification as current or active.

The availability of a late renewal or reinstatement pathway or payment of applicable fees does not extend the prior certification period.

If late renewal or reinstatement is approved, use of the NPS certification designation as a current credential may resume only after NPS issues the renewed or reinstated certification. The new certification period begins on that date of issuance, and the period following the prior expiration date remains a lapse in certification status.

12. 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

- Certification renewal or reinstatement

Exam Eligibility Appeal

A certification candidate may request an appeal to contest his or her eligibility to sit for the exam. NPS reserves the right to deny any applicant request that does not meet the eligibility requirements described in Section 2 of this Candidate Handbook. An appeal of a certification application may be denied for any of the following reasons:

- **Requirements Not Satisfied**
 - A candidate who is denied eligibility because the applicable requirements to sit for the certification examination have not been satisfied may reapply once all requirements have been met.
- **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.

Certification Renewal and Reinstatement Appeal

The NPS-CGC reserves the right to deny renewal or reinstatement based on the certificant's inability to satisfy the applicable certification maintenance requirements for reasons other than disciplinary action, including expiration of the credential, unacceptable or insufficient continuing education documentation, insufficient professional practice documentation, failure to satisfy an approved renewal pathway, or non-payment of applicable renewal or reinstatement fees.

It is the responsibility of the certificant to submit the Certification Exception Request/Appeal Form (Appendix 3 in this Handbook) and supporting documentation when appealing a renewal or reinstatement decision. The appeal must be submitted within thirty (30) calendar days of the renewal or reinstatement decision.

Appeals for certification renewal or reinstatement are reviewed by the Certification Appeals Standing Committee. Once the completed appeal and supporting documentation have been received by the Certification Staff, the certificant can expect a written response in approximately thirty (30) days.

An appeal decision by the Certification Appeals Standing Committee is final and not subject to further appellate review.

Submission of an appeal does not extend the certification expiration date, late renewal period, or reinstatement period. An expired certification remains expired while an appeal is pending unless and until NPS issues a renewed or reinstated certification.

13. Professional Misconduct and Code of Ethics

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'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@npsecerts.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, the Executive Director 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 of Certification Programs will inform the respondent in writing that they are under investigation. In this communication, the respondent 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 NPS.
- Permanent or restricted revocation of the NPS 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 sanctions listed above, 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'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 respondent has 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 NPS-CGC will notify the respondent of its decision in writing. All decisions made by the NPS-CGC are considered final and cannot be appealed.

14. Test Development

Content Outline/Exam Blueprint

The Exam Content Outline/Exam Blueprint 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. 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 exams consists of one-hundred, four-option multiple-choice scored items. The statistical data gathered from the test 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.

Scoring

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, the Age Waiver will be recorded by NPS and used in determining my eligibility to access 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.

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 or by mail to NPS 1717 Pennsylvania Avenue NW 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 current letter, dated within two (2) months of the application, from a physician or other appropriate diagnostic health care specialist qualified to diagnose the disability or medical condition and address the need for an accommodation. If you are a postsecondary student or graduated in the last two (2) years, a qualifying Individual Education Plan (IEP) may be used in place of the letter.

The IEP or letter must include:

1. Specific disability or diagnosis.
2. A brief explanation of how the condition limits the candidate's ability to take an exam under standard conditions.
3. 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.
4. The specific accommodations requested. 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 relevant documentation in one (1) single submission by email to:
governance@npscerts.com

See the next page for the Submission form.

NPS-CGC Request for Special Accommodations Form
To be completed by the candidate.

Candidate Information

Name: _____

Date: _____

Current Street Address: _____

City: _____ **State:** _____ **ZIP Code:** _____

Best Contact Phone Number:

Email:

Accommodation Request

Description of Disability or Medical Condition:

Accommodation(s) Requested:

Accommodations Granted in the Past

If you have previously received accommodations for an examination, educational program, or similar setting, provide the information below.

Organization	Date	Exam/Program	Accommodation(s)) Provided

Organization	Date	Exam/Program	Accommodation(s)) Provided

Verification Contact

Provide the contact information for the physician, other appropriate diagnostic health care specialist, educational institution, or organization that may be contacted to verify the information supporting this request.

Name:

Organization: _____

Email:

Phone:

Candidate Attestation and Authorization

Under penalty of perjury, by signing below, I declare that all information provided in this request for accommodations and all supporting documentation submitted with it is true and accurate to the best of my knowledge.

