

# NATIONAL HEALTHCAREER ASSOCIATION

## EXAMINATION:

Certification of Pharmacy Technicians (ExCPT)

## ELIGIBILITY:

You must pre-register with NHA to take the certification exam.

NHA - National Headquarters  
11161 Overbrook Drive  
Leawood, KS 66211  
Toll Free: (800) 499-9092 \*\* FAX: (913) 661-6291  
<http://www.nhanow.com/>

Once you have been approved, you are responsible for scheduling an appointment to take the examination.  
If you need special accommodations, please submit your request to NHA.

## TELEPHONE REGISTRATION

To schedule an examination by phone, please call 800-733-9267. The times of operation for live operators are as follows:

Time Zone	Monday - Friday	Saturday - Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm
Pacific Time	4:30am - 7:00pm	6:00am - 2:30pm

## CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 24 hours before the scheduled examination date.*

**Note: A voice mail message is not an acceptable form of cancellation. Please use the telephone system and speak to a Customer Service Representative.**

## MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 24 hours before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification.

## RETAKE RULES

Candidates who fail an examination will have two chances to retake it and must wait at least 30 calendar days between attempts. Candidates who are unsuccessful after these two additional attempts will be required to wait one (1) year before testing again. For each repeated failure after the 3rd attempt, candidates will be required to wait an additional year to sit for the exam. Candidates are required to register and pay the application fee for each exam attempt.

## REQUIRED IDENTIFICATION AT TEST SITE

One (1) form of valid (non-expired) government issued photo identification bearing your signature. The first and last name on your ID must match the name under which you registered for your exam. Examples of acceptable ID include: state driver's license, state identification card, federal employment authorization

card, or government issued passport. Failure to present appropriate identification will result in cancellation of your appointment and forfeiture of your exam fee.

**Note: ExCPT Candidates residing in the state of Arizona MUST also provide their High School Diploma or Certificate of Completion of the GED or HiSET**

## SECURITY PROCEDURES

The following security procedures will apply during the examination:

Two pieces of scratch paper and a pencil is allowed. Onscreen calculator will be enabled.

- While at an examination site, you are considered to be a professional and shall be treated as such. In turn, you must conduct yourself in a professional manner at all times. While at the site, you shall not use words or take actions that are vulgar, obscene, libelous, or that would denigrate the staff or other candidates.
- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Cell phones, pagers, and children are not allowed in the examination center. **NO personal items are to enter the testing center.** Candidates are encouraged to leave all personal belongings except their keys in their car.
- No smoking, eating, or drinking will be allowed at the examination site.
- Copying or communicating examination content is a violation of security policy. Either one may result in the disqualification of examination results and may lead to legal action.

## SCORE REPORTING

Your score will be given to you immediately following completion of the examination. On screen - your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination. You will also be given a score report.

## TESTING SITES

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination.