# NATIONAL ASSOCIATION OF LEGAL ASSISTANTS (NALA)

# Certification Examination Information for Candidates

The NALA Certified Paralegal (CP) exam format consists of two sections: **Knowledge and Skills**. The Knowledge Exam consists of 120 multiple-choice questions, and the Skills Exam is an essay. Successful completion of both exam sections is required to obtain the CP credential.

To apply for the CP Program, a paralegal must first be eligible. Visit https://www.nala.org/applicants for eligibility requirements. Once an applicant has been approved, they will then proceed with taking the CP exam at a PSI Test Center or by Live Remote Online Proctoring. The Knowledge Exam is available as continuous testing. The Skills Exam is offered in testing windows in February, April, July and October.

Candidates for the Knowledge Exam will have up to three attempts within 365 days from the initial authorization to test date to pass the Knowledge Exam. Candidates who pass the Knowledge Exam will receive an authorization to take the Skills Exam. Candidates have up to three attempts within 365 days from the authorization to test date to pass the Skills Exam.

## HOW TO BOOK THE EXAM

1. You will receive an eligibility email from NALA. Select the link imbedded in the email or select the following URL: https://test-takers.psiexams.com/nala.

2. Select **TESTS** to create an account.
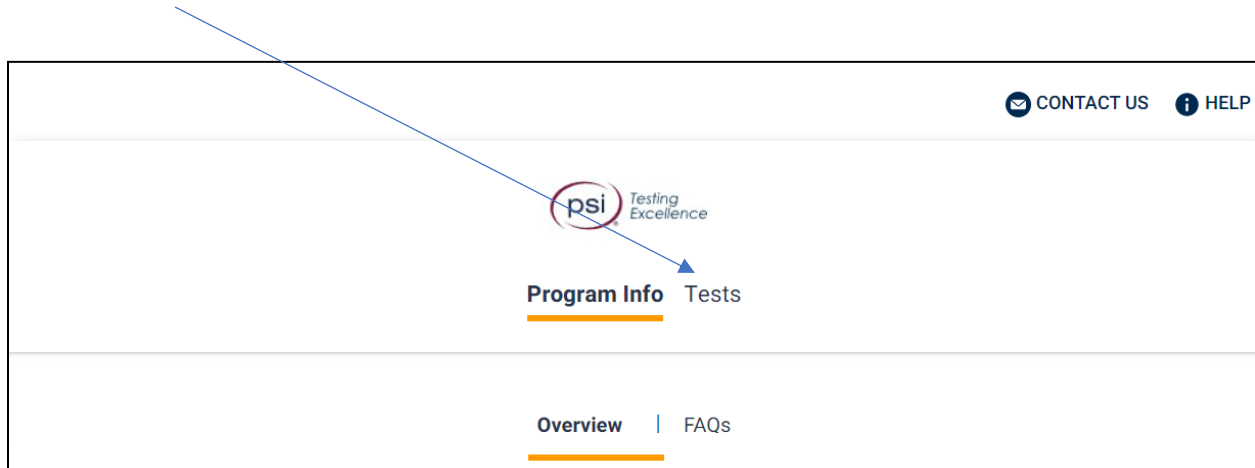
**3.** Select the Examination. You are ready to create an account.  Select **LOGIN/REGISTER**.

To continue the booking process and schedule your test, you must login or create an account.   **LOGIN/REGISTER**

**4.** You will be prompted to **CREATE AN ACCOUNT** with PSI.
- The first and last name must be the same as you provided on your NALA application and match exactly with your current, valid, government-issued ID.

ID *

First Name *                    Last Name *

Middle Name                   Generation

Email *

Password *

**Your password must contain:**
- At least one capital letter A-Z
- At least one lower case letter a-z
- At least one number 0-9
- At least one special character !@#\/$%\/^&\/*
- At least 8 and up to 32 characters

Confirm Password *

**5.** Select your test format: **Test Center** or **Remote Online Proctored**

**Modality**

Site Proctored

**SELECTED**

Atlas Remote Proctored

**SELECT**

## Scheduling at a Test Center  *If Online Remote Proctored is selected, go to STEP 9.*

**6.** If **Test Center** is selected, enter the **"City or Postal Code"** and select **FIND.**



**7.** Select a date and time to book an appointment.



**8.** You will receive a message confirming the Test Center, booked date, and booked time. Please review the booking before selecting **CONFIRM**. Once your booking is confirmed, select **DONE.**

## Scheduling via Remote Proctor

9. If **Online Remote Proctoring** was selected, enter the **"Country and Timezone"** and select **NEXT**.

**Select Timezone:**

Select Country *

United States

Timezone

CANCEL    NEXT

10. Select a date and time to book an appointment to take the test.

**Book Your Test:**

(UTC: -08:00) Pacific Time (America/Los_Angeles)
Change Timezone

**Choose a Date and Time**

| | | | October 2021 | | | > |
|---|---|---|---|---|---|---|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | 1 | 2 |
| 3 | 4 | 5 | **6** | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |

○ Available  ● Selected

**Time slots available for October 06, 2021**

07:00 PM

07:30 PM

08:00 PM

08:30 PM

09:00 PM

09:30 PM

10:00 PM

10:30 PM

11:00 PM

11:30 PM

CANCEL    NEXT

**11.** You will receive a message confirming the test format, booked date, and booked time. Please review the booking before selecting **CONFIRM.** Once your booking is confirmed, select **DONE.**

**Review Booking:**

| | | |
|---|---|---|
| Email Address: | Home Phone: | Office Phone: |
| asingla81@psionline.com | 111224444 | 2221112345 |

☑ By continuing, you agree to The Company's Conditions of Use And Privacy Notice.

