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**PEDIATRIC NURSING  
CERTIFICATION BOARD**

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**PNCB Certification Examination  
Computer-based Testing (CBT)**

**Candidate Handbook**

**2010**

PEDIATRIC NURSING CERTIFICATION BOARD, INC.  
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## **PNCB**

The Pediatric Nursing Certification Board (PNCB) offers its multiple-choice national certification examinations for Primary Care Pediatric Nurse Practitioners (CPNP<sup>®</sup>-PC), Acute Care Pediatric Nurse Practitioners (CPNP<sup>®</sup>-AC) and Pediatric Nurses (CPN<sup>®</sup>) YEAR ROUND, in a computerized-based testing (CBT) format. Once eligibility for a PNCB national certification examination has been confirmed, scheduling for the test site, date and time is at a candidate's convenience. Candidates are assigned a 90-day testing window once eligibility is determined by the PNCB.

## **INDEPENDENT TESTING AGENCY**

The Pediatric Nursing Certification Board, Inc. (PNCB) has contracted with Prometric, [www.prometric.com](http://www.prometric.com), to assist in the administration, scoring and analysis of the PNCB's examinations. Prometric, located in Baltimore, Maryland, is the leading provider of testing services and solutions for corporate, academic, government, financial and professional service clients.

## **NONDISCRIMINATION POLICY**

PNCB and Prometric do not discriminate among candidates on the basis of race, color, creed, gender, religion, national origin, sexual orientation, disability or marital status.

## **EXAMINATION ADMINISTRATION**

Examinations are delivered by computer at over 280 Prometric Test Centers (PTC) geographically located throughout the United States. The examinations are administered by appointment only Monday through Saturday. Typical hours of operations for PTCs are 8:00 a.m. to 5:00 p.m., Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturdays. All testing dates and times will be available when scheduling your examination. Candidates are scheduled on a first-come, first-served basis.

## **EXAMINATION ELIGIBILITY NOTIFICATION**

Candidates for the PNCB's certification examinations are eligible to register and schedule their examination with Prometric after they receive an official notification of eligibility via email from PNCB. PNCB will also mail an examination eligibility postcard to the address listed on your examination application. Emails are sent to the email address on the candidate's examination application. It is the candidate's responsibility to keep their email address current with PNCB. A Notification of Eligibility will also be available to each candidate by logging in at [www.pncb.org](http://www.pncb.org) and clicking on "My Documents". Each candidate is assigned 90-day testing window and may schedule an examination for a day and time within this 90-day period. A list of Prometric Test Centers (PTCs) can be found online at <http://www.prometric.com/pncb>. Schedule your examination when you receive your eligibility notification to obtain your desired testing time, date and site. Many other organizations use Prometric for testing and waiting to schedule your examination may lessen your opportunity to take the examination on the date and at the location you desire.

## **SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES**

PNCB and Prometric comply with the Americans with Disabilities Act (ADA) and strive to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. PNCB makes special testing arrangements for any candidate with a professionally diagnosed and documented disability. Under the ADA, a disability is “a physical or mental impairment that substantially limits one or more major life activities”.

PNCB and Prometric make every attempt to address for testing accommodations based upon review of documented health needs. Wheelchair access is available at all Prometric Test Centers. In all cases, requests for special accommodations and documentation of disability needs are to be included at the time of application. These forms are required before accommodation requests may be granted. Please review the requirements for special testing accommodations on the PNCB’s web site—[www.pncb.org](http://www.pncb.org) or call PNCB (1-888-641-2767) if you have questions. Candidates with special accommodation(s) MUST call Prometric to schedule their examination and are NOT able to schedule their examination online.

## **EXAMINATION SCHEDULING INSTRUCTIONS**

Candidates can register—via online at <http://prometric.com/pncb> or by telephone at 866-496-9748. All candidates are encouraged to use online registration.

1. **Online Scheduling:** Candidates should visit <http://prometric.com/pncb> to schedule via Prometric’s internet registration and scheduling system. The computer screens guide the candidate through the complete process and the candidate is prompted to schedule an examination appointment. Each candidate will need their eligibility ID number in order to register. Prometric will send an email confirmation of your scheduled examination shortly after scheduling and a reminder email 48 hours before the scheduled appointment.

