Take your education and career to the next level.

IMPORTANT NOTICE TO CANDIDATES

PLEASE READ

The NHCWA Board and Staff wish you all success in preparing for and sitting for your national examination. Please contact the NHCWA office if you experience problems at any time, whether in trying to schedule your examination, or if that rare something happens during your exam. Our focus is on YOU! Tel 855-378-7601.
Welcome to National Healthcare Workers Association

Established to recognize healthcare professionals who have attained a standard of knowledge through structured programs or work experience. The National Healthcare Workers Association (NHCWA) is one of the largest private certification agencies governed by practicing healthcare professionals, and educators with extensive experience in the field of Healthcare who are all working towards common goals associated with excellent health care, and safe business practices in both clinical care and administrative operations. The board also includes those who have earned Medical Degrees and Medical credentials. We’re an organization that seeks to bridge the gap between the healthcare professionals and patients within the healthcare community. Our goal is to transform healthcare by certifying qualified healthcare professionals and students who have completed approved training programs that focus on improving patient care in the allied health field.

We passionately believe that all healthcare professionals are essential members of the health care delivery team. Our certification programs exemplify a commitment to excellence unparalleled among certifying organizations.

The NHCWA certification is an objective measure of knowledge, which validates that a healthcare professional is qualified to provide patient care.

Healthcare consumers should be knowledgeable of the qualifications and credentials of the Healthcare Professionals caring for them.

Employers should seek certified healthcare professionals for their workforce, support these individuals seeking and maintaining certification, inform patients and the public about the certification status of their workforce, encourage the display of the healthcare professionals’ certified credentials on identification badges, and market the accomplishments of certified healthcare professionals.

Standards of certification are distinct from those of licensure. While state licensure provides the legal authority for an individual to practice patient care, private voluntary certification is obtained through individual patient care certifying organizations and reflects achievement of a standard beyond licensure for patient care practice. Possession of a Board certificate does not indicate total qualification for practice privileges, nor does it imply exclusion of other healthcare professionals not certified.

All policies are a condition of certification and will apply in addition to any applicable laws and regulations.

For assistance or questions regarding any of these handbook policies, you may contact NHCWA via email at nhcwacertificationinfo@gmail.com or the Office Manager at 1-855-378-3132 during hours of operation:

- Monday through Friday: 9 a.m. to 5p.m.
- Saturday: closed, Sunday: closed

Business Contact Information:
Mission Statement

In today’s healthcare environment, it is extremely important for medical organizations to feel confident in the capabilities and competency of their staff. Our mission is to help hospitals, practices, outpatient care facilities, and schools to improve the quality of patient care that they provide. We do this by developing competency assessment exams for healthcare professionals and healthcare graduates who have successfully completed an approved training program.

Our exemplary programs evaluate competencies and require the pursuit of life-long learning and improvement. In this way, we seek to serve the healthcare community by certifying healthcare professionals who are able to provide quality care.

Vision

Our vision is to transform the delivery of quality healthcare by ensuring that hospitals, practices, outpatient care facilities, and schools have access to competent and well-trained healthcare professionals. Our programs exemplify a commitment to excellence unparalleled by any other certifying organization.

Purpose

The purpose of the National Healthcare Workers Association is to bridge the gap between healthcare professionals and patients within the healthcare community. We believe that all patients have a right to the highest-quality care, and we’re dedicated to serving the interests of the public.

We also believe that all medical facilities should have access to trained and certified staff in order to provide the best care possible – and that all trained healthcare workers should be able to present an official certification of their competency as a care provider.

Why Become Certified

Employers in the healthcare industry know that an NHCWA certification means that a candidate is properly trained in his or her field and well prepared to fulfill the responsibilities required of them. An NHCWA certification sets a candidate apart from a crowd.
Job Analysis

The NHCWA Job Analysis determines the knowledge and skills that are tested for certification. All of the knowledge and skills must first be verified through an educational process, and must be taught and evaluated by an instructor or preceptor. The testing process serves as a second verification of the acquisition of knowledge and skills, providing an evaluation through a performance assessment and a written exam.

Exam Development /Written questions

The NHCWA retains a consultant to provide assistance in the development of the exams. The consultant is from a research and development firm that serves certification bodies by planning, developing, and administering assessment procedures and programs designed to measure professional competence. The exam questions are written by the NHCWA Examination Committee specially trained healthcare professionals an expert panel of the NHCWA, practicing healthcare professionals, and educators under the guidance of the consultant to assure comprehensiveness and validity. The exam question pool is updated on a regular basis to reflect current knowledge. Individual questions are modified or deleted based on statistical analysis of the exam.

