

NWCOA Online Training Exam Policies and Procedures:

1.0 Competency Testing of Certification Candidates

All candidates shall be required to complete a competency exam with 80% proficiency rating in order to demonstrate competency in the material covered in the course.

1.0.1 Upon completion of the exam, the student will receive an email from the Litmos system notifying them of their score. If the student does not receive said email, they should contact NWCOA Staff at info@nwcoa.com or by calling 540-374-5600.

1.0.2 Upon successful completion of the course, NWCOA will send a certificate and decal through the United States Postal Service to the physical address listed on the student's online NWCOA profile. Students can expect to receive the aforementioned items within three (3) weeks of the course start date.

1.0.3 Students must complete course and subsequent examination within one (1) week of the course start date. Failure to complete the course and test within the allotted timeframe, without justified* reason, will result in an automatic Denial of Certification. (Please see section 2 on Denial of Certification).

*Whether or not a reason is justified will be determined by the NWCOA training committee and staff.

1.1 Competency Testing for Certification Renewals

Once the student achieves a minimum of 80% on the course exam, the certification may be held for five (5) years from the date of the course. If the student wishes to maintain the title, they must complete the course on or before the designated expiration date indicated on their certificate.

2.0 DENIAL OF CERTIFICATION

2.1 Any applicant that completes the online course but does not meet the minimum achievement of 80% on the subsequent examination, or does not complete the examination within the allotted timeframe, will not qualify for the certification.

2.1.1 Upon failure of the exam, or failure to complete the exam in the allotted timeframe of one (1) week, students must request re-examination within thirty (30) days from the date of the exam. If re-test is required, an additional fee of \$50 will be assessed for NWCOA members, and a \$75 fee will be assessed for Non-NWCOA-Members.

2.1.2 Once a student is approved to retake the exam, the candidate has one (1) week to complete the re-test.

2.1.3 If after retaking the exam the student still has not met the minimum proficiency requirement of 80%, the entirety of the course must be completed again.