If **special accommodations have been approved by PNCB**, candidates must register with Prometric via telephone at 1-800-967-1139.

**OR**

2. **Telephone Scheduling:** Register by calling the Candidate Services Contact Center (CSVCC). Call Prometric at 866-496-9748 from 8:00 A.M. to 8:00 P.M. Eastern Time, excluding holidays observed by Prometric.

Register by calling a Prometric local testing site. Visit, <http://prometric.com/pncb> and follow online instructions to locate a test site.

Register by using Prometric’s Interactive Voice Response (IVR). Call Prometric at 866-496-9748.

Be prepared to provide your ID number (see your examination eligibility notification), test name and preferred test date when making your appointment by telephone. Prometric will provide candidates with the appointment length and time, test name and location. All candidates will be asked to provide an email address so Prometric can provide email confirmations (see Online Scheduling). If you cannot provide Prometric with an email address, you should log-on to <http://prometric.com/pncb> and print an examination confirmation.

Prometric Test Centers may be closed on the following holidays: New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve Day and Christmas Day. Please check Prometric’s online seat availability page to check for certain dates and sites.

**CANCELLATION, RESCHEDULING, LATE ARRIVAL OR NO SHOW FOR SCHEDULED EXAMINATION**

A candidate who is unable to test as scheduled within a 90-day testing period can reschedule or cancel an examination. Candidates can reschedule by visiting <http://prometric.com/pncb> or calling Prometric’s Candidate Services PNCB Contact Center at 866-496-9748. Certain fees may apply for rescheduling and cancelling a scheduled examination. The following fees apply to examination candidates who reschedule, cancel, arrive late or do not appear for their scheduled examination:

Category	Cancellation/Reschedule Period	Cancellation/Rescheduling Fee
1	16 or more days before test date	No fee. Examination must be rescheduled within assigned 90-day testing period.
2	5 – 15 days before scheduled test date	\$25 per cancellation/reschedule. Candidate must contact Prometric’s Candidates Services Contact Center. Examination must be rescheduled within assigned 90-day testing period.
3.	Reschedule less than 5 days before test date.	\$50 per reschedule. Candidate must contact Prometric’s Candidates Services Contact Center. Examination must be rescheduled within assigned 90-day testing period.
4	A) Cancellation less than 5 days before Test date or; B) Fails to appear for a scheduled test; or C) Arrives at the PTC more than fifteen (15) minutes after the scheduled start time for taking the test and is refused admission.	Candidate will not be permitted to reschedule and forfeits all fees paid. Visit PNCB’s web site, <a href="http://www.pncb.org">www.pncb.org</a> , to complete a new examination application. Please call PNCB at 1-888-641-2767 with questions.

Candidates who reschedule or cancel by telephone must make and confirm all cancellations/changes through direct contact with Prometric's Candidate Services Contact Center (CSCC) personnel. Leaving a message on voice mail or a recorded message is NOT acceptable means to confirm cancellation or examination date changes. Candidates may also make changes by logging-on to <http://prometric.com/pncb>.

#### **POLICIES REGARDING LATENESS AND NO SHOW**

- A candidate who appears more than 15 minutes late for an examination will not be able to sit for the examination and will be considered a no show. The candidate forfeits all fees and will be required to reapply.
- A candidate who fails to schedule an examination or fails to report for a scheduled examination within the assigned 90-day testing period forfeits all fees. The candidate will be required to reapply.
- Reapplication fee applies only if the candidate paid full examination fees within the past 24 months and tested within the past 12 months. If not, full examination fees are due.
- A fee of \$75 will be charged to ICAP employers if a candidate fails to sit for a computer-based exam within the 90-day testing window. The ICAP employer may pass this \$75 fee onto the candidate.

#### **EXTENSION OF 90-DAY TESTING PERIOD (one time only)**

In order to successfully extend your 90-day testing period, please note the following requirements:

- An online application for extension of a 90-day testing period must be completed five (5) business days before expiration of the assigned 90-day testing period.
- An additional registration fee is required for an extension of a testing period.
- Candidates are limited to only one 90-day extension.
- An online extension application completed after expiration of a 90-day testing period will not be honored and no fees will be refunded. The candidate must complete a new examination application.

