



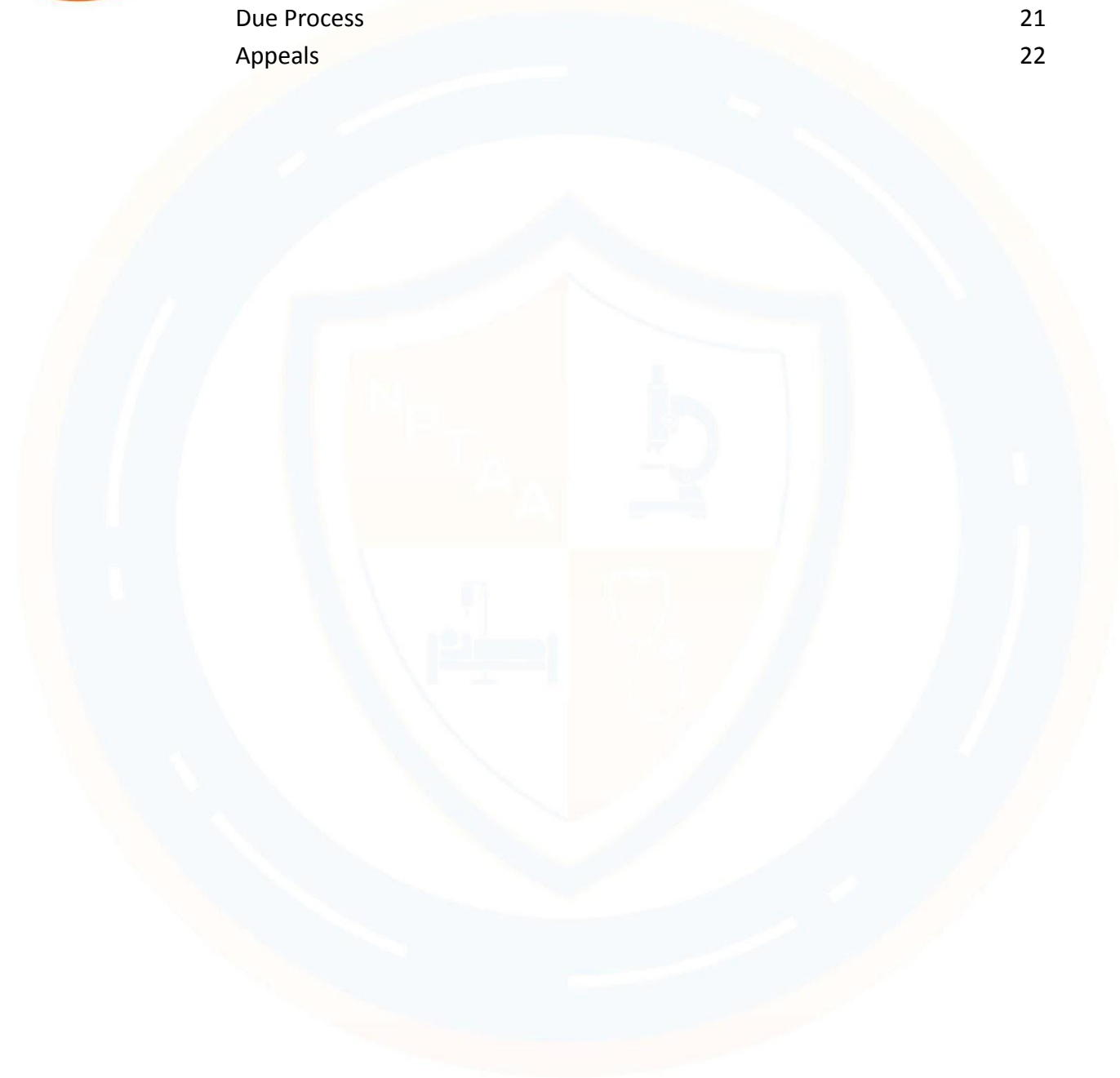
**National Paramedical for Technicians and Assistants Association  
NPTAA**

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### Introduction

This Candidate Handbook provides information about National Paramedical for Technicians & Assistants Association (“NPTAA”) and the certification examinations and credentials it offers.

This handbook includes information regarding:

- NPTAA certification examinations and application fees
- Eligibility requirements
- Applying for NPTAA certification examinations
- Exam administration and results
- Rules of conduct and disciplinary action
- Awarding of credentials

Each NPTAA certification exam is designed to evaluate the knowledge and skills required for professionals in the given field. Candidates that pass the certification examination will be awarded credentials indicating their certification status.