I understand that if any information is determined to be false, misleading, or materially inaccurate, the NPS-CGC may challenge or deny my request for accommodations and may take any other action permitted under applicable NPS-CGC policies.

I certify that I personally completed this form and understand that I may be asked by an NPS-CGC representative to verify the information provided. NPS-CGC reserves the right to request additional information or documentation regarding my disability, medical condition, prior accommodations, or requested accommodations before making a determination.

If additional information or clarification is necessary, I authorize NPS-CGC to communicate with and request additional documentation from the physician or other appropriate diagnostic health care specialist who diagnosed or evaluated my disability or medical condition, the individual who provided information supporting this accommodation request, or any organization that has previously granted me accommodations.

I also authorize NPS-CGC, when reasonably necessary to evaluate my request, to provide relevant information to a qualified professional selected by NPS-CGC for the purpose of conducting an independent evaluation of the requested accommodations.

I understand that requests requiring additional information, verification, or independent evaluation may require additional processing time beyond the standard thirty (30) days.

Signature

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. Exam Appeal; 3. Certification Renewal; 4. Certification Reinstatement	
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:
governance@npscerts.com

Appendix 4: Certification Renewal and Reinstatement Form



NPS Certification Renewal and Reinstatement Form

1. Certification Holder Information

First Name: _____
Last Name: _____
Phone: _____
Email: _____
Address: _____
City: _____ State: _____ ZIP Code: _____

Your identity must be verified through your NPS account when required before renewal or reinstatement can be approved. Account access and identity verification are available at: <https://npscerts.com/my-account/>

2. Certification Program

Select **one (1)** certification program. Each NPS certification program is renewed or reinstated separately. A separate submission, payment, and all applicable fees are required for each certification.

- ☐ Certified Clinical Medical Assistant (CCMA)
- ☐ Certified Phlebotomy Technician (CPT)
- ☐ Certified EKG Technician (CET)
- ☐ Certified Patient Care Technician (CPCT)
- ☐ Certified Medical Administrative Assistant (CMAA)
- ☐ Certified Behavioral Health Specialist (CBHS)

Certification #: _____
Expiration Date (MM/DD/YYYY): _____

3. Renewal Status

Select the status that applies.

☐ **Standard Certification Renewal**

Certification has not yet expired.

- Recertification Fee: \$225 non-instructor; \$700 instructor

☐ **Late Certification Renewal**

Certification has been expired for one (1) through thirty (30) calendar days.

- Recertification Fee: \$225 non-instructor; \$700 instructor
- **Certification Late Renewal Fee: \$50**
- Total: \$275 non-instructor; \$750 instructor

☐ **Certification Reinstatement**

Certification has been expired for thirty-one (31) through three hundred sixty-five (365) calendar days.

- Recertification Fee: \$225 non-instructor; \$700 instructor
- **Certification Reinstatement Fee: \$100**
- Total: \$325 non-instructor; \$800 instructor

If the Early Renewal Discount was applied to your payment, deduct \$25 for a non-instructor certification or \$200 for an instructor certification from the applicable total above. See Section 11.

A certification that has been expired for more than three hundred sixty-five (365) calendar days is not eligible for renewal or reinstatement. The individual must meet the current eligibility requirements and successfully pass the applicable NPS certification examination.

4. Continued Competence Pathway

Select **one (1)** pathway.

☐ **Pathway 1 - Continuing Education**

Complete at least twenty (20) contact hours of qualifying continuing education related to the certification being renewed or reinstated.

Qualifying continuing education may be completed during the active certification period or during an applicable late renewal or reinstatement period. All required continuing education and all other renewal or reinstatement requirements must be completed no

later than three hundred sixty-five (365) calendar days after the certification expiration date.

Continuing education may be obtained through third-party educational institutions, employers, professional associations, healthcare organizations, continuing education providers, or other appropriate educational sources. NPS does not require continuing education to be obtained directly from NPS and does not endorse or recommend specific continuing education providers.

Date Completed	Course/Activity	Provider/Organization	Contact Hours

Total Contact Hours: _____

A minimum of **20 contact hours** is required.

Submit supporting documentation for all continuing education listed above. Documentation should identify the certificant, activity, provider or organization, completion date, contact hours, and sufficient information to establish relevance to the certification.