What is the passing score? The score is reported on a scale where 70% is the passing score. A scaled score of 70% or higher is passing.

Exam Scoring

The passing score is determined by using the modified Angoff Method, where groups of subject matter experts rate each question on how likely a competent, but entry-level, student would answer it correctly. Based on the assumption that not all competent students will get every question right, but that each question should be clear and relevant enough to be answered correctly by most entry level students, the raters give each question a score based on how many competent students out of 100 would choose the correct answer. These scores are averaged to determine the passing score. This is a standard process used to set passing scores on many certification exams. The NHCWA Board has the final authority to determine the passing score, and may adjust the score upward or downward by one Standard Error of Measurement if they feel that the raters have judged the exam too harshly or leniently.

Because each question has a rating, and each form of the exam contains an assortment of questions from the Item Bank, the raw score (number of correct answers out of 100 questions) may vary slightly for each form of the exam. The forms currently in use have passing raw scores from 77-80, or approximately 80% correct answers. Reporting the score on a scale where 75 is the passing score allows a comparison of the passing or failing scores on different forms of the exam. For example, on an exam where the passing score is 77, a score of 78 would pass. On an exam where the passing score is 80, the score of 78
would not pass. A score below the passing score will be reported as a scaled score of 69 or lower, a score right at the passing score will be reported as a scaled score of 70, and a score above the passing score will be reported as 71 or higher.

**Levels of NHCWA certification**

*There are two levels of NHCWA certification, Provisional and Full Certification*

**Full Certification**

NHCWA recognizes Schools offering training to students for positions in the healthcare profession. NHCWA school approval allows the school to offer their Students the opportunity to apply for full or provisional NHWCA certification by registering their students for NHCWA exams. This offers their students a unique opportunity to enhance their potential to be hired and contribute to positive change in healthcare.

**Provisional Certification**

NHCWA school approval also allows schools to offer their Students the opportunity to apply for provisional certification prior to completion of their academic training program. Provisional Certification through the abbreviated application process can then upgrade to full Certification for the provisional certification holder upon completion of their academic training program. This Program gives students an opportunity to explore their specific career field and industry through observing and working with local employers while completing their academic training program.

***Please note the provisional certification holder must successfully complete their academic training program before they upgrade to full certification. This is a mandatory requirement that will require approved documentation such as diploma, transcripts or certificate of competition from the academic training program the applicant attended. If your school or medical facility is interested in arranging for your students or team members to take a certification exam, please contact us. 202-618-3773***

*About N.H.C.W.A Examinations/Format*

There is only one (1) examination required for each certification. Each examination consists of 100 multiple-choice questions. Each test question presents the candidate with four (4) options of which only one option is correct. Candidates are permitted a total of 2 hours in which to complete the examination.

**Commercial test center computer-based NHCWA’S examinations are administered in the following formats:**

1) Paper and pencil
2) School administered, computer-based
3) Commercial test center computer-based.
Requirements To Take The Exam

One must demonstrate eligibility in order to sit for an NHCWA national certification exam. You will be asked to show proof that you fulfill one of the following requirements in order to register for the exam.

Complete at least ONE of the following:

- Graduation from an allied health vocational training program
- One year of work experience in the field
- Military experience/training in the field
- Reciprocity from another certifying agency

Please feel free to Contact Us if you have any questions about eligibility.

Identification Requirements

Candidates are required to present a form of unexpired, government-issued ID bearing a current photograph and signature at the test site in order to be allowed to take the exam.

If your driver’s license does not include a photograph, this is not an acceptable form of identification.

If you are testing outside of your country of citizenship, you must present a valid passport or some other form of government issued ID with a photograph and signature. If you are testing within your country of citizenship, you must present either a valid passport, driver’s license, national ID or military ID, which contains your photograph and signature.

The identification document must be in Latin characters and contain your photograph and signature. If you do not have a government issued ID with photograph and signature you must make special arrangements with NHCWA prior to the exam date. The NHCWA Test Center Administration will validate a Candidate’s identification by verifying that the name, photograph and signature on the Candidates ID match the NHCWA record. If the Test Center Administrator has any questions or concerns about the Candidate’s identification they will contact the NHCWA office for further instructions.
Certification By Reciprocity

If you have been certified through another certifying agency, you may be able to gain NHCWA certification by means of reciprocity. You will not have to sit for the exam if you have taken a previous exam within 5 years. To start this process, register for the exam and select "reciprocity" as your fulfillment of requirements to take the exam.