### Mission Statement/ Purpose

NPTAA’s mission is simple, to empower allied health members on the frontlines to access a better future. We test and certify healthcare professionals in their academic and clinical competencies to provide career pathways in related healthcare disciplines.

### Nondiscrimination

NPTAA does not discriminate against any candidate for certification on the basis of age, disability, gender, national origin, race, religion, sexual orientation, veteran status or any other status protected by applicable local, state, or federal laws.

### Summary of Accreditations – List of Offerings

- Patient Care Associate/Technician
- Nurse Technician
- Registered Medical Assistant
- Electrocardiograph Technician (E.K.G.)
- Phlebotomy Technician
- Surgical Technician/Operating Room Technician
- Medical Biller and Coder Specialist
- Physical Therapy Aide
- Pharmacy Technician



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## **Candidate Eligibility Requirements**

In order to become certified, a candidate must first pass our national examination. To qualify to take our certification examinations, an applicant must meet the requirements set forth in at least one of the following pathways:

### **PATHWAY #1**

- Successful completion of a NPTAA approved program that includes training in your chosen medical field within the last 5 years;
- A high school diploma or GED;

### **OR**

- A degree from an accredited college or University

### **PATHWAY #2**

- An official letter on company letterhead from a past or present employer stating the candidates' job title and that the candidate has at least two years experience.
- A high school diploma or GED

### **PATHWAY #3**

Alternatively, candidates may also qualify if they have worked in the medical field in the United States or abroad and can provide supporting documentation, including but not limited to:

- A college degree;
- Vocational diploma; or
- Military certificate.

Such documents will only be reviewed once they have been assessed and approved by one of the companies listed on the [New York City Foreign Education Evaluation Guide](#).

### **Eligibility Exception Requests**

An applicant whose eligibility for certification has been denied may request for reconsideration. A request for reconsideration must be submitted in writing to NPTAA within **30** days of an adverse decision. The request should state the reasons the candidate believes they are eligible for certification and how they comply with the published requirements listed above. NPTAA will review the request and arrive at a final determination within a **30** day period.

### **State Licensing Eligibility Requirements**

The NPTAA eligibility requirements pertain only to NPTAA certifications and are separate and distinct from any eligibility to practice requirements set forth under state law, regulation, or rule. The laws and regulations governing the eligibility to practice, if any,



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vary by state. NPTAA certification does not guarantee any candidate's ability to meet any or all regulatory requirements pertaining to their profession.

Candidates are solely responsible for knowing and understanding the requirements, if any, which govern the practice of their profession in their state, including those concerning certification requirements. Candidates are advised to conduct online research to determine the most current requirements for practicing in that state.

### Exam Registration

#### Instructions for Applying/Registering for an Exam

Please apply for an exam by visiting our website at [www.nptaa.com](http://www.nptaa.com) and submitting an application. Please click on Account/Log-in to set up your Certemy account.

1. Log in to your existing Certemy account or create an account here. If registering, make sure to fill out all the required information.
2. Complete The Profile Information
3. Check your Exam Eligibility Type
4. Sign the Attestation Form
5. Register For Your Exam
6. Pay the fee

Unless sponsored by an institution or employer that pays for the exam on behalf of the candidate, payment is required when the candidate applies for the examination. The candidate will have to complete the payment process after applying for the certification exam(s) within the time allotted. If the payment window closes before payment is finalized, the candidate's application will be voided. The candidate must reapply for the examination and finalize payment to confirm their application for the exam. After the application/registration is completed, the candidate will receive a confirmation email.

Exam applications must be completed by the candidate. Exam applications are not to be completed by a third party such as a parent, teacher, school official, sponsor, caseworker or any other party. The exam application process includes an attestation agreement that each candidate must read and affirm before sitting for an examination. All candidates will be bound by the attestation agreement made during the exam application process.



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Each candidate must read the attestation agreement (see the “Attestation” section of the Candidate Handbook for more information) and select whether they agree or disagree with the attestations. If the candidate does not or cannot agree with the attestation agreement, the candidate will be placed in contingent status and will not be able to complete the exam application until the status has been removed. When the candidate selects ‘Disagree,’ he/she will receive a warning message explaining that he/she will be placed in contingency status. If the candidate confirms their selection, it is the responsibility of the candidate to file an exception request, which is reviewed by the Disciplinary & Appeals Committee.





