



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 or as an Online Proctored test from your own computer with internet access. 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 Work Group Meetings (4 times yearly).
- Participants may test online from their computer with internet access (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)
- Online Proctored Exam via Microsoft Teams/Forms.

Rescheduling or Canceling an Exam

Information regarding rescheduling or canceling your exam date or time is as follows:

- Contact the Manager, Membership Services via [email](#) or call 480.477.1000 ext. 109 to reschedule or cancel your exam.
- Rescheduling or cancellation must be made at least 72 hours prior to your currently scheduled exam.
- If the rescheduling or cancellation is made prior to 72 hours from the scheduled exam, a full credit or refund will be processed.
- If the rescheduling or cancellation is 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 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.

Reschedule or cancel exam:	Fee:
72 hours prior notification	Full refund; no fee
Less than 72 hours prior notification	\$100 administrative fee
No Show	Exam fee forfeited

Exam Results

Scoring will be available shortly after completing your exam. Results will be emailed to you. Your emailed results will include the questions you missed and the correct answers. This will assist you if you decide to retake the exam. Successful applicants will be mailed the Certification Kit that contains a Certificate of Achievement, congratulatory letter from NCPDP’s President & CEO, and a lapel pin.

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.