Verification of certification

- Verification of certification status to third parties cannot be made until after the official results are received.
- Verifications are done only through the online verification system there is no fee for online verification.
- The individual holding the NHCWA credential must initiate the verification process via the online verification system.
- The entity requesting the verification must require that the verification come from NHCWA directly and not the certified professional.
- There is a $20 fee for sending verifications by mail.
- NHCWA does not send verifications to state boards or any other entity automatically you must request this in writing.
- Verification of eligibility to test should be submitted with the registration application or submitted separately.
- There is no fee for this service.

Maintenance of Certification

It is the responsibility of NHCWA candidate to maintain their certified status by applying for recertification at the appropriate time during their two-year certification period.

NHCWA will make a good faith effort to contact candidates regarding changes in policy and procedure and to provide application material to recertify; however, the onus is on Candidate to maintain their certification status and to keep the NHCWA office appraised of any address changes.

Certification Renewal Policy

What if I have a question that is not addressed here?
Please submit a request to nhcwacertification@gmail.com with your question and we will respond to you as soon as possible.
What are the terms of the NHCWA Certification Renewal Policy?
Individuals who become certified with NHCWA must renew their certification every two years.

Individuals who become certified with NHCWA must renew their certification every two years (effective August 1, 2013). NHCWA certifications will be valid for two years from the date the candidate is certified. The certification must be renewed thereafter. You can renew certifications by passing the most current renewal exam or by participating in NHCWA’s new continuing education program. Participants can keep their skills current and their certification up to date without the need for retesting.

NHCWA Renewals

You may submit a renewal application any time within two (2) years of the expiration date of your certification, if by the time your certificate expires you will have completed the following:

- You have previously maintained have provided your skills or allied health-related services in a facility to residents for compensation (under the supervision of a licensed health professional) within your most recent certification period.
- You provided nursing or nursing-related services to residents in a facility for compensation (under the supervision of a licensed health professional) within your most recent certification period; **and**
- You have successfully completed eight (8) hours of in-service/CE hours. (At least four (4) of the eight (8) hours of in-service/CE hours shall be completed each year.)

NHCWA Re-activation

Individuals who become certified with NHCWA must renew their certification every two years (effective August 1, 2013). NHCWA certifications will be valid for two years from the date the candidate is certified. The certification must be renewed thereafter. You can renew certifications by passing the most current renewal exam or by participating in NHCWA’s new continuing education program. Participants can keep their skills current and their certification up to date without the need for retesting.

Admission to the Testing Center

Candidates should arrive at the test site 30 minutes prior to the starting time of their scheduled exam. Ideally, candidates should scout the location of the site and parking availability prior to the exam day. Candidates arriving after the starting time of the exam
may not be permitted to sit for the exam due to scheduling issues or other factors at the test site. NHCWA will not be liable for a Candidate’s failure to arrive at the test site prior to the start time of the exam. Candidates are not entitled to a refund of the application fee resulting from the Candidate arriving after the start time of the exam.

Reporting of Scores

EXAM RESULTS WILL NOT BE GIVEN OVER THE TELEPHONE, BY FAX OR EMAIL.

Approximately ten (10) days following the administration of the exam, each Candidate will receive a letter indicating whether she/he passed or failed. Candidates who fail will receive a diagnostic report showing performance in each content area. Successful Candidates will receive a certification with their certification number suitable for framing in the mail. For security and exposure reasons, Candidates are not permitted to review specific questions. Candidates certified by NHCWA will be listed on the NHCWA website approximately 24 hours after the exams been taken.

Your exam results will be available as stated below.

1) Paper and pencil results 24-hours online.
2) School administered, computer-based results immediately online.
3) Commercial test center computer-based results immediately online

Test Security

There are no scheduled breaks during the exam, but Candidates may take a break as needed to use the restroom or get a snack. Food and beverages are not allowed in the testing room. You are not permitted to leave the building during an unscheduled break. All purses or book bags must be left on the floor. All cell phones must be turned off and cannot be used during the testing time. Notes may not be taken from the test room, nor may notes, books or any electronic devices be retrieved, reviewed or used during a break. Candidates determined to have engaged in any exam impropriety will not have their exam scored and will not be allowed to reapply until three (3) years have passed. Candidates will be required to sign in and out of the testing room and may be asked to provide photo ID upon re-entry. No additional testing time is added for unscheduled breaks.