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### Requirements for Examination

- Valid photo identification
- Provide both the original and a copy of the certificate from a NPTAA approved program **or** letter of employment on official employer letterhead.
- Adhere to NPTAA's attestation agreements before registering for an exam.

### Attestation

Candidates are required to attest to meeting all eligibility requirements and acknowledge an understanding of NPTAA testing policies, including policies concerning misconduct, and the disciplinary recourse for violating those policies.

Please read carefully. You **MUST** attest to the following statements in order to qualify for this examination:

1. I am the actual candidate registering for this exam and no other person is completing this registration on my behalf.

PLEASE NOTE: Registration must be performed by the candidate; parents, teachers, school officials, or any other party are not permitted to register on the candidate's behalf. All candidates will be bound by the attestations made during the exam application process.

2. I possess either a high school diploma or the equivalent, or I expect to earn my high school diploma or equivalency within the next 12 months.

PLEASE NOTE: If you do NOT meet this requirement, you must receive an official waiver from the NPTAA Disciplinary and Appeals Committee that specifically allows you to sit for this exam. Then you must answer "I **DO NOT** agree" below and submit an Appeal Form which can be found at [www.nptaa.com](http://www.nptaa.com).

3. Prior to sitting for the exam, I have met or will have met **one of the following eligibility pathways**:
  1. TRAINING PROGRAM or COLLEGE DEGREE – I successfully completed a program that included medical training in **MY CHOSEN FIELD** within the last 5 years and I have received my high school diploma or GED.

#### **OR**

I have attained a degree from an accredited college or university.

2. WORK EXPERIENCE – I have TWO or more years of work experience in a **CHOSEN FIELD** and I can produce an official letter (on company letterhead) from a past or present employer stating my experience.

3. ALTERNATIVE PATHWAY -- I have worked in the medical field in this country or abroad and can submit proof such in the form of a medical or college degree, vocational diploma, or military certificate. *(This is only after the documentation has been assessed and approved by one of the companies listed on the [NYC Foreign Education Evaluation Guide](#). Contact NPTAA for more information).*

4. I have read the NPTAA Candidate Handbook and attest that I meet all of this examination's eligibility requirements and I agree to abide by the NPTAA Code of Conduct, the Code of Testing Conduct, and all other rules and policies as described in the NPTAA Candidate Handbook.

5. I understand that all assessment questions are the copyrighted property of National Paramedical Technicians and Assistants Association (NPTAA). The removal or attempt to remove questions or other assessment material from the test site is prohibited. It is forbidden under federal copyright law to copy,



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reproduce, record, distribute, or disclose these assessment questions by any means, in whole or in part. A violation of this type can result in civil and criminal penalties.

6. I certify that I will not cheat or violate the confidentiality of the examination. Cheating or violation of confidentiality may be defined as, but not necessarily limited to the following:
- A. obtaining help from any other person during the examination
  - B. communicating with or giving help to another candidate during the examination
  - C. using notes, books, or any other sources of information during the examination
  - D. using electronic programmable devices, such as calculators, cell phones and PDAs during the examination
  - E. reproducing or making copies of an NPTAA examination or test question by any means
  - F. memorizing and reproducing test questions
  - G. soliciting test questions from previous candidates
  - H. discussing or disclosing the contents of the examination by any means
  - I. providing false or purposely misleading information when applying for, registering for, or completing the exam
7. I understand that NPTAA will publish a list of certified candidates and that my employer and state regulatory board may be notified if my certification expires or is revoked. Unless required by law, my name will not be released to any party in conjunction with my test score without my permission.
8. I understand that any claim I may have related to the good-faith enforcement of these policies or the unintentional damage or loss of my exam records will not exceed the amount of my application fee for this examination.

I attest that by clicking on "I agree," I have read and understood the above, that the information I have provided is complete and accurate to the best of my knowledge and belief, and I further understand that NPTAA may revoke my certification if I provided any false or incomplete information.

### Accommodation Requests

NPTAA will provide reasonable and appropriate testing accommodations in accordance with the Americans with Disabilities Act ("ADA") for candidates with documented disabilities who request and demonstrate the need for accommodation, as required by law.

NPTAA requires verifiable documentation to ensure the candidate qualifies under the ADA as a disabled individual, and to allow accommodations to be specifically matched with the identified functional limitation to provide equal access to all testing functions.

Please be aware that submission of a request for an accommodation does not guarantee testing accommodations. Decisions will be made on a case-by-case basis in accordance with the law, considering the information submitted.

