# Certification Exam Policy

## Overview

The Certification Exam Policy is set by NCPDP® and as such, NCPDP reserves the right to change this policy without notice.

NCPDP offers computer-based testing as its testing method. You have the option to take your exam during one of NCPDP's Quarterly Work Group Meetings, at a Kryterion Testing Center location, or you may take the exam as an Online Proctored test from your own computer with Internet access and an external webcam meeting minimum requirements. You can schedule any of the above testing delivery options at a time convenient to you.

## Who Can Take the Exam

- Participants are not required to be members of NCPDP.
- Although there are no pre-requisites to testing, the knowledge required to prepare for the exam can be obtained by participation in the NCPDP Work Group Meetings, by attending the NCPDP educational webinars/summit, by field work dealing using NCPDP standards, or by self-study of the applicable material (dependent upon each exam). A combination of the aforementioned is recommended to prepare for the test.

## When/Where

- Participants may test at the Educational Summit (1 time yearly).
- Participants may test at Work Group Meetings (4 times yearly).
- Participants may take a computer-based test from their computer with Internet access and a webcam meeting minimum requirements (scheduled at your convenience).
- Participants may take a computer-based test at Kryterion Testing Center locations (scheduled at your convenience).
- Testing is not available at NCPDP Headquarters.

## Exam Delivery Options

- NCPDP Proctored Exam (Held in person during NCPDP Quarterly Work Group Meetings. See Laptop Requirements.)
- Online Proctored Exam (Review computer requirements in Kryterion Test Taker Guide.)
- Kryterion Testing Centers (Located throughout the United States)

## Rescheduling or Canceling an Exam

To change or cancel your exam, you must do so at least **72 hours prior** to your scheduled exam.

- Cancelation or changes must be "made and confirmed" in your Webassessor™ account.
- Cancelation or changes must be made at least 72 hours prior to your currently scheduled exam date.
- If the cancelation or change is made within the allowable timeframe, a full credit or refund will be processed.

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- If changes are made less than 72 hours from the scheduled exam, a $100 administration fee will be assessed.
- If you do not attend your scheduled exam, you are considered a "no-show" and will forfeit all monies paid.
- Special circumstances will be reviewed on a case-by-case situation.
- Any refunds will be mailed to the address on file within 30 days of the originally scheduled exam, unless you desire it to be credited to a future exam.

**Exam Results**

Test results are displayed on your computer screen immediately after taking the exam and an email with the results is sent to your email address on record. Additionally, you will receive a Certification Award Kit via mail which will contain an official certification.

**Re-Testing**

Test takers who do not successfully pass the exam, will be allowed to take it again "immediately following notification" of exam results. The registration process would remain the same as the initial one. The test taker must re-register online and make full payment for the second exam. If the exam was taken at a work group and this is the preferred option for testing, the test taker would have to register online for the exam offered at a NCPDP work group.

*NOTE:* In order to protect the integrity of the certification exam, participants will NOT be allowed to review their test once it is submitted.