☐ **Pathway 2 - Professional Practice**

Document at least twelve (12) total months of qualifying employment during the applicable two-year certification period.

Qualifying employment must:

- Average at least thirty (30) hours per week;
- Be directly related to the certification being renewed; and
- Have occurred during the applicable certification period.

Employment occurring after the certification expiration date may not be used to satisfy the Professional Practice Pathway for the expired certification period. Qualifying

employment from more than one employer may be combined when sufficient documentation is provided.

Employer Name: _____

Employer Address: _____

Job Title/Position: _____

Supervisor Name & Title: _____

Supervisor Contact (Phone/Email): _____

Employment Start Date (MM/DD/YYYY): _____

Employment End Date (MM/DD/YYYY or “Present”): _____

Average Hours per Week: _____

Total Qualifying Months During Certification Period: _____

Required Documentation

☐ Job Description or Employment Contract

AND 1 OF THE FOLLOWING

☐ Pay stubs or payroll/employment records sufficient to verify the qualifying employment period

☐ Employer Verification Letter on employer letterhead identifying employment dates, average hours worked, and relevant duties

When more than one employer is used, submit sufficient documentation for each employer.

☐ **Pathway 3 - Certification Examination**

I am satisfying the continued competence requirement by successfully passing the current NPS certification examination corresponding to the certification being renewed or reinstated.

A certificant using the Certification Examination Pathway has up to twelve (12) months from the date of registration and payment to sit for the examination and use any permitted examination attempts. This examination period does not extend the certification expiration date, late renewal period, or reinstatement period.

The applicable examination must be successfully completed within the renewal or reinstatement period for which the certificant is eligible. Registration, payment, or unused examination attempts do not extend the applicable deadline.

Examination: _____

Examination Date: _____

Exam Result: ☐ Pass

5. Certification Holder Attestation

I certify that the information and documents provided are true and accurate.

I understand that I am required to satisfy one approved continued competence pathway for this certification and that each NPS certification program requires its own separate renewal or reinstatement submission, payment, and applicable fees.

I understand that submission of this form or payment of applicable fees does not by itself renew or reinstate my certification.

I understand that an expired certification remains expired until all applicable requirements have been successfully completed and NPS issues the renewed or reinstated certification.

I understand that, when a late renewal or reinstatement is approved, the new two-year certification period begins on the date NPS issues the renewed or reinstated certification. The period between the prior expiration date and the new date of issuance is a lapse in certification status and is not retroactively covered by the renewed or reinstated certification.

I agree to comply with the NPS-CGC Code of Ethics and applicable certification policies.

Signature: _____ **Date:** _____

6. Fee Schedule & Submission

Recertification Fees - Per Certification Program

- Standard Certification Renewal: \$225 non-instructor; \$700 instructor
- Late Certification Renewal, 1–30 days after expiration: \$275 non-instructor; \$750 instructor, including the \$50 Certification Late Renewal Fee
- Certification Reinstatement, 31–365 days after expiration: \$325 non-instructor; \$800 instructor, including the \$100 Certification Reinstatement Fee

The Early Renewal Discount must be arranged through an NPS advisor before payment. It is not available through online checkout and cannot be applied retroactively. See Section 11 for eligibility and requirements.

Each certification program requires its own separate payment and applicable fees. Payments and fees are never combined across certification programs.

How to Submit

1. Complete this form and gather the required supporting documentation for the selected pathway.
2. Email all required materials and payment confirmation, when payment is not already associated with your NPS account, to support@npscerts.com.

Please allow up to 10 business days for processing. Questions? Contact support@npscerts.com.

Appendix 5: NPS-CGC Certification Exam Content Outlines



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 Snellen exams

- Interpret the numbers on the Snellen chart
- Recognize the distance to perform the Snellen exam
- Document the results
- Recognize the purpose of the Snellen test
- Explain the process for performing the Snellen 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 procedure
- Align sterilization methods based on equipment



Certified Phlebotomy Technician (CPT)

Content Outline

1. *Performing Procedures*

1. Draw blood

- Perform the steps in the 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

2. Collect and prepare stool samples for shipping and analysis

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

3. Collect and prepare urine samples

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

4. Collect and prepare semen samples

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

5. Collect and prepare saliva samples

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

6. Collect and prepare an H-pylori sample

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

7. 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

1. Sanitize and disinfect the work area before and after every patient

- Explain the procedure for 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

