



ASSESSMENT STRATEGIES INC.
CANADA'S TESTING COMPANY

STRATÉGIES EN ÉVALUATION INC.
LA SOCIÉTÉ SPÉCIALISTE DES EXAMENS AU CANADA

Assessment Strategies Inc.

GUIDE

SCHEDULING PROCESS

For

**The Canadian Nurses Association (CNA)
Certification Specialty Examinations**

COMPUTER-BASED TESTING

Information for Test Writers

Effective Date: 25 April 2016

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SCHEDULING PROCESS FOR CNA CERTIFICATION EXAMINATIONS COMPUTER-BASED TESTING (CBT)

Section 1: Overview of Scheduling and Test Centre Appointment Process

The Canadian Nurses Association (CNA) has worked with its testing company, Assessment Strategies Inc. (ASI) to transition CNA's Certification paper-based examinations to computer-based delivery.

The CNA examinations will be administered by ASI and delivered in Pearson VUE's network of proctored test centres across Canada.

The process for scheduling CNA's Certification specialty exams is as follows:

Step 1: Test Writer receives an "Authorization to Test" letter.

Step 2: Test Writer creates a Pearson VUE web account and schedules appointment.

Step 3: Test Writer proceeds to take the CNA certification specialty computer-based examination at a Pearson VUE test centre.

More details about the above steps are provided in this document. Further information is available at www.pearsonvue.com/cna.

Section 2: Scheduling Pearson VUE Test Centre Appointment

Step 1: Receive “Authorization to Test”

The first step in the test centre appointment scheduling process is that the Test Writer will receive an email from Pearson VUE stating that the Test Writer has been authorized by CNA to schedule an exam appointment with Pearson VUE to write a CNA Certification specialty exam.

Authorization to Test Email: Instructions on how to schedule an appointment will be provided in the email. The Test Writer is required to contact Pearson VUE directly to schedule the date and time to write a CNA Certification specialty exam.

Step 2: Create Web Account and Schedule an Appointment

- a) The second step in the test centre appointment scheduling process is for the Test Writer to set up a web account with Pearson VUE. The Test Writer will be required to provide their “Candidate ID” (provided in the Authorization to Test Email) when scheduling an appointment to write an exam.
- b) Web or Telephone Scheduling: Setting up a web account with Pearson VUE can be done in one of two ways, as follows:
 1. Web Scheduling: A Test Writer can schedule an appointment by visiting the Pearson VUE website at www.personvue.com/cna. As a one-time step, the Test Writer will create a *Web Account Candidate Profile*, and change the default generic information in Address, City, Province, Postal Code, Country, Phone, and Country Code to properly reflect current and accurate information. After creating a *Pearson VUE Web Account Candidate Profile*, Test Writers can schedule an appointment. Going forward, the web account can be used to reschedule or cancel appointments.
 2. Telephone Scheduling: The Test Writer can schedule an appointment by calling Pearson VUE’s Call Centre at 1-888-284-6718 between the hours of Monday to Friday, 7:00 am to 7:00 pm Central Time. As a one-time step, the agent will work with the Test Writer to create a “Candidate Profile” and change the default generic information in Address, City, Province, Postal Code, Country, Phone, and Country Code to properly reflect Test Writer information. After a “*Pearson VUE Web Account Candidate Profile*” is created, the agent will schedule the appointment. Going forward, the Call Centre may also be used to reschedule or cancel appointments.
- c) Cancellation/Rescheduling: If the Test Writer wishes to cancel or reschedule an exam, this must be done 24 hours prior to the scheduled appointment. If the Test Writer does not cancel or reschedule 24 hours before the appointment time, the Pearson VUE testing fee will not be refunded. A Test Writer can cancel by calling the Pearson VUE testing centre at 1-888-284-6718 between the hours of Monday to Friday, 7:00 am to 7:00 pm Central Time. Alternatively, the Test Writer can cancel on the Pearson VUE website www.pearsonvue.com/cna up to 24 hours before the exam is scheduled to be taken.

- d) Accommodations: Web scheduling is not available to a Test Writer with an accommodation. A Test Writer who has been approved for an accommodation will need to call Pearson VUE Accommodations at 1-800-466-0450. To schedule, reschedule or cancel an accommodation appointment, the Test Writer must contact Pearson VUE Accommodations at 1-800-466-0450 between the hours of Monday to Friday, 7:00 am to 7:00 pm Central Time.
- e) Confirmation Email: After scheduling an appointment, the Test Writer will be sent a confirmation email that provides additional details, including directions to the test centre and other pertinent information.

Step 3: Computer-Based Examination at Pearson VUE Test Centre

- a) Test Centre Admission Requirements: A Test Writer is asked to arrive at the test centre 30 minutes before the scheduled appointment time. This will provide adequate time to complete the necessary sign-in procedures. If a Test Writer arrives more than 15 minutes late for an appointment, the Test Writer may be refused admission and the Pearson VUE testing fee may be forfeited.
- b) Identification Requirements: At the test centre, the Test Writer will be required to present two forms of original (no photocopies), valid (unexpired) identification. One form as a “Primary” Identification (must be government issued and have the Test Writer’s first and last name, photo and signature) and one form as a “Secondary” Identification (must have the Test Writer’s first and last name and signature). The first and last name that were used to register must match exactly the first and last name on both of the identifications that the Test Writer presents at the test centre. The Test Writer will not be permitted to test without proper identification.

Acceptable methods of “Primary” Identification are:

- Valid/current driver’s license
- Valid/current passport
- Valid/current military identification card
- Valid/current provincial /territorial identification card

Acceptable non-photo “Secondary” Identification are:

- Credit card
- Bank card

- c) Taking the Examination: The Test Writer appointment will be scheduled at a Pearson VUE test centre for a **4-hour CNA exam of 160-165 questions**. In the event of an interruption during the testing session (e.g., technology or weather-related), the test centre TA (TA will be used in this document to mean test administrator, invigilator, and proctor) will make every attempt to re-start the exam. All responses are saved, and you will be able to start where you left off. However, if the delay lasts for more than 30 minutes, the examination may need to be rescheduled.

- d) Test Writer Rules Agreement: When arriving at the test centre, the Test Writer will be asked to review and sign a “Candidate Rules Agreement” (see below) which can be found at www.pearsonvue.com/cna.

Assessment Strategies Inc. CANDIDATE rules agreement	
Please review the following exam rules agreement. Contact the TA if you have any questions. The term TA will be used in this document to mean test administrator, invigilator, and proctor.	
1.	No personal items, including but not limited to, mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats (and other non-religious head coverings), bags, coats, books, and/or notes, pens or pencils are allowed in the testing room. You must store all personal items in a secure area as indicated by the TA or return them to your vehicle. All electronic devices must be turned off before storing them in a locker. You will be asked to empty your pockets and ensure nothing is in them. The test center is not responsible for lost, stolen or misplaced personal items. Studying IS NOT allowed in the test center. Visitors, children, spouses, family or friends ARE NOT allowed in the test center.
2.	Upon entering and being seated in the testing room, the TA will provide you with materials to make notes or calculations and any other items specified by the exam sponsor. You may not remove these items from the testing room or write on your noteboard until your exam has been started. If you need new or additional materials during the exam, you should raise your hand. You must return all materials to the TA immediately following the exam.
3.	The TA will log you into your assigned workstation. You will verify that you are taking the intended exam. You will remain in your assigned seat until escorted out of the testing room by a TA.
4.	Once you have entered the testing room, you may not communicate with other candidates. Any disruptive, threatening or fraudulent behavior may be grounds for termination of the exam.
5.	You understand that eating, drinking or chewing gum, smoking and/or making noise that creates a disturbance for other candidates is prohibited during the exam.
6.	To ensure a high level of security throughout the testing experience, you will be monitored at all times. Both audio and video may be recorded.
7.	Break policies are established by the exam sponsor. Some exams may include a mandatory scheduled break which is built into the exam time and can be taken any time at your discretion. If you take an unscheduled break at any other time, the exam time will not stop. In the case of either type of break, the TA will set your workstation to the break mode, and you will take your ID with you when you leave the room. The TA will check your ID before escorting you back to your seat and will then resume your exam.
8.	If you are taking any break , you are not permitted to access any personal items that have been stored (with the exception of comfort aids, medication, and food, which you may access without permission). Unless specifically permitted by the exam sponsor, personal items that cannot be accessed during any break include but are not limited to mobile phones, test notes, and study guides.
9.	You must leave the testing room for all breaks. You are not permitted to leave the building during breaks.
10.	You will need to show identification when leaving and re-entering the testing room. The TA will escort you to your assigned workstation and continue the exam when you return.
11.	If you wish to take a break experience any problems or distractions or if you have other questions or concerns, you must raise your hand and the TA will assist you. The TA cannot answer questions related to exam functionality or content. If you have concerns about a test question or image, make a note of the item (question) number, if available, in order for the item to be reviewed.

12. You understand that a non-disclosure agreement or other security statement may be presented to you before the exam and if so, you must agree to its terms and conditions within the specified time limit, if applicable, in order to take the exam or you will not be permitted to proceed with the examination and may forfeit your exam fees.

13. You must follow the exam instructions to end your exam in the time allotted. After you finish the exam you will raise your hand and the TA will come to your workstation and ensure that your exam has ended properly. **You must return all materials supplied before the exam to the TA.** You will not leave these items at your testing workstation.

14. You may not remove copies of exam questions and answers from the testing center, and may not share or discuss the questions or answers seen in your exam with anyone. If you do not follow the above rules, tamper with the computer or if you are suspected of cheating, appropriate action will be taken.

Your Privacy: Your exam is securely transmitted from Pearson VUE to the exam sponsor. Pearson VUE and the test center do not retain any information other than when and where your exam was taken. The Pearson VUE Privacy Policy Statement provides additional information regarding this which you can obtain by visiting the Pearson VUE website (www.pearsonvue.com) or by contacting the reservation call center.

Candidate Statement: By providing a digital signature, I give Pearson VUE my explicit consent to retain and transmit my personal data to Pearson VUE and to the exam sponsor (either of which may be outside of the country in which I am testing). I understand the information provided above and agree to follow those rules in addition to any other program rules I may have agreed to during registration for this exam. If I do not follow the rules, or I am suspected of cheating or tampering with the computer, this will be reported to Pearson VUE and the exam sponsor, my exam may be invalidated, and the exam sponsor may take other action.