To be considered for special accommodations, a candidate must submit a formal request to NPTAA **30 days prior** to the exam date.

Requests for accommodations must include:





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A letter from an objective physician or healthcare professional<sup>1</sup> (such as a Licensed Social Worker, ADA Coordinator, psychologist, etc.) qualified to diagnose the disability or medical condition and render an opinion as to the need for an accommodation.

[CLICK HERE](#) to download NPTAA's accommodation request form.

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<sup>1</sup>An "objective" professional cannot be the candidate requesting the accommodation or a relative of the candidate.



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## Exam Administration

### Testing Formats

You'll take the exam either at your school, a Kryterion testing center near you or through live remote proctoring at the location of your choice.

### Live Remote Proctoring (Online) Exam Administration

To initiate the remote exam launch process:

1. Ensure that you have installed Sentinel and set up your Biometric Profile **at least 1 day prior** to your scheduled exam time. You can install Sentinel by logging into Webassessor portal at [www.webassessor.com/NPTAA](http://www.webassessor.com/NPTAA)
2. Ensure that your desktop, laptop or tablet has a web camera and microphone.
3. Clear your testing area, remove electronic devices, phones, and other distractions.
4. Log into Webassessor with your account **at least 15 minutes prior** to your scheduled exam time.
5. Click the "My Assessments" tab.
6. Then click the "Launch" button to the right of the exam name to start.

**IMPORTANT NOTE:** If you experience technical difficulties with the installation of Kryterion required software, biometric enrollment, and/or the test launch process, including biometric authentication and camera placement, please contact Kryterion Technical Support using the information below:

**Live Chat and Webform:** [kryterion.force.com/support/s/contactsupport?language=en\\_US](http://kryterion.force.com/support/s/contactsupport?language=en_US)

### Rules and regulations regarding NPTAA testing policies for live remote proctoring

A third-party testing company, Kryterion, currently delivers the Live Remote Proctoring (LRP) solution for NPTAA. LRP offers a secure exam administration remotely monitored in real-time by a professionally trained proctor. Proctors are prepared to actively intervene and prevent prohibited behaviors by terminating exams if the integrity of the exam administration is in question at any time. It is critical that candidates understand that the exams are not less secure or simply a "take-home test." NPTAA certification exams remain accredited, high-stakes exams governed by a certification board, requiring strict exam security protocols regardless of delivery method.

Aside from the testing device, electronic devices and recording devices of any kind (including but not limited to cell phones, smart watches and cameras) are **NOT** permitted in secure Kryterion testing environments.

- Kryterion always requires all employees and exam takers to conduct themselves in a professional and courteous manner. Exhibiting abusive behavior towards a proctor or candidates via chat will be reported to the Licensing Authority/Sponsor and may result in criminal prosecution.



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- Candidates may not exit the camera view during the examination. The candidate's hands must always be visible to the camera.
- Talking or mouthing words while testing is prohibited.
- Ensure the testing location is an isolated space, clear of items, quiet, well-lit, and free from distractions and other people for the duration of the exam.
- No one may enter the room during the exam, including children.
- A secure and approved testing space must include a table or desk that is free of clutter (i.e. drinks, food, facial tissues, books, notepads, reference materials, etc.).
- Candidates will be required to remove any earbuds or headphones during testing.
- If candidates wear glasses, their proctor may ask the candidate to remove them or to show the proctor their glasses close to the camera. After a close camera review of the glasses, candidates will be allowed to wear their glasses for their exam.
- Candidates cannot wear sunglasses during their exam.
- Hats may not be worn during testing. Unless worn for religious purposes, the user must remove hats or head coverings that obscure the hair or hairline. The full face must be visible, and the head covering must not cast any shadows on the face.
- Please be aware that people are scheduled to take the exam before and after you. Being on time for your exam session ensures you will have enough time to take the exam and that other examinees will have their full, allotted time to take the exam. Connect with Kryterion Remote Proctors at least 15 minutes prior to the candidate's scheduled exam time. This time does not count as time you are waiting for a proctor but is necessary to ensure the candidate logs in on time for their exam.
- Failure to log in to the exam on time may result in exam cancellation and forfeiture of exam fees.
- Candidates are prohibited from reproducing, communicating, or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of Kryterion and NPTAA's security policy. Either one may result in the disqualification of examination results, may lead to legal action, and will be reported to the Licensing Authority/Sponsor.
- Candidates may be asked to "enable cookies" during exam login. This request is to be expected and does not compromise the security of the candidate device.
- Candidate's launch button will be enabled when the exam is fully prepared for delivery.
- Candidate will interact through chat with their proctor and will need to complete the following steps before beginning their exam:
  - The candidate will be required to provide an accepted form of identification.
  - The proctor will ask the candidate to take a photo of themselves, which will be used to validate your provided form of picture ID.
  - The candidate will be required to verify that their testing environment is well-lit, clear, quiet, free from distractions, and meets all exam room requirements for online exams.
  - The candidate will be asked to scan the room, with their device camera, prior to launching their exam. This camera scan may involve showing the