Change of Name, Address, Email

If you move or change your email, phone or name after submitting your application for the NHCWA exam, it is imperative that you send a written SIGNED notification to NHCWA advising of your new contact information. Email request for changes are not acceptable because the request must be signed for security and privacy reasons. NHCWA is not responsible for lost communication when contact changes have not been conveyed to NHCWA in a timely manner.

To change your name due to a legal name change, submit copies of notarized documentation to NHCWA. Please do not send originals. When submitting a name change, make sure that you have an unexpired, government issued ID with your
signature that matches the requested name change. When appearing for the exam appointment, Candidates must have an ID that matches the name on the NHCWA records. Candidates without appropriate ID will not be admitted to take the exam and will forfeit all fees.

Name and Address Changes

The Certification Holder is responsible for notifying NHCWA, within sixty (60) days, whenever changes of their name, address, or telephone number occur. If they have had a name change, they must submit legal verification of the change. Indicate the certificate number or last 4 digits of SSN for identification purposes. Failure to do so could result in the delay or loss of the certification.

Nondiscrimination Policy

The NHCWA does not discriminate against any person on the basis of age, gender, sexual orientation, race, religion, national origin, medical condition, physical disability, or marital status.

NHCWA Compliance with the Americans with Disabilities Act (ADA)

In compliance with the ADA, NHCWA will provide reasonable accommodations for candidates with disabilities who cannot take the examination under the usual testing conditions. Disabled individuals must provide notice and appropriate documentation (at the applicant’s expense) of their disability when applying for the examination.

If accommodations are necessary for you to complete a NHCWA examination due to functional limitations imposed by a disability, you will be required to complete and return a questionnaire. Questionnaires must be submitted with proper documentation and included with the examination application.

Privacy Policy Effective May 2, 2013  NHCWA recognizes the importance of protecting your personal information and we are committed to safeguarding your privacy online. We have instituted policies and security measures intended to ensure that your personal information is handled in a safe and responsible manner. We also post this privacy policy so that you can agree to the kind of information we collect, how it is handled, and with whom it may be shared.

Personnel Information

Candidate personnel files are confidential and are the property of NHCWA. Access to the information contained within the files is restricted to qualified personnel who have a legitimate need to view the information.
Personnel Information continued

We strive to collect, use, and disclose personal information in a manner consistent with the laws of the countries in which they do business, and pride themselves on upholding the highest ethical standards in their business practices. This Privacy Policy sets forth the privacy principles that NHCWA follows. By accessing or using the NHCWA site, you agree to the terms of this Privacy Policy.

What kinds of personal information does NHCWA collect?

The personal information that we collect or receive in registering a candidate (“you”) for certification, licensure, or academic admission testing services include: name, address, email address, phone number, fax number, credit/debit card information, company and title. We may also collect or receive the following additional information at registration or in the testing process, as necessary or appropriate: language, date of birth, employment information, previous examination history, education information, and source of financing for the examination. For candidate verification and identification purposes, we may collect all or part of a government-issued identification number and mother’s maiden name. When a certification test is administered to you, we may collect and score your test responses and then derive a test score and generate a report about your certification test results.

Cancellations

Refunds will not be offered for examination fees unless the scheduled examination date is cancelled by NHCWA. In the event you decide for any reason to withdraw from participation in the exam, you must cancel your appointment with NHCWA and notify NHCWA in writing with signature no later than 48 hours prior to the exam. If a candidate does not cancel or reschedule their exam with NHCWA at least 48 hours prior to the scheduled time, the cost of the exam is forfeited and the candidate must re-register as well as repurchase the exam. In the event that severe weather or another emergency forces the closure of a NHCWA test site on a scheduled examination date, the examination will be rescheduled by NHCWA at no additional charge. NHCWA personnel will attempt to contact candidates who are in this situation. However, candidates may also check the status of their examination schedules by calling NHCWA at 1-855-378-7601. Every effort will be made to reschedule the examination at a convenient time.
No-Show

If you fail to cancel for any reason fail to appear at the exam site where you are registered to sit for the exam you will forfeit all fees paid and no refund will be provided. You are considered a “no-show Candidate” and forfeit all fees. If you arrive late you may not be permitted to sit for the exam; whether or not you will be allowed to sit is entirely at the discretion of the NHCWA test center and will depend on whether the site has availability to accommodate a late-arriving Candidate. Should the late-arriving Candidate not be permitted to test, he/she will forfeit all fees paid and no refund will be provided. If you cancel or fail to appear for the exam you will be required to file a new application, pay applicable fees and meet applicable eligibility criteria if you wish to sit for future exams.