2. 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)

3. Use proper aseptic techniques

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

4. Clean the venipuncture site

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

3. Equipment and Safety

1. 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 facility's exit plan)

2. 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

3. Properly use PPE

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

4. Calibrate the centrifuge

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

5. Maintain sharps containers

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

6. 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

1. Properly identify patients

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

2. Properly label specimens

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

3. Adhere to HIPAA protocols and guidelines

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

5. *Communication*

1. Explain the procedure to the patient

- Engage with the patient prior to patient education (e.g., introduction, 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

2. Know who to communicate with within the chain of allied health professionals

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



Certified EKG Technician (CET)

Content Outline

1. EKG Theoretical Foundations and Safety Protocols

A. Foundations of the EKG

- Basic anatomy and physiology of the heart
- Cardiac electrophysiology
- Automaticity, contractility, conductivity
- The Action Potential: Depolarization and Repolarization

B. Components of the EKG

- EKG basics - waves, intervals, segments
- Reading the EKG
- Measurements
- Calculation of heart rate
- Leads
- Performing an EKG
- Cardiac monitors
- Normal EKG
- Interpret EKG
- Limitations and Uses of the EKG

2. Patient-Centric EKG Practices

A. Recognition of sinus rhythms

- Normal Sinus Rhythm
- Normal Sinus P Wave
 - Retrograde Direction
 - Respiratory Sinus Arrhythmia
- Normal Sinus QRS Complex in Chest Leads
 - R Wave Progression
 - Transition Zone
- Normal Sinus QRS Complex in Limb Leads

- Horizontal Positioning
- Vertical Positioning
- Normal Sinus ST Segment
- Normal Sinus T Wave
- Sinus Node Arrhythmias
- Normal Sinus Rhythm
- Sinus Bradycardia
- Sinus Tachycardia
- Sinus Arrhythmia
- Escape Patterns
 - Atrial Escape Rhythm
 - Ventricular Escape Rhythm
 - Junctional Escape Rhythm
 - AV Junctional Escape Rhythm
- Sick Sinus Syndrome

B. Cardiac and pulmonary syndromes

- Cardiac Enlargement
 - Dilation and Hypertrophy
 - Right Atrial Abnormality (RAA)
 - P pulmonale
 - Left Atrial Abnormality (LAA)
 - Right Ventricular Hypertrophy (RVH)
 - Left Ventricular Hypertrophy (LVH)
- Acute Pericarditis
- Pericardial Effusion
 - Cardiac tamponade
 - Electrical alternans
- Chronic Constrictive Pericarditis
- Myocarditis
- Congestive Heart Failure
- Pulmonary Embolism
- Chronic Obstructive Pulmonary Disease
 - Emphysema

3. Comprehensive EKG Acquisition & Analysis

A. Bundle branch blocks

- Right Bundle Branch Block (RBBB)
 - Complete RBBB
 - Incomplete RBBB
 - Causes of RBBB
- Left Bundle Branch Block (LBBB)
 - Complete LBBB
 - Incomplete LBBB
 - Causes of LBBB

- Fascicular Blocks
 - Trifascicular System
 - Left Anterior Fascicular Block (LAFB)
 - Left Posterior Fascicular Block (LPFB)

B. Myocardial infarction, ischemia, and injury

- Myocardial Injury
- Myocardial Ischemia
- Myocardial Blood Supply
- Acute Coronary Syndrome (ACS)
- STEMI and Acute Myocardial Infarction
 - Anterior STEMI
 - Inferior STEMI
 - Reciprocity
 - Current of Injury
- Q Waves of Infarction
- Localization of Infarction
- Anterior Wall Q Waves
 - "Anteroseptal" Q Waves
 - "Strictly" Anterior Q Waves
 - Anterolateral/Anteroapical Q Waves
 - High Lateral STEMI
- Inferior Wall Infarctions
- Posterior Infarctions
- Right Ventricular Infarctions
- Q Waves: Normal or Abnormal
 - Pseudoinfarct Pattern
- Ventricular Aneurysm
- Silent Myocardial Infarctions
- Subendocardial Ischemia
- Angina pectoris (Stable Angina)
- Stress Testing and Coronary Artery Disease
 - Submaximal Testing
- Silent Myocardial Ischemia
- NSTEMI "Subendocardial Infarction"
- Unstable Angina
- Noninfarction Ischemia
 - Nonspecific Changes
- Prinzmetal's (Variant) Angina
- Early Repolarization

