

## Taking the Examination

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JCAHPO and its testing service have strict procedures to make sure that every test is given under the same standardized procedures for everyone. For the best testing experience, please familiarize yourself with these procedures before you take the exam.

### Admission to the Examination

Admittance to the test center requires your confirmation number and two forms of identification. One form must be a valid government issued ID containing both your picture and signature (driver's license, passport, government identification card, etc.) The second form of ID must contain at least your signature and be in a non-paper format (credit card, ATM card, etc.). *The name on your two forms of ID must match the name on your confirmation letter EXACTLY.*

1. If you arrive more than 15 minutes late for your scheduled appointment time, you may not be admitted to the testing center and you may be charged a no-show fee.
2. After your identity has been confirmed, you will be escorted into the testing room and assigned a testing station. You may not bring any personal items with you into the testing room.
3. The center administrator will provide you with a pencil and scratch paper or white board for use during testing. These must be returned to the test proctor after you complete the test.

**Note: Steps 4-9 only pertain to candidates taking the multiple-choice examinations.**

4. Before beginning the exam, a tutorial is presented to test-takers to become familiar with the computer and the test format. If you have any computer-related questions or concerns during the exam, please ask the proctor for assistance.
5. One question at a time will appear on the computer screen with the option to either answer it or mark it for review. You can use either the mouse or the keyboard to enter your answer.
6. At the end of the exam, you may return to the items you marked, provided there is time remaining. You may also review the items you answered if time permits.
7. You must finish the exam within the time allowed. An onscreen timer will tell you how much time you have left. A warning will appear when there is only five minutes remaining on the exam.
8. After completing the examination, you will be asked to complete a short online survey about your testing experience. Comments are routinely reviewed by JCAHPO in an effort to continuously improve the certification examination process; however, JCAHPO will not respond directly to individual comments.
9. After the examination, an unofficial results report, indicating whether you passed or failed the exam will be provided. This report will include feedback on how you performed in each content area. Official examination results will be mailed by JCAHPO.

**Note: Steps 10-11 only pertain to candidates taking the computer-simulated COT Skill Evaluation and COMT Performance Test.**

10. A result report will not be provided at the conclusion of the exam. You will receive official notification from JCAHPO and a skill area performance feedback report within four to six weeks.
11. After completing the examination, you will be asked to complete a short online survey about your testing experience. Comments are routinely reviewed by JCAHPO in an effort to continuously improve the certification examination process; however, JCAHPO will not respond directly to individual comments.

### Misconduct

Any candidate who engages in misconduct during the examination may be dismissed from test administration at the discretion of JCAHPO and/or its testing service. In the event a candidate is dismissed, JCAHPO reserves the right to cancel or invalidate the examination scores. Misconduct includes, but is not limited to, giving or receiving help during the examination, using notes or other study aids during the examination, removing or attempting to remove exam materials from the testing center, creating a disturbance, and attempting to take the examination for someone else.