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proctor the underside of the candidate's desk, under the candidate's chair, etc. If there are notes, drinks, a box of tissues, or any such items on the candidate's desk, the candidate will be asked to remove them prior to releasing the exam.

If assistance is needed during the exam, the candidate can initiate a chat with their proctor in the exam chat tool. The proctor will not be able to verbally speak with the candidate during this process.

No conversing or any other form of communication, with persons other than the Kryterion proctor, is permitted once the exam has been made available.

### On-site (In-person) Exam Administration

Candidates sitting for an exam are required to bring the following on their examination day:

#### WHAT TO BRING WITH YOU TO THE EXAM CENTER

1. You must bring your Exam Authorization Code (exam authorization codes will be emailed after the successful purchase of an exam). If you fail to bring it, the proctor will not be able to launch your exam, and it may cause your exam session to be forfeited without a refund.
2. Two (2) forms of identification. One must be a government-issued photo ID. Secondary identification must include your printed name such as a credit card, bank debit card, or employee identification card.

**IMPORTANT NOTE:** In the United States, a Social Security Card is not an acceptable form of identification.

#### WHAT NOT TO BRING WITH YOU TO THE EXAM CENTER

1. Personal items such as purses, backpacks, electronic devices, scratch paper, books or other items UNLESS specifically listed as an approved exam aid

*\*Personal items brought to the exam center may be placed in a locker, if available, or you may be asked to return them to your vehicle, which may result in a delay in starting your exam and shorten your allotted exam time*

2. Food and drink
3. Extra Persons including children



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### Rescheduling or Cancellation of an Exam

#### In-person (On-site exams)

*No Shows and Cancellations:* You may cancel or reschedule an exam through your Webassessor portal with no additional fee **up to 72 hours prior** to your scheduled exam time.

No Shows, Cancellations and Reschedules **within 72 hours** of your scheduled exam time will incur an additional fee or the forfeiture of your exam fee altogether. Exam fees, vouchers, or coupons used to pay for the exam will not be refunded for sessions canceled without proper notice.

#### Live Remote Proctoring (Online exams)

*No Shows and Cancellations:* You may cancel or reschedule an exam through your Webassessor portal with no additional fee **up to 24 hours prior** to your scheduled exam time.

No Shows, Cancellations and Reschedules **within 24 hours** of your scheduled exam time will incur an additional fee or the forfeiture of your exam fee altogether. Exam fees, vouchers or coupons used to pay for the exam will not be refunded for sessions canceled without proper notice.

### Time Limits and Number of Questions for Exams

NPTAA certification exams vary between 100 to 120 questions. Exam lengths vary between 120 minutes to 180 minutes, depending on the number of questions.



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## **Exam Results**

### **Scoring**

Computer-based exams are scored by web-based testing software. Paper/pencil exam answer sheets are scanned upon receipt, and software is utilized to score the answer sheets and record the results electronically.

Online exams: Candidates will receive an email within 24 hours notifying them of their exam results. For most exams, preliminary results are available immediately after your test.

Paper exams: Exam results are available within 48 hours of NPTAA's receipt of the answer sheets, which may be up to 10 business days after the exam date.

A score of 70% or higher is considered passing. Candidates who achieve a passing score will receive an email when their NPTAA certificate is ready to be downloaded and printed.

Candidates may also request a certified copy of their certificate to be mailed to them for an additional fee. All physical certification requests must be emailed to [info@nptaa.com](mailto:info@nptaa.com)

### **Retaking the Exam**

Candidates who do not pass the NPTAA certification exam on their first attempt may register for their first retake immediately.

If a candidate is unsuccessful on the first or second retake attempt, they are able to re-apply to sit for the exam again after a minimum waiting period of 30 days from the time of exam completion.