C. Atrial arrhythmias

- Wolff-Parkinson-White (WPW) Syndrome
 - WPW Susceptibility
- WPW Treatment

- Premature Atrial Contraction (PAC)
 - Atrial Couplet
 - Atrial Runs
 - Atrial Bigeminy
 - Aberrant Ventricular Conduction
 - Blocked PAC
- Paroxysmal Atrial Tachycardia (PAT)
 - Unifocal Atrial Tachycardia
 - Multifocal Atrial Tachycardia (MAT)
- AV Nodal Reentrant Tachycardia (AVNRT)
- AV Reentrant Tachycardia (AVRT)
- Management of Acute PAT
- Long-Term Management of PAT
- Atrial Flutter
- Atrial Fibrillation
 - Symptoms
 - Causes
 - Predisposing Factors
- Differentiation of Atrial Flutter and Atrial Fibrillation
- Clinical Implications for Atrial Flutter and Atrial Fibrillation
- Treatment of Atrial Flutter and Atrial Fibrillation
 - Short-Term Management
 - Long-Term Management

D. Ventricular arrhythmias

- Premature Ventricular Contraction (PVC)
 - Frequency
 - Morphology and Origin
 - Prevalence and Causes
 - Symptoms
 - Treatment
- Ventricular Tachycardia (VT)
 - Basic Classification of VT
 - Monomorphic Ventricular Tachycardia
 - Symptoms
 - Polymorphic Ventricular Tachycardia
 - Long QT Syndrome
 - Ischemic and Nonischemic Subsets
- Torsade des Pointes (TdP)
 - Acquired Long QT Syndrome
 - Congenital (Hereditary) Long QT Syndromes
- Accelerated Idioventricular Rhythm (AIVR)
- Ventricular Fibrillation (VF)
- Cardiac Arrest
 - Symptoms
 - Basic EKG Patterns During Cardiac Arrest

- Ventricular Tachyarrhythmia: Ventricular Fibrillation (VF) or Pulseless VT
- Ventricular Asystole and Brady-Asystolic Rhythms
 - Sinus Arrest
- Pulseless Electrical Activity (PEA)
 - 5 Hs and 5 Ts
 - Stunned Myocardium
- Clinical Causes of Cardiac Arrest
 - Proarrhythmic Effects
- Sudden Cardiac Death
 - Commotio cordis

4. Advanced EKG Interpretation & Specialized Procedures

A. AV conduction abnormalities

- Degrees of Heart Block
- First Degree AV Block: PR Interval Prolongation
- Second Degree AV Block Syndromes
 - Mobitz Type I (Wenckebach)
 - Mobitz Type II
 - High-Degree/Advanced AV Block
- Third Degree (Complete) AV Block
- Location of the Block
 - Nodal Block
 - Infranodal Block
- Onset and Progression of Block
 - Escape Rhythms
 - Autonomic and Drug Influences
 - QRS Duration
- 2:1 AV Block
- Atrial Fibrillation or Flutter with AV Heart Block
- Symptoms of Heart Block
- Treatment
- AV Heart Block in Acute MI
- AV Dissociation Syndromes
 - Isorhythmic AV Dissociation

B. Medication Effects and Electrolyte Disturbances

- Medications Used to Treat Arrhythmias
 - Antiarrhythmic Medication Classification
- Psychotropic Medications
 - Antipsychotic Medications
 - Tricyclic Antidepressants
- Digitalis Toxicity
 - Mechanism of Action
 - Toxicity vs. Effect

- Signs and Symptoms
- Predisposing Factors
- Prevention
- Treatment
- Serum Digoxin Concentrations
- Electrolyte Disturbances
 - Hyperkalemia
 - Hypokalemia
 - Hypercalcemia
 - Hypocalcemia
 - Disturbances with Magnesium
 - Hypomagnesemia
 - Hypermagnesemia
- Additional Metabolic Factors
 - Hyperthermia
 - Osborn Waves
 - Endocrine Abnormalities
 - Hyperthyroidism
 - Myxedema/Hypothyroidism
 - Acidosis and Alkalosis
- ST-T Segment Repolarization Changes