Rescheduling
Exam appointments can be rescheduled if time slots are available.

To reschedule an exam appointment you must have your NHCWA confirmation number and you must reschedule by using the Reschedule option at www.nhcwa.com or by calling NHCWA's at 1-855-378-7601.

POLICY ON DENIAL, SUSPENSION OR REVOCATION OF NHCWA CERTIFICATION:

The occurrence of any of the following actions will result in the denial, suspension, or revocation of NHCWA certification:

- Failure to meet certification or recertification criteria;
- Denial of any restrictions to professional license such as revocation, suspension, probation, or other sanction by an authority;
- Failure to pay appropriate and required fees;
- Failure to supply requested information by deadline;
- Falsification of any material information on the NHCWA exam/recertification application or supporting documentation;
- Cheating on the certification exam;
- Misrepresentation of NHCWA status. Any other causes for denial, suspension or revocation will be decided on a per case basis after thorough investigation. If certification is denied, suspended or revoked for any reason, no fee will be refunded.
STATEMENT OF UNDERSTANDING:

I hereby attest that I have read and understand the policy of the NHCWA Certification Board (NHCWA) concerning Denial, Suspension, or Revocation of Certification as explained in the above Section and that its terms shall be binding on all applicants for certification / recertification and all NHCWA certified healthcare professionals for the duration of their certification. I hereby apply for certification / recertification offered by NHCWA. I understand that certification depends upon successful completion of the specified requirements. I further understand that the information accrued in the certification process may be used for statistical purposes and for evaluation of the certification program. I understand NHCWA maintains a searchable directory of all NHCWA certified healthcare professionals. I understand that the information from my certification records shall be held in confidence and shall not be used for any other purpose without my permission. To the best of my knowledge, the information contained in this application is true, complete, correct, and is made in good faith. I understand that NHCWA reserves the right to verify any or all information on the application signed by me.

RETURNED CHECK FEE:
$30.00 - If a check is returned for insufficient funds, an additional fee of $30.00 will be charged. Fees thereafter must be paid by money order, certified check, or credit card.
Healthcare Workers Bridge National Certification Program Eligibility

If you have experience performing patient care duties – including phlebotomy and ECG-EKG – or as a Medical Assistant, Residential Healthcare Technician or any of the programs listed below, you may meet the requirements to become certified under our Bridge National Certification Program. Candidates who meet the requirements listed below will not be required to sit for the full 100-question certification exam. If you are interested in applying to take the bridge certification program and become certified from your work experience along with passing the 50-question exam developed for the bridge program, and the proficiency skills competency exam. Your employer must fill out a NHCWA work verification form along with the NHCWA proficiency skills exam form.

Please go to www.nhcwa.com/forms to download the work verification form.

*** Please read the following guidelines in order to complete the process.

• Applicants applying for certification must fill out an application and return it with a work verification form, or a signed letter of verification from their supervisor verifying the length of their employment and a description of the applicant’s job duties. This letter must be on company letterhead and signed by your supervisor. Candidate must also include your NHCWA proficiency skills competency exam form signed by your supervisor.
• Please enclose the $105.00 application fee with the application when you turn it in.
• Experience must be either paid or volunteer. Clinical experience does not count.
  * Patient Care Tech – must have 1 year of paid or volunteer experience
  * EKG Tech – must have 1 year of paid or volunteer experience
  * Medical billing and coding – must have 1 year of paid or volunteer experience
  * Veterinary Tech – must have 1 year of paid or volunteer experience
  * Medical Laboratory Tech – must have 1 year of paid or volunteer experience
  * Phlebotomy Tech – must have 1 year of paid or volunteer experience
  * Pharmacy Tech – must have 1 year of paid or volunteer experience
  * Medical Assistant – must have 2 years of paid or volunteer experience
  * Surgical Technologist – must have 1 year of paid or volunteer experience
  * Sterile Processing Tech – must have 1 year of paid or volunteer experience
  * Residential Healthcare Technician – must have 1 year of paid or volunteer experience
  * Medical Administrative Assistant – must have 2 years of paid or volunteer experience
Upon receipt of all required documentation along with your completed proficiency skills competency examination form signed by your supervisor your application process will be completed in 10 business days you will then be scheduled to sit for the 50 question exam at an NHCWA approved testing vendor. You must score 70% or higher on the exam and your NHCWA certification will then be mailed to you in 7 business days.