📅 Wednesday, October 06, 2021

🕐 5:30 PM  Pacific Time

**CONFIRM**

Before taking your remote online proctored exam, please check system compatibility - click **HERE**

**12.** Your booking will now display in your account.  You will be able to **LAUNCH** your test within 30 minutes of your booked test time.

**IMPORTANT:  BE SURE TO CHECK THE COMPATIBILITY OF YOUR COMPUTER** to include Audio/Video Check, Webcam Check and System Check.  Prior to testing, click **HERE** in your account.

**Bookings:** ❓

**1** DAYS  **0** HOURS  **22** MINUTES   until test

📅 Wednesday, October 06, 2021   Add to Calendar ▾

🕐 5:30 PM  Pacific Time

📋 Print Receipt

📋 More Information

Before taking your remote online proctored exam, please check system compatibility - click **HERE**

Online Proctored (Live).
Click the Launch button at your scheduled test time.

**LAUNCH**

By not starting your test within 15 minutes after your booked time, you forfeit your test fee or test eligibility. Fees and test eligibilities are non-refundable. If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may contact PSI's technical support team at (844) 267-1017.

## TEST CANCELLATION AND REBOOKING POLICY

- Tests must be cancelled or rebooked no later than **48 hours** prior to your booked testing time.
- Failure to cancel or rebook within this time will result in forfeiting your right to defer to future test windows.
- By not starting your test within 15 minutes after your booked test time, you automatically forfeit your test fee. Test fees are non-refundable.

## TESTING ONSITE (TEST CENTER)

On the day of your test, report to the Test Center 30 minutes before your booked time. Once you enter the building, look for the signs indicating PSI Test Center Check-In. A candidate who arrives more than 15 minutes after the booked test time will not be admitted.

## ONSITE (TEST CENTER) IDENTIFICATION

To gain admission to the Test Center, you must present (1) form of identification. The form of identification must be government issued, current and include your name, signature, and photograph. No form of temporary identification will be accepted. You will also be required to sign a roster for verification of identity.

Examples of valid forms of identification are current: driver's license with photograph; state/province identification card with photograph; international passport; military ID; or Visa with photograph.

If your name on your registration is different than it appears on your identification, you must bring proof of your name change (e.g., marriage license, divorce decree or court order).

Candidates must have proper identification to gain admission to the Test Center. Failure to provide appropriate identification at the time of the test is considered a missed booking. There will be no refund of test fees.

After your identification has been confirmed, you will be directed to a testing carrel. You will be prompted on-screen to enter your candidate identification number.

## ONSITE (TEST CENTER) TEST SECURITY

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Test Center is continuously monitored by audio and video surveillance equipment for security purposes. The following security procedures apply during the test:

• Tests are proprietary. You are prohibited from reproducing, communicating, or transmitting any test content in any form for any purpose.

• No cameras, notes, tape recorders, pagers or cellular/ smart phones are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the test.

• No guests, visitors or family members are allowed in the testing room or reception areas.

## PERSONAL BELONGINGS

No personal items, valuables or weapons should be brought to the Test Center. Only wallets and keys are permitted. Large coats and jackets must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. The proctor will lock the soft locker

prior to you entering the testing room. You will not have access to these items until after the test is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.

• Watches

• Hats

• Wallets

• Keys

Once you have placed your personal belongings into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If you bring personal items that will not fit in the soft locker, you will not be able to test. The site will not store or be responsible for your personal belongings. If any personal items are observed or heard (such as cellular/smart phones, alarms) in the testing room after the test is started, you will be dismissed, and the administration will be forfeited.

## ONSITE (TEST CENTER) RESTRICTIONS

• You will be provided with two (2) pieces of scratch paper to use during the **SKILLS examination only**, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the proctor at the completion of testing. A whiteboard is allowed, where available, and must be erased by the candidate in the proctor's view.

• No documents or notes of any kind may be removed from the Test Center.

• No questions concerning the content of the test may be asked during the test.

• Eating, drinking, or smoking is not permitted in the Test Center.

*Printed materials are NO LONGER provided as they are now built into the exam. ONLY scratch paper and a pencil are allowed. NO items are printed and given to any test takers.

## TESTING BY ONLINE PROCTORED (LIVE)

Candidates may log in to their account up to 30 minutes prior to the booked start time, but will not be connected with a proctor until their test time. By not starting your test within 15 minutes after your booked time, you forfeit your test fee or test eligibility. Fees and test eligibilities are non-refundable. If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may contact PSI's technical support team at (844) 267-1017.