5. Specialized EKG Techniques & Technologies

A. Pacemakers and implantable cardioverter defibrillators

- Pacemakers
 - Types of Pacemakers
 - EKG Paced Beats
 - Paced P Wave
 - Paced QRS
 - Discordant T Waves
 - Retrograde Appearance
 - Pacemaker Syndrome
 - Single-Chamber Pacemaker Programming
 - Demand Mode
 - Lower Rate Limit
 - Rate-Responsive/Adaptive Mode
 - Dual-Chamber Pacemaker Programming
 - AV Delay
 - Asynchronous Mode
 - Maximal Tracking Rate
 - Automatic Mode Switching
 - Biventricular Pacing
 - EKG Paced Rhythms
 - Atrial Fibrillation
 - Acute Myocardial Ischemia
 - Cardiac T Wave Inversions

- Cardiac Memory
- Implantable Cardioverter Defibrillators (ICD)
- Pacemaker and ICD Malfunction
 - Failure to Capture
 - Failure to Sense
 - Failure to Pace
- Indications for a Pacemaker or ICD

B. An approach to EKG interpretation

- Thirteen Specific EKG Features to Analyze
- The EKG Report
- Examples of EKG Interpretation Documentation

C. Cardiac stress tests

- What Causes Chest Pain?
- Exercise Stress Test
 - Risks
 - Before the Test
 - Placing the ECG leads
 - Beginning the Stress Test
 - After the Stress Test

D. Nuclear and echo stress tests

- Before the Test
- Placing the ECG leads
 - Limb Lead Placement for ECG
 - During the Test
 - After the Test
 - Stress Echocardiogram
 - Before the Test
 - During the Test
 - After the Test

E. Holter monitors

- History
- Modern Holter Monitors
- Heart Conditions Detected via Holter Monitor
 - Atrial Fibrillation (A-Fib)
 - Bradycardia
 - Tachycardia
 - Supraventricular Tachycardia (SVT)
 - Premature Ventricular Contractions (PVCs)
 - Premature Atrial Contractions (PACs)

- Non-sustained Ventricular Tachycardia (NSVT)
- Placing the Holter Monitor



Certified Behavioral Health Specialist (CBHS)

Content Outline

1. Behavioral Health Foundations

A. What is a Behavioral Health Technician (Behavioral Health Specialist)

- Job Description
- Basic Duties
- The behavioral/mental health care facility environment

B. Understanding the mental and behavioral health population

- Mental Health is Whole Body Health – overcoming the stigma
- How psychiatric illnesses are diagnosed
- Common Diagnoses

2. Clinical Skills & Safety

A. Caring for survivors of abuse and trauma

- Trauma-informed care
- Empathetic Communication

B. Substance abuse and withdrawal

- Signs and Symptoms of Withdrawal
- Physical Care during Withdrawal Period

C. Safety and risk assessment

- Types of Risk for Harm
- Types of Restraints

D. PPE and infection control

- Therapeutic communication techniques

3. Treatment Methodologies & Intervention Strategies

A. Inpatient treatment methodologies

- Individual Therapy
- Group Therapy
- Activity Therapies
- Electro-convulsive therapy (ECT)
- Medication

B. Outpatient treatment methodologies

- Individual Therapy
- Group Therapy
- Sober Living Facilities

C. Communication: Verbal and non-verbal

- Therapeutic communication techniques
- Gaining Trust
- MHT self-awareness and observation skills

4. Ethics, Law, & Professional Practice

A. Ethics and healthcare law

- Prevalence of Patient Abuse
- Ethical Treatment
- HIPAA
- Types of mental health treatment/commitment



Certified Patient Care Technician (CPCT)

Content Outline

1. Patient Care & Clinical Skills

A. Patient activities of daily living

- Hygiene
- Positioning and transferring
- Toileting
- Nutrition
- Patient Exercise
- Personal care – skin, hair, and nails
- Procedure Spotlight: Post-Mortem Care

B. Collecting and recording patient data

- Vital Signs
- Pain assessment – the “6th vital sign”
- Intake and Output (I & O)
- Measuring height, weight, and BMI
- Oxygen Administration and Nebulizers
- Recording Data in the EMR/EHR
- Procedure Spotlight: Assisting with ostomy care