If a candidate is unsuccessful on the third retake attempt, they are able to re-apply to sit for the exam after a minimum waiting period of 90 days from the time of exam completion.

If a candidate is unsuccessful on the fourth retake attempt, they are able to re-apply to sit for the exam **one final time** after a minimum waiting period of 180 days from the time of exam completion.

**If a candidate is unable to pass the certification exam after their fifth retake, they are no longer eligible to test with NPTAA.**

*\* For each retake attempt, the candidate must re-register and pay the full examination price.*

*\*\*We encourage these candidates to purchase a test review package before sitting for their next exam.*



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### Exam Challenges

Candidates may request a hand scoring of their exam by submitting a written request. NPTAA has the right to assess a fee for any rescoring requests. Scoring requests must be received within 30 days of the examination date. All rescoring determinations are final.

Candidates may request an appeal of their final exam score or report any incidents during their test. Candidate appeals must be submitted in writing via email using NPTAA's Incident Form within 30 days of the examination date. All incidents will be reviewed by the Disciplinary & Appeals Committee and a final determination will be made and communicated to the candidate.

To download NPTAA's Incident Form [CLICK HERE](#)

### Code of Ethics

NPTAA has established a code of ethics and guidelines to protect the public and the healthcare profession. As a certified healthcare professional through NPTAA, candidates have a duty to:

- Uphold the standards of professionalism and be honest in all professional interactions.
- Continue to learn, apply, and advance scientific and practical knowledge and skills; stay up to date on the latest research and its practical application.
- Continuously act in the best interests of the general public.
- Protect and respect the dignity, privacy, and safety of all patients.

### Rules of Conduct

NPTAA does not tolerate cheating or any breach of academic or professional ethics. NPTAA also does not tolerate activity or conduct that jeopardizes the integrity of its certification exams. Accordingly, all candidates are required to:

- Provide accurate and truthful information when they register
- Abide by the Testing Rules of Conduct
- Adhere to the applicable Code of Ethics

Failure to do so is considered misconduct for which the candidate may be disciplined.



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### Testing Rules of Conduct

Each candidate must abide by the following NPTAA Testing Rules of Conduct:

- All exams must be completed within a single, continuous session. Candidates may not stop their exam administration and return to review their answers or continue the exam(s) at a later date or time.
- No outside materials, including reference books or other papers, will be allowed during any NPTAA examination. If appropriate for the specific exam, such as scratch paper, the material will be provided by the proctor. (Note: Candidates must provide their own No. 2 pencils for paper/pencil examinations.) All paper, including exam booklets, answer sheets, scratch paper, must be returned to the proctor before leaving the examination room.
- Personal electronics are prohibited in the examination room, except to the extent the electronic device is approved pursuant to an accommodation request. Such a device is subject to inspection.
- The proctor will not answer any questions pertaining to the examination content.
- Once the candidate has entered the exam room, candidates are prohibited from referencing any materials or reviewing any aspect of the exam with others, even during scheduled breaks, if any, until the exam is completed.
- Where an accommodation has been granted, and such accommodation requires the use of written materials, electronic devices, or the assistance of another person, the accommodation will be provided by the proctor (and not the candidate) or, with respect to certain electronic devices that must be supplied by the candidate, the device will be subject to inspection by the proctor. People providing assistance, such as sign language interpreters and test readers, may not assist the candidate with answering the examination and also are subject to these Testing Rules of Conduct.
- Eating or drinking in the examination room will not be allowed unless deemed necessary due to a documented medical condition and the candidate sought and received approval for the accommodation prior to the examination date.
- Leaving the examination room at any time other than at a scheduled break, if any, is not allowed. The proctor is permitted to make an exception to this rule only if the proctor determines that the break is reasonable and necessary. If permitted to leave the room, the time for taking the exam will not be extended or altered.
- Removal of exam content from the examination room is prohibited. Any act to retain exam content for use after the completion of the exam will be deemed a breach of the confidentiality policy and considered theft of NPTAA's intellectual property.
- Candidates are honor-bound to report any and all suspected cheating or attempt to steal examination content by others that they witness, hear about, or are asked by another to participate in. Failure to alert the proctor or NPTAA to such activity will be deemed a violation of the Testing Rules of Conduct.





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### **Disciplinary Action for Misconduct**

Any misrepresentation of a candidate's eligibility, violation of the Testing Rules of Conduct, failure to adhere to the NPTAA Codes of Ethics is considered misconduct which may result in disciplinary action, including but not limited to the invalidation of exam scores, revocation of credentials, and a ban from retaking a NPTAA examination.