#### **EXAMINATION WITHDRAWAL POLICY**

In order to successfully withdraw from your 90-day testing period, please note the following requirements:

- A withdrawal request must be received at the PNCB sixteen (16) business days before expiration of an assigned 90-day testing period, in order to receive a refund of the examination fee only. The withdrawal request may be emailed to [exam@pncb.org](mailto:exam@pncb.org). Candidates are responsible for cancelling any testing appointment made with Prometric no less than sixteen (16) days before scheduled test date.

- Withdrawal requests received following expiration of a 90-day testing period will not be honored and no fees will be refunded.
- The candidate must reapply and pay all fees, in order to take the examination in the future.

### **EXAMINATION FEES POLICIES**

- The examination registration fee will not be refunded under any circumstances.
- In order to receive a partial refund, a written request for withdrawal from the examination must be received in the PNCB office sixteen (16) days before termination of your assigned 90-day testing period.
- A non-refundable one time only extension fee is required for an extension of a testing period.
- If an application is not eligible for processing, all fees will be refunded to the applicant.

A candidate forfeits all fees:

- If the candidate fails to schedule an appointment with Prometric within the assigned 90-day testing period,
- If the candidate fails to report for a scheduled examination appointment,
- If the candidate is not able to sit for the examination because of lateness,
- If the candidate wishes to re-schedule an examination but fails to contact Prometric at least five (5) days prior to the scheduled testing session to cancel an appointment,
- If the candidate fails to submit a withdrawal request to the PNCB at least sixteen (16) days before expiration of an assigned 90-day testing period, or
- If the candidate fails to submit an online application for extension to the PNCB five (5) days before expiration of an assigned 90-day testing period.

### **TEST CENTER LOCATIONS**

Prometric Test Centers (PTCs) have been selected to provide accessibility to the most candidates in all states and major metropolitan areas. A current listing of PTCs, including addresses and driving directions, can be viewed at <http://prometric.com/pncb>. Specific address information will be provided when a candidate schedules an examination appointment. We suggest you also visit <http://prometric.com/pncb> to review Prometric's Frequently Asked Questions (FAQs) regarding exam day and more.

### **INCLEMENT WEATHER, POWER FAILURE OR EMERGENCY**

In the event of inclement weather or unforeseen emergencies on the day of an examination, Prometric will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. Prometric generally determines the night before if a PTC will close. If an examination is cancelled, Prometric's Outbound Contact Centers will contact impacted candidates to reschedule an appointment. Every attempt is made to administer to examination as scheduled. The examination will usually not be rescheduled if the PTC personnel are able to open the center. If power to a PTC is

temporarily interrupted during an administration, your examination will restart where you left off and you may continue the examination.

### **TAKING THE EXAMINATION AT A PROMETRIC TEST CENTER (PTC)**

Your examination will be given by computer at a Prometric Test Center (PTC). You do not need any computer experience or typing skills to take your examination. Candidates should arrive at the test center at least thirty (30) minutes prior to their scheduled examination. Proctors may choose to not seat a candidate who arrives more than fifteen (15) minutes late for a scheduled appointment.

### **PNCB EXAMINATION INFORMATION**

PNCB's national certification examinations (CPNP<sup>®</sup> and CPN<sup>®</sup>) contain 175 multiple-choice items. You should answer all test items to the best of your ability. Please contact the test proctor at your testing site if the examination unexpectedly ends before you have completed all 175 test items. Please report any technical difficulties to the examination proctor.

Each examination item has three (3) to four (4) suggested responses, only ONE of which is correct. Twenty-five (25) of the one hundred seventy-five (175) test questions are considered non-scored pre-test items and are randomly distributed throughout the examination. Each year new test questions are pre-tested to determine how well they will perform before they are used in the scored portion of the certification examination. The pre-test questions cannot be distinguished from the test questions that are scored, so it is important to answer ALL test questions. It is important to remember that each candidate's pass/fail status is determined by their responses to the one hundred fifty (150) scored items. Answers provided to the pre-test questions do not affect a candidate's score. Examples of typical multiple-choice questions found on the examination are included with eligibility materials. PNCB's national test content outlines, study resources, and sample questions are available on the web site at [www.pncb.org](http://www.pncb.org).