C. Wound care and prevention

- Maintaining skin integrity
- Wounds
- Edema
- Anti-embolic devices
- Basic dressing types
- Incontinence care
- Procedure Spotlight: Assisting with dressing changes and wound care
- Procedure Spotlight: Assisting with orthopedic devices: trapeze bars, CPM, traction, abduction pillow

D. Specimen collection and phlebotomy

- Specimen Collection
- Phlebotomy

E. Electrocardiography (ECG/EKG)

- Monitoring and Recognizing ECG Rhythms
- Cardiac Testing and Troubleshooting

2. Professionalism & Communication

A. Introduction to the patient care role

- PCT Duties and Careers
- State board of nursing and scope of practice
- Ethics and Abuse

B. Communication

- Patient Communication
- Behavioral and Mental Status Changes
- Continuity of Care

3. Safety & Infection Control

A. PPE and infection control

- Universal Precautions
- Handwashing and alcohol-based sanitizer
- Nosocomial Infections and prevention
- Types of precautions
- Maintaining a clean environment
- Aseptic technique
- Sterile environments
- Procedure Spotlights: Preoperative and Postoperative care

4. Healthcare Team & Regulatory Understanding

A. The healthcare team

- The PCT's role on the multidisciplinary team
- Teamwork is essential
- Chain of Command
- Delegation
- Coping Skills
- Ancillary staff

5. Emergency Response & Safety Protocols

A. Emergency response

- Emergency Response Protocols
- Emergency preparedness

B. Patient and environmental safety

- Fall prevention
- Locating and following facility policies



Certified Medical Administrative Assistant (CMAA)

Content Outline

1. *Scheduling & Office Logistics*

A. Scheduling

- Determine optimal scheduling
- Determine the appropriateness of a telehealth appointment
- Initiate patient registration
- Schedule appointments in the EHR and/or manually
- Confirm appointments
- Follow protocols
- Arrange for diagnostic testing and procedures
- Conduct patient check-out procedures

B. Office logistics

- Manage and review medical records
- Prepare documentation for billing
- Perform charge reconciliation
- Bill patients, insurers, and third-party payers for services performed
- Perform payment collection
- Resolve billing issues
- Verify and sort the contents of deliveries

2. *Patient Administration & Care Coordination*

A. Patient intake

- Welcome and check-in patients
- Verify insurance information
- Ensure completion of required patient intake forms
- Generate and verify encounter documentation
- Maintain electronic health records (EHR)
- Identify and flag duplicate patient electronic health records that may require merging

- Conduct pre-appointment screening and confirmation

3. Regulatory Compliance & Healthcare Law

A. Compliance

- Ensure compliance with laws, regulations, and guidelines
- Maintain confidentiality and security
- Release protected health information (PHI) in accordance with HIPAA
- Adhere to requirements regarding reportable violations or incidents
- Adhere to professional codes of ethics

4. Healthcare Communication & Patient Literacy

A. Patient education

- Adhere to the Patient's Bill of Rights and ADA compliance
- Discuss financial responsibilities
- Provide written and verbal instructions for pre/post tests and procedures as providers prescribe

B. Medical terminology and effective communication

- Communicate with patients, caregivers, providers, other personnel, and third-party payers
- Spelling and definition of medical terms
- Common professional abbreviations
- Acceptable and unacceptable professional abbreviation practices
- The Joint Commission's (TJC) "Do Not Use" List
- Prefixes, roots, and suffixes

5. Professional Ethics & Records Administration

A. Professionalism, health records, common issues, and anatomy

- Clarify and relay communications between appropriate parties, as needed
- Facilitate and promote teamwork and team engagement
- Provide patients with information regarding educational and community resources
- Demonstrate professionalism
- Perform duties within the legal scope of practice
- Manage inventory of administrative supplies and complete required documentation
- Types of healthcare organizations and delivery models
- The relationship between the front office and clinical processes and procedures
- Types of health records and implications for use
- Electronic health record (EHR) and electronic medical record (EMR) components
- Signs and symptoms of common diseases, conditions, and injuries
- Anatomical structures, locations, and positions
- Functions of major body systems

6. Office Management & Administrative Procedures

A. General office policies and procedures

- Perform financial procedures, such as petty cash management and end-of-day financial reconciliation
- Perform opening and closing procedures
- Manage challenging/difficult customer service occurrences and patient interactions
- Adapt verbal and nonverbal communication to diverse audiences
- Adapt verbal and nonverbal communication with patients and caregivers
- Follow proper telecommunications procedures
- Create proper correspondence
- Demonstrate basic computer skills



