



# *Examination Administration Manual*

For Computer Based Testing Administration  
Revised July, 2017

- A. Examination Application Procedures.
- (i) The Examining Agency may provide eligible Candidates with a copy of the applicable *Information for Candidates (Nursing Home Administrator or Residential Care/Assisted Living Administrator)* handbook or direct them to the NAB website (nabweb.org) for an electronic copy.
  - (ii) Candidates shall be instructed to submit an application through NAB's CDOM system at the NAB website (nabweb.org). A paper-based application process will be available under extenuating circumstances at an additional fee of \$75. Candidates should be discouraged from this option as it is more expensive and involves more processing time. Exam(s) fees are payable to NAB at the time of application. The CDOM system will accept Visa, MasterCard, American Express and bank debit cards.
  - (iii) The Examining Agency shall be solely responsible for determining Candidate eligibility.
  - (iv) Examinations (the Exam(s)) will be administered in two components, a CORE Exam of 110 items (100 scored items plus 10 pretest items) plus a Line of Service (LOS) Exam of 55 items (50 scored items plus 5 pretest items) specific to Nursing Home Administration (NHA LOS), Residential Care/Assisted Living Administration (RCAL LOS) and/or Home and Community Based Services (HCBS LOS). Depending on the type of licensure (NHA, RCAL or HCBS) candidates must pass both a CORE component Exam and the applicable LOS component Exam. Candidates may take the NAB Core of Knowledge Exam (CORE) and/or the NAB Nursing Home Administrator Line of Service Exam (NHA LOS) up to four (4) times in any twelve (12) month period. Candidates may take the Residential Care/Assisted Living Line of Service (RCAL LOS) and/or Home and Community Service Based Line of Service (HCBS LOS) Exam up to three (3) times in any twelve (12) month period. However, candidates who wish to retake Exam(s) will be required to reapply through the on-line system, and resubmit all required fees. Candidates seeking licensure in multiple lines of service will only be required to pass a CORE Exam one time.
  - (v) Upon a finding that a Candidate is eligible to take an Exam(s), the Examining Agency shall indicate eligibility through the CDOM system.
  - (vi) The CDOM system shall send an email to each eligible Candidate informing the Candidate of his/her authorization to sit for the Exam(s) along with their eligibility letter (the "Authorization Letter"). The Authorization Letter shall contain the CBT vendor's toll-free telephone number for use in scheduling the Exam(s), a list of CBT testing centers, as well as instructions on the scheduling process. Candidates will also be provided with a direct link through the CDOM site that will allow them to schedule their Exam(s) on-line with a PSI Services testing center.

- (vii) Candidates can schedule to take the Exam(s) at a CBT vendor site of their choice. Candidates must schedule and sit for the Exam(s) within sixty (60) days of the date on the Authorization Letter (the 'Eligibility Period'). If the Candidate fails to schedule and sit for the Exam(s) within the sixty (60) day Eligibility Period, they will be automatically removed from the Eligibility List. Candidates taking both a CORE and LOS Exam are strongly encouraged to schedule both in back-to-back testing sessions which is both more time efficient and economical.
- (viii) Candidates declared ineligible to take the Exam(s) because of their failure to schedule and sit for the Exam(s) before the end of their sixty (60) day Eligibility Period shall be required to resubmit their applications, including the Exam Fees.
- (ix) Candidates may reschedule to take the Exam(s) up to two (2) working days prior to the scheduled Exam(s) date by calling the CBT Vendor's toll-free telephone number. There is a rescheduling fee of \$10.00. Candidates may withdraw their Exam(s) application up to one-day prior to their scheduled Exam(s) date. Withdrawals must be requested using the withdrawal option through the CDOM system (if paper based, withdrawals must be received in writing by PSI within the same time frame). Appropriate withdrawal fees (reference candidate handbook) will be deducted from candidate refunds.
- (x) Candidates who (a) fail to give two (2) working days notice to the CBT Vendor of their intention to reschedule the Exam(s) within their sixty (60) eligibility period; or (b) fail to sit for the Exam(s) as scheduled within their sixty (60) day eligibility period, shall forfeit their Exam Fees.
- (xi) The Examining Agency may either provide a copy of the appropriate *Information for Candidates Handbook* to Candidates or direct them to download an electronic copy from the NAB website (nabweb.org) which provides information on Exam Fees forfeiture provisions.