### **Misrepresentation of Eligibility/False Attestation**

If a candidate provides inaccurate or false information concerning eligibility requirements, NPTAA has the right to:

- If discovered before the exam is administered, disallow the candidate from sitting for the exam. No refund will be provided.
- If discovered after the exam was administered but before the exam is scored or before a credential is issued, invalidate the score and/or withhold the certification credential. No refund will be provided.
- If discovered after the credential was issued, NPTAA will suspend or revoke certification credential. No refund will be provided.

### **Suspicion of Misconduct Arising at or During the Examination**

If the proctor is unable to verify the identity of the person appearing at the exam, the proctor should deny access to the examination. Under most circumstances, the candidate will be able to reschedule the examination without additional charge to a date on which he/she can present proper verification of identity. NPTAA reserves the right to determine that the candidate is ineligible to take the exam at a future date in cases of misrepresentation, fraud, or other circumstances indicating attempted cheating or exam content theft.

Proctors are permitted, on NPTAA's behalf, to enforce the Testing Rules of Conduct. If a candidate violates any of the Rules, the proctor can terminate the exam and remove the candidate from the examination room. The proctor will file a report with NPTAA, and NPTAA will determine if any further discipline is warranted. Absent a determination that the proctor's concerns were unfounded, no refund will be provided.

### **Violations of Certain Testing Rules of Conduct**

All allegations of cheating and theft of NPTAA's intellectual property will be investigated. After the conclusion of the investigation, NPTAA has the right to invalidate test scores, suspend or revoke certification credentials, and deem a candidate ineligible to retake the exam or sit for any other NPTAA certification exam.



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NPTAA reserves the right to report violations of these Rules to concerned third parties, which may include the candidate's school or employer, any regulatory or licensing body, or law enforcement.





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## **Confidentiality**

NPTAA is committed to protecting confidential and/or proprietary information related to applicants, candidates, certificants, and examination development, maintenance, and administration process. To protect the privacy of candidates, NPTAA's database of personal information is accessible only by authorized staff and authorized contractors operating under a nondisclosure agreement. Such confidential information will not be disclosed without the expressed written consent of the candidate in question unless required by law or court order.

Unless required by law to be provided to a regulating agency, score results are provided only to the candidate, the candidate's employer or the candidate's school. Test scores are not provided over the phone.

Information that is not considered confidential and may be shared with schools or employers includes certification status, certification number, and the current status of a previously-certified individual's credential. NPTAA allows any member of the public, including regulatory bodies, employers, and schools, to verify credentials of certified candidates through a web application.

Information in the NPTAA database, such as pass rates, number of certificants, score trends, etc., may be used in aggregate (summarized across all candidates) for the purpose of research reports and other published data. Additionally, schools or employers may be provided aggregate (summarized across all students/employees, provided that there were enough students/employees to assure that individual data cannot be deduced) reports reflecting the Pass/Fail percentage.

## **Certification Credentials**

### **Awarding of Credential**

Only candidates who achieve a passing score on the exam will be allowed to use the certification program credential. Certifications are valid for two years and expire on the date provided on the certificate.

### **Credential Use**

NPTAA will confer certification when a candidate has successfully completed all certification requirements, including passing the examination. Certificants are then authorized to use the credential on business cards, stationery, and other professional documents and correspondence. NPTAA credentials may be used as long as the certificant remains in good standing and keeps his or her certification valid through continuing education (CE) credits.



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NPTAA credentials may not be used to endorse any product, service or company; or as a company, product, or brand name. Any NPTAA certified individual who fails to abide by this Credential Use policy will be subject to disciplinary review, including the potential revocation of their certificate.

### Certification Renewal

NPTAA certificants are required to keep their certification current through fulfilling continuing education requirements every two (2) years. This is referred to as “Certification Renewal.” The purpose of certification renewal is to assure that professionals holding NPTAA credentials stay current with best practices in their fields and demonstrate continued investment in their professions. The failure to meet the recertification requirements before the expiration date of the certification will nullify the credential.

Renewal Requirements:

1. **Complete and submit appropriate documentation for a minimum of 8 continuing education credits to NPTAA.** Continuing education credits may be acquired through NPTAA’s continuing education courses and programs or through approved outside educational programs or institutions. Two (2) hours of attendance at a qualified continuing education program are equal to one (1) continuing education credit. Excess credits achieved in a certification cycle cannot be rolled over to any other recertification cycle.
2. Pay the certification renewal fee.