Allied Health Instructor (AHI)

Content Outline

1. Foundation of Instruction & Course Development

A. Introduction to teaching allied health

- Role and Responsibilities of an Allied Health Instructor
- Effective Communication Skills
- Creating Inclusive Learning Environments
- Ethical Considerations in Teaching

B. Developing a Course Syllabus

- Identifying and Setting Course Objectives
- Balancing Theoretical and Practical Elements
- Continuous Exam Preparation
- Designing Effective Assessment Tools

C. Creating Educational Materials

- Designing Learning Resources and Study Guides
- Catering to Different Learning Styles
- Utilizing Technology in Education
- Encouraging Critical Thinking and Problem-Solving

D. Evaluating Teaching Effectiveness

- Methods for Evaluating Teaching Effectiveness
- Constructive Use of Feedback for Improvement
- Continuous Improvement in Teaching Practices

2. Practical Instruction & Skills Training

A. Foundations of Practical Instruction and the Learning Environment

- Bridging Theoretical Knowledge and Practical Application

- Developing Critical Thinking and Problem-Solving Skills
- Creating an Effective Learning Environment

B. Core Skills in Practical Instruction

- Aligning Outcomes with Professional Standards
- Teaching Foundational Knowledge and Techniques
- Application of Theoretical Knowledge in Practical Settings

C. Practical Skills Development and Technology Integration

- Demonstrating Healthcare Techniques and Procedures
- Utilizing Simulation in Teaching
- Integrating Case Studies with Practical Skills Training

D. Supervision and Feedback

- Effective Supervision Techniques in Hands-On Practice
- Providing Constructive Feedback
- Assessment of Practical Skills

3. *Communication, Ethics, and Professional Conduct*

A. Advanced Communication Skills and Ethics in Healthcare Education

- Techniques for Effective Communication
- Ethical Considerations in Practical Teaching
- Patient Privacy and Confidentiality

B. Soft Skills and Cultural Competence

- Significance of Soft Skills in Healthcare
- Strategies for Teaching Cultural Competence
- Integrating Cultural Competence Across the Curriculum

C. Practical Skills Development and Technology Integration

- Demonstrating Healthcare Techniques and Procedures
- Utilizing Simulation in Teaching
- Integrating Case Studies with Practical Skills Training

D. Ethical, Legal, and Regulatory Considerations

- Healthcare Laws Affecting Allied Health Education
- Ethical Decision-Making in Allied Health Education
- Addressing Health Disparities in Legal and Regulatory Education

4. *Student Engagement and Active Learning*

A. Inclusive Teaching Strategies

- Catering to Different Learning Styles
- Strategies for Creating a Flexible Teaching Environment
- The Importance of Inclusivity in Education

B. Active Learning and Student Engagement

- Engaging Students in Active Learning
- Motivational Strategies
- Encouraging Autonomy and Self-Directed Learning

C. Reflective Practice and Collaborative Learning

- Role of Reflective Practice in Healthcare Education
- Collaborative Practice in Healthcare
- Overcoming Challenges in Collaborative Practice

D. Case Studies and Technology Integration in Education

- Value of Case Studies in Practical Healthcare Education
- Role-Playing and Simulation for Interprofessional Learning
- Integration of Technology in Healthcare Education

5. Certification Process, Group Management, and Exam Preparation

A. Preparing Students for National Certification Exams

- Strategies for Exam Preparation
- Stress Management and Building Exam Confidence
- Utilization of Advanced Educational Technology

B. Allied Health Certifications: Essentials and Pathways

- Understanding Different Certification Types
- Current Industry Standards and Regulations
- Introduction to Certification Prerequisites

C. Certification Exams: Scheduling, Proctoring, and Post-Exam Processes

- Exam Scheduling and Proctoring System Familiarization
- Understanding and Preventing Exam Violations
- Certification Receipt Process

D. NPS Group Management

- NPS Group Management Overview
- Data-Driven Instruction

- Group Management Plans and Pricing

6. Professional Development and Networking

A. Professional Development and Networking

- Developing a Professional Development Plan
- Attending Workshops, Conferences, and Professional Meetings
- Networking with Other Allied Health Professionals