If you experience any difficulties while at the PTC, please call the PNCB office at 888-641-2767. We want you to have a positive testing experience and will work to meet your certification testing needs. If you experience testing issues or concerns after business hours (8:30 a.m. – 5:00 p.m. EST) call PNCB at 1-888-641-2767. Press the “\*” key when calling to leave a message for our staff. Report unresolved problems encountered during testing, technical issues at the testing site, etc. to Prometric's Candidate Care. Call 1-800-853-6769 between 8:00 a.m. – 8:00 p.m. Eastern Time Monday through Friday.

### **IDENTIFICATION FOR ADMISSION TO EXAMINATION**

To gain admission to a PTC you must present two (2) forms of identification, primary and secondary. A primary ID is an official government-issued ID, bearing both a photograph and legible signature. A secondary form of ID must be imprinted with the candidate's name and be a legible signature.

Acceptable forms of primary ID include a current driver's license or permit with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. A secondary ID includes employment ID cards, student ID cards, credit cards or RN license. Temporary identification and social security cards are NOT acceptable.

You must have proper identification to gain admission to the Testing Center. Candidates who do not provide acceptable ID will not be allowed to take the certification examination and all fees will be forfeited. Name changes may not be made with Prometric and must be reported to PNCB before testing.

The name on the candidate's ID must match the name used on the candidate's examination application. If your name changes prior to your scheduled examination you must contact PNCB by emailing [exam@pncb.org](mailto:exam@pncb.org) or calling 1-888-641-2767 regarding this change. If there is a discrepancy caused by a recent name change due to marital status, a copy of the marriage license/certificate or divorce decree is NOT acceptable at the PTC. The candidate will not be allowed to take the certification examination and all fees will be forfeited.

## **SECURITY**

PNCB and Prometric maintain examination administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. All certification examinations are monitored by at least one (1) proctor at all times and will be continuously monitored by proctor walk-throughs and the observation window during your test. All testing sessions are video and audio recorded. You will be required to sign in and out on the roster each time you enter and leave the test room.

The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room.
- No calculators are permitted.
- No guests, visitors or family members are allowed in the testing room or reception areas.
- No personal items, valuables, or weapons should be brought to the PTC. The only item allowed into the testing area is identification. Prometric is not responsible for items left in the reception area.
- Prometric will provide each candidate with an erasable whiteboard. The whiteboard will need to be returned to the proctor upon completion of the examination.
- Candidates are required to empty and turn pockets inside out before entering the testing room.
- Additional detailed testing center regulations are published on Prometric's web page. Please click <http://www.prometric.com/TestTakers/FAQs/Regulations.htm> to review these additional regulations.

## **EXAMINATION RESTRICTIONS**

- No personal belongings will be allowed in the Testing Center. Use of a cellular phone or other electronic device is strictly prohibited and will result in dismissal from the examination.
- No documents or notes of any kind may be removed from the examination room. Testing centers may have small lockers for items such as purses that cannot be left behind.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking will not be permitted at the PTC.

You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks. Your total testing time is three (3) hours.

## **MISCONDUCT**

Individuals who engage in any of the following behaviors may be dismissed from the examination, their scores will not be reported and examination fees **will not** be refunded. Examples of misconduct are when a candidate:

- creates a disturbance, is abusive, or otherwise uncooperative;
- displays and/or uses electronic communications equipment such as pagers, cellular phones, PDAs;
- gives or receives help or is suspected of doing so;
- attempts to record examination questions or make notes;
- attempts to take the examination for someone else; or
- is observed with notes, books or other aids.

## **TUTORIAL**

After your identification has been confirmed, you will be seated at a personal testing carrel.

Prior to taking the timed examination, you will be given the opportunity to practice taking a fifteen (15) minute tutorial on the computer. The time you use for this tutorial is NOT counted as part of your examination time or score. When you are comfortable with the computer testing process, you may quit the tutorial and begin the timed examination.

## **TIMED EXAMINATION**

Following the tutorial, you will begin the timed certification examination. Instructions are provided on the screen before beginning the certification examination.

The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time allowed. A digital clock that indicates the time remaining for completion of your examination will be displayed on your monitor.

Only one examination question is presented at a time. The question number appears in the lower left

hand corner of the screen. Choices of answers to the examination question are identified as A, B, C, or D. You must indicate your answer by using your mouse to click the radio button next to your answer. You may change your answer as many times as you wish during the examination time limit.