### Continuing Education Documentation

Certificants are responsible for obtaining a certificate of completion or other official documents from each continuing education course attended. Only official documentation will be accepted for recertification. Certificants are responsible for submitting documents reflecting eight (8) continuing education credits and the appropriate recertification fees to NPTAA **before** the expiration of their certifications. Information concerning how to submit documents and the amount of the recertification fee are available online at [www.nptaa.com](http://www.nptaa.com).



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### Certification Reinstatement

Should a certification expire, reinstatement (recertification) is permitted within two years of the expiration date.

If your certification has expired but has been expired for **less than 24 months**, then you are eligible to reinstate your certification by completing the following:

1. Complete 8 continuing education credits (CEC)
2. Pay a reinstatement fee
3. Pay a certification renewal fee

If your certification has expired but has been expired for **more than 24 months**, then reinstatement is not permitted. The candidate must re-register for the certification exam(s), retake the required certification examination(s) and pay the full examination price in order to become certified again.

\*Please contact us for further information regarding NPTAA reinstatement options and fees.

## Suspension or Revocation of Credential (Disciplinary Action)

NPTAA reserves the right to reprimand, suspend or revoke a certification holder's credentials who has violated the Code of Ethics or for unprofessional conduct as described below.

### Unprofessional Conduct

Certificants holding NPTAA credentials serve the public in essential healthcare fields. NPTAA requires all certificants to behave professionally and reserves the right to suspend or revoke credentials for any of the following reasons:

- Acts of dishonesty, misrepresentation or fraud.
- Behavior that disregards the dignity, safety or privacy of the patient or anyone under the certificant's care.
- Unlawful activity, particularly such activity that jeopardizes the life, safety or health of others or calls into question the certificant's ability to practice as a competent healthcare professional.
- Conduct that is discriminatory or harassing, including acts of sexual harassment.



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- Denial or revocation of licensure, registration, or approval by a state board or agency or membership organization with oversight responsibilities for the profession on grounds of gross misconduct or gross negligence of duties.
- Unauthorized use of NPTAA proprietary materials and or copyright infringement with regards to exams, study guides and any other materials distributed as property of NPTAA.
- Material misrepresentation or fraud in any statement to NPTAA, including but not limited to statements made to assist the applicant, certificant or another to apply for, obtain or retain certification.
- Misuse of an NPTAA certification credential.
- Violation of the Testing Rules of Conduct, even if not discovered until after the issuance of NPTAA certification credentials.

NPTAA reserves the right to discipline a certificant who engages in illegal, threatening or unprofessional behavior or activity not specifically described above. NPTAA also reserves the right to report disciplinary actions to concerned third parties, which may include the certificant's school or employer, any regulatory or licensing body, or law enforcement.

### **Due Process**

Due process is afforded to any individual involved in a reported violation of misconduct or unprofessional conduct. These procedures involve:

- Determining the existence of a possible violation
- Investigating the suspected violation
- Communicating the findings and sanctions imposed, if any, to the affected parties

If a proctor, candidate, or other party makes a complaint to NPTAA, the charged person will be notified of the complaint by traceable mail, such as registered mail or Federal Express. A written response concerning the complaint will be considered if submitted within 30 days following the delivery of the complaint to the accused individual.

Upon review of the complaint and the evidence, the Disciplinary & Appeals Committee will determine if a further investigation is warranted. Based on its review after the deliberation results/outcome, and upon the affirmative vote of two-thirds of the Committee, this Committee shall determine whether any disciplinary action already taken by NPTAA needs to be revised or enhanced and, in cases where disciplinary action has been taken, whether grounds for disciplinary action exist and, if so, what disciplinary action should be taken. The Committee shall notify the charged person of their decision within 60 days by trackable mail.



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### Appeals

As described above in the Due Process Section, the first recourse for a candidate or certificant who wishes to appeal a disciplinary action is to file a complaint with the Disciplinary & Appeals Committee. The Committee will review the complaint, evidence, the investigation that was performed by NPTAA and the disciplinary action taken. If the Committee affirms the disciplinary action or if the Committee imposes its own disciplinary action, the individual may file an appeal for reconsideration by the appropriate Certification Governing Board. The Board will review the appeal at the next scheduled board meeting. The Board typically meets two times a year. Decisions of the Board are final. All decisions of the Committee or the Board are communicated in writing only.