## ONLINE PROCTORED (LIVE) IDENTIFICATION

Candidates must provide proper identification to the online proctor. You must present (1) form of identification. The form of identification must be government issued, current and include your name, signature, and photograph. No form of temporary identification will be accepted.

Examples of valid forms of identification are current: driver's license with photograph; state/province identification card with photograph; international passport; or Visa with photograph. NOTE: A military identification card is not acceptable for online proctored (live) tests.

If your name on your registration is different than it appears on your identification, you must show proof of your name change (e.g., marriage license, divorce decree or court order).

Failure to provide appropriate identification at the time of the test is considered a missed booking. There will be no refund of test fees.

## ONLINE PROCTORED (LIVE) TEST SECURITY

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The following security procedures apply during the online proctored (live) test:

• You are prohibited from reproducing, communicating, or transmitting any test content in any form for any purpose. This behavior will result in the disqualification of test results, will be reported to NALA and may lead to legal action.

• With the exception of your testing machine, electronic devices and recording devices of any kind (including but not limited to cell phones, pagers, and cameras) are NOT permitted during the online proctored (live) test.

• You will be asked to scan the room where you are testing prior to launching your test. If there are notes, drinks, a box of tissues or any such items on your desk, you will be asked to remove them prior to releasing the test. Walls should be clear of any materials though art and decor are permitted.

• Other people are not allowed in the room while you are testing. Someone else entering the room and/or talking to you is considered a test violation and may result in termination of your test.

## ONLINE PROCTORED (LIVE) RESTRICTIONS

• No questions concerning the content of the test may be asked during the test.
• Water in a clear container inspected by a proctor is allowed. Food is not allowed, unless prior documentation is provided as an exam accommodation.

## MISCONDUCT

For all test format modes, if you engage in any of the following conduct during the test you may be dismissed, your scores will not be reported, and test fees will not be refunded. Examples of misconduct are when you:
• Create a disturbance, are abusive or otherwise uncooperative.

• Display and/or use electronic communication devices such as pagers, cellular/smart phones.

• Talk or participate in conversation with other test candidates.

• Give or receive help or are suspected of doing so.

• Leave the Test Center or exit the camera view during the test.

• Attempt to record test questions or make notes.

• Attempt to take the test for someone else.

• Are observed with personal belongings.

• Are observed with unauthorized notes, books, or other aids.

## TEST ACCOMMODATIONS

PSI can provide access in accordance with the Americans with Disabilities Act (ADA) of 1990.

Please contact NALA if you require testing accommodations.

Test accommodations must be approved by NALA prior to booking a test appointment. If you have been approved by NALA for test accommodations, please select the following link by Clicking Here to submit booking details to the PSI ADA team for coordination.

## ONSITE (TEST CENTER) CLOSING FOR AN EMERGENCY

If severe weather or another emergency forces a Test Center to close on a booked test date, your test will be re-booked. PSI personnel will attempt to contact you in this situation. However, you may check the status of your test appointment by calling (855) 340-0065 or visiting www.psionline.com/openings. Every effort will be made to rebook your test at a convenient time as soon as possible. You will not be penalized. Your test will be rebooked at no additional charge to you.

## EXAMINATION RESULTS

At the Test Center: Immediate results for the Knowledge Exam will be displayed on your screen once you complete both your exam and the survey following the exam. Candidates will receive an email containing their pass/fail score report. NALA will send the "official" results to candidates along with other documentation for the credential. Candidates for the Skills Exam will receive an exam completion confirmation.

Candidates taking a live remote online proctored exam: Please note that you must select to end both the exam portion and survey portion of your test in order to receive your on-screen results.

**Knowledge Exam** candidates will receive an email containing their pass/fail score report. NALA will send the "official" results to candidates along with other documentation for the credential. Candidates for the Skills Exam will receive an exam completion confirmation.


## RE-EXAMINATION

If the candidate does not pass the Knowledge Exam in three attempts during the 365 days, a new application and fee are required to reapply for the Certified Paralegal exam. Candidates MUST wait 90 days between each of the three attempts of the Knowledge Exam and must submit a retake application and fee to NALA to initiate each additional attempt and receive a new Testing Ticket.

If the candidate does not pass the Skills Exam in three attempts during the 365 days, a new application and fee are required to reapply for the Certified Paralegal exam. The candidate must start over by taking the Knowledge Exam. Candidates MUST wait 90 days between each of the three attempts of the Skills Exam and must submit a retake application and fee to NALA to initiate each additional attempt and receive a new Testing Ticket.

## HELPFUL RESOURCES

**National Association of Legal Assistants:**

https://www.nala.org

**The Certified Paralegal Program Handbook:**

https://nala.org/wp-content/uploads/2021/10/2021-CP-Program-Handbook.pdf

**Please contact NALA at nalanet@nala.org or (918) 587-6828 with any policy or compliance questions.**

## PSI SUPPORT

**PSI Candidate Services Support:**
Phone:
Email:

**PSI Online Proctored (Live) Technical Support:**
Phone: +1 844-267-1017

**PSI Candidate Services for Special Accommodations:**
Phone: +1-800-367-1565 x6750
Email: eaalerts@psionline.com