To move to the next question, click on the “Next” button on the lower portion of your screen. This action will move you forward through the examination question by question. If you wish to review any question or questions, click the “Previous” button on the bottom portion of your screen to move backward through the examination.

An examination question may be left unanswered for return later in the examination session. These questions should be bookmarked for later review by clicking the “Mark” button on the bottom portion of your screen. Questions may also be bookmarked for later review by clicking the “Review” button on the bottom portion of your screen. Click the “Next” button to advance to the next unanswered or bookmarked question on the examination. When the examination is completed, the number of examination questions answered is reported. If not all questions have been answered and there is time remaining, return to the examination and answer those questions. You should answer all questions to the best of your ability. In instances of uncertainty, guess at the answer, since a “No Response” will earn you no credit. There is no additional penalty for incorrect responses as opposed to “No Response” answers.

### **CANDIDATE COMMENTS**

During the examination, online comments may be provided for any question by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.

### **FOLLOWING THE EXAMINATION**

Candidates are asked to complete a short evaluation after their testing experience. Candidates will then report to the proctor to receive their personal examination score report. Your score report will indicate: Exam Status = Pass **OR** Exam Status = Fail. PNCB will mail your official score report in the weeks following your examination.

### **IF YOU PASS THE EXAMINATION**

An official score report, noting your PNCB certification number, a certification wall certificate and lapel pin will be mailed to you within three (3) weeks following your testing date. A wallet card can also be accessed by logging-in to your PNCB account and viewing “My Documents”. You will also receive information describing requirements for maintaining your certification through the PNCB’s Recertification Program. Please go to [www.pncb.org](http://www.pncb.org) for detailed information about recertification.

## **IF YOU DO NOT PASS THE EXAMINATION**

An official score report will be mailed to you within three (3) weeks of your testing date. Your score report will note the number of items that you missed in each examination content area. Please review your examination score performance to learn more about your strengths and weaknesses in all of the examination content areas. The official score report from the PNCB will also include “Tips for Re-Taking the Examination”. You are encouraged to re-examine and can apply to re-take an examination after you receive your official score report from PNCB. Acute Care Certified Pediatric Nurse Practitioner exam candidates will have the opportunity to re-examine 90 days following previous testing date. For faster processing, complete your re-examination application online via the PNCB website at [www.pncb.org](http://www.pncb.org). Please feel free to contact the PNCB if you have any questions at [exam@pncb.org](mailto:exam@pncb.org).

## **PASS/FAIL SCORE DETERMINATION**

The methodology used to set the minimum passing score is the Angoff method, applied during the performance of a Passing Point Study by a panel of experts in the field. The experts evaluated each question on the examination to determine how many correct answers are necessary to demonstrate the knowledge and skills required to pass this examination. Your ability to pass the examination depends on the knowledge and skill you display, not on the performance of other candidates.

Passing scores may vary slightly for each version of the examination. To ensure fairness to all candidates, a process of statistical equating is used. This involves selecting an appropriate mix of individual questions for each version of the examination that meet the content distribution requirements of the examination content blueprint. Because each question has been pretested, a difficulty level can be assigned. The process then considers the difficulty level of each version as closely as possible. To assure fairness, slight variations in difficulty level are addressed by adjusting the passing score up or down, depending on the overall difficulty level statistics for the group of scores questions that appear on a particular version of the examination application.

## **COPYRIGHTED EXAMINATION QUESTIONS**

All examination questions are the copyrighted property of PNCB. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may subject you to severe civil and criminal penalties.

## **SCORES CANCELLED BY THE CLIENT OR PROMETRIC**

PNCB and Prometric are responsible for the validity and integrity of the scores they report. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. PNCB and Prometric reserve the right to void or withhold examination results if, upon investigation, violation of its regulations is discovered.

## **CONFIDENTIALITY**

Information about candidates for testing and their examination results are confidential. Studies and reports concerning candidates will contain no information identifiable with any candidate.

## **PNCB RECERTIFICATION PROGRAM**

You will receive important information describing requirements for maintaining your certification through the PNCB's Recertification Program. For detailed information, visit our web site at [www.pncb.org](http://www.pncb.org).

PNCB reserves the right to amend the procedures outline in this handbook. For the up-to-date information please visit [www.pncb.org](http://www.pncb.org).