B. Exam Administration Procedures.

- (i) The Examining Agency may either provide a copy of the appropriate *Information for Candidates Handbook* to Candidates or direct them to download an electronic copy from the NAB website (nabweb.org) which includes the "Examination Administration Procedures" that appear in this Section B.
- (ii) Candidates shall be instructed to arrive at the CBT Vendor, at which they have scheduled to take the Exam(s), fifteen (15) minutes prior to their scheduled appointment. At the CBT Vendor, Candidates will be asked to show "proof-of-identity." Proof-of-identity can be shown by the Candidate presenting a government-issued identification that bears a positive photo of the Candidate (e.g., passport, driver's license, etc...), and a second piece of identification which must, at the very least, contain the Candidate's signature (e.g., credit card, school identification).

- (iii) Prior to sitting for the Exam(s), all Candidates will be thumb-printed and photographed at the CBT Vendor. All Exam sessions are videotaped.
- (iv) Candidates shall have two (2) hours to take the CORE Exam and one (1) hour to take any one of the NHA LOS, RCAL LOS or HCBS LOS Exams and two (2) hours for state law Exams. Prior to an Exam beginning, a tutorial will be presented to familiarize the Candidate with the Exam's format. During the Exam, Candidates can move forward or backward between items, and if they choose, mark items for later review.

C. Examination Scoring; Score Reports.

- 1) Candidates' pass/fail status is available to Candidates at the CBT Vendor for each Exam component\*. Within 15 working days after the candidate takes the Exam(s), the Service shall compile and post to the candidate record in the CDOM system and notify the Examining Agency by e-mail that Exam scores have been posted. Both print and electronic versions of the candidate score report will be available through the CDOM system. NAB will provide jurisdiction with pass/fail results for each component with domain scores by component

**\*Note: Candidates for initial licensure must pass both the CORE and the applicable LOS exam (NHA, RCAL or HCBS) to receive a passing status for purposes of qualification for initial licensure. Candidates are strongly encourage to schedule the CORE and applicable LOS Exam(s) in back-to-back sessions.**

- (ii) The Examining Agency shall be responsible for releasing or distributing individual Exam pass/fail results to its Candidates and for assuring that the candidate has passed both the CORE and applicable LOS Exams.
- (iii) A Candidate may request that the Service transfer his/her Exam scores to multiple jurisdictions through the CDOM system. Such score transfer service shall be provided upon payment by the Candidate to the Service of a "Score Transfer Fee" for each such score transfer requested.
- (iv) Candidates who fail one of more Exam components will be required to reapply to the jurisdiction for eligibility for a retake and will receive a new 60 day window to schedule and sit for the Exam(s)

D. Fee Payment.

Eligible Exam Candidates shall be responsible for payment of the NAB Exam Fee(s). This fee is payable to NAB by the Candidate at the time of application through the CDOM system. The current per candidate Exam fee(s) are as follows:

- ❑ CORE plus NHA LOS Exams \$425.00
- ❑ CORE plus RCAL LOS Exams \$400.00
- ❑ CORE plus HCBS LOS Exams \$400.00
- ❑ CORE Exam only \$300.00
- ❑ NHA LOS Exam only \$175.00
- ❑ RCAL LOS Exam only \$175.00
- ❑ HCBS LOS Exam only \$175.00

\*NAB reserves the right to increase the per candidate Exam fees at its discretion with 90 days prior written notice to the Examining Agency.

- E. NAB shall be solely responsible for approving Candidate requests for special accommodations under the *Americans With Disabilities Act of 1990* (Public Law 101-336) (the “ADA”), provided this candidate provides timely notice and request of specific reasonable accommodations. Requests for special accommodation should be indicated at the time of candidate application. Candidate documentation to support the specific request for reasonable accommodation is required. The agency will make eligibility determination for NAB approved accommodations as specified in the CDOM. All other requests must be approved by NAB.