



PEDIATRIC NURSING
CERTIFICATION BOARD

PNCB EXAM CANDIDATE HANDBOOK

Effective May 2025

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New: All PNCB exam candidates are required to complete our [Free CE: Ethics in Testing: A Personal Responsibility](#) before completing their exam application. This module will provide you with examples of acceptable and prohibited behaviors and consequences for violations. Candidates are required to sign an attestation statement on the exam application confirming that the module was completed.

About PNCB

The Pediatric Nursing Certification Board (PNCB) is the largest and most essential organization for the certification, continuing education, and competency development of nursing professionals who provide care for children, adolescents, and young adults.

Established in 1975, PNCB certifies more than 56,000 nursing professionals who actively hold at least one of our four credentials: Certified Pediatric Nurse (CPN), Acute Care Pediatric Nurse Practitioner (CPNP-AC), Primary Care Pediatric Nurse Practitioner (CPNP-PC), and Pediatric Primary Care Mental Health Specialist (PMHS).

Our Mission

A driving force for quality in pediatric nursing globally.

Our Vision

A healthier world one child at a time.

Our Values

- *Integrity:* Acting with honesty and taking accountability for all we do and say.
- *Quality:* Promoting excellence throughout all our interactions.
- *Innovation:* Providing visionary leadership for the present and future.
- *Advocacy:* Supporting and promoting the pediatric nursing profession.
- *Respect:* Embracing collaboration and diversity.

Accreditation

PNCB's Certified Pediatric Nurse (CPN), Acute Care Certified Pediatric Nurse Practitioner (CPNP-AC), Primary Care Certified Pediatric Nurse Practitioner (CPNP-PC), and Pediatric Primary Care Mental Health Specialist (PMHS) programs have met the rigorous national accreditation standards of the [National Commission for Certifying Agencies \(NCCA\)](#).

Nondiscrimination Policy

PNCB and its testing vendors do not discriminate among candidates' age, sex, color, disability, gender identity, health status, lifestyle, nationality, ethnicity, race, religion, marital status, sexual orientation, national origin, citizenship, status as a Vietnam era or special disabled veteran, or other statutory or otherwise legally protected category. All programs of the Pediatric Nursing Certification Board (PNCB) will be administered without discrimination on the basis of age, sex, color, creed, disability, gender identity, health status, lifestyle, nationality, ethnicity, race, religion, marital status, sexual orientation, national origin, citizenship, status as a Vietnam era or special disabled veteran, or other statutory or otherwise legally protected category. This program will apply

to all aspects of the Certification Program, including but not limited to its dealings with volunteers, employees, and applicants. PNCB will make reasonable accommodations for the known disability of qualified individuals unless undue hardship to PNCB results, and such accommodation will not be required by law. Due to the nature of live-remote proctored exams, some accommodations might require testing at an in-person testing center. This policy also prohibits unlawful discrimination or discriminatory conduct by any certification program volunteer or staff member.

PNCB Exam Information

PNCB's national certification exams (Certified Pediatric Nurse Practitioner-Primary Care, Certified Pediatric Nurse Practitioner-Acute Care, and Certified Pediatric Nurse) contain 175 multiple-choice items (questions). Twenty-five of the items are non-scored pre-test items and are randomly distributed throughout the exam. PNCB's Pediatric Primary Care Mental Health Specialist (PMHS) exam contains 150 items. Twenty-five of the items are non-scored pre-test items and are randomly distributed throughout the exam.

You should answer all exam items to the best of your ability. Please inform the exam proctor if the exam unexpectedly ends before you have completed all test items. Report any technical difficulties to the exam proctor as well. Each exam item has 3 to 4 suggested responses, only **ONE** of which is correct. Each year, new exam items are pre-tested as non-scored items to determine how well they will perform before they are used in the scored portion of the exam. These pre-test questions cannot be distinguished from the scored exam items, so it is important to answer **all** items. Also, note that each candidate's pass/fail status is determined by their responses to the scored items. The answers you provided for the pre-test items do not affect your score. Sample questions are posted at www.pncb.org, in addition to your exam's content outline (test blueprint), and possible preparatory resources.

Candidate Confidentiality

Information about exam candidates and their results is confidential. Scores may be released to a third party only with the candidate's permission. Studies and reports concerning candidates will contain no information that is identifiable to any candidate. Aggregate exam scores will be shared with Pediatric Nurse Practitioner programs and No Pass No Pay Hospitals. Your name and contact information may be released for PNCB research purposes.

Note on Candidate Data

PNCB shares candidate data in aggregate with third parties for research and other purposes. Aggregate data will also be shared with Pediatric Nurse Practitioner programs and No-Pass, No-Pay Hospitals.

Timed Exam – For all PNCB Exams

Instructions are provided on the screen before beginning. The computer monitors the time you spend on the exam. All PNCB exams except the PMHS exam are 3 hours or 180 minutes, and the

PMHS exam is 2.5 hours or 150 minutes. The exam will end as soon as the time allowed for testing is reached. A clock displayed on the screen indicates the time remaining for the completion of your exam. Unlike adaptive testing used for the NCLEX exam, PNCB certification exams do not end when a passing score is determined. Your exam will only stop if you reach the end of your allotted testing period or if you finish and submit your answers for scoring before the end of your allotted testing period. You can also return to questions and change an answer before final submission.

Only one question is presented at a time. Choices of answers to the exam question are identified as A, B, C, or D. You must indicate your answer by using your mouse to click on the desired option to choose your answer. You may change your answer as many times as you wish during the exam time limit. An exam question may be left unanswered and returned to later in the testing session. These questions should be flagged for later review. When the exam is completed, the number of exam questions answered is reported. If all questions have not been answered, and there is time remaining, return to the exam and answer those questions. You should answer all questions to the best of your ability. If you are uncertain about an answer, you should guess because an unanswered “No Response” question has no chance of earning you any credit. There is no additional penalty for incorrect responses as opposed to “No Response” questions.

Exam Copyright and Confidentiality

All examination questions are the copyrighted property of PNCB. Under federal copyright law, it is forbidden 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. As an exam candidate, you agree not to disclose information about test questions and answers in any way. This includes talking about questions with your colleagues, supervisors, mentors, or teachers. Violation of this confidentiality agreement will jeopardize your certification or opportunity to become certified in the future.

Exam Ethics

Exam ethics are a personal responsibility. Please review the [Exam Ethics](#) web page. Protect yourself, your colleagues, and your credentials by not discussing test questions with anyone.

1. Please view PNCB’s [exam ethics video](#) before preparing for your exam.
2. PNCB offers a full [exam ethics toolkit](#) with a free CE module.

Exam Eligibility Approval & Scheduling Notification for all Certification Exams

PNCB exam candidates are ready to schedule their exam with our test vendors after they receive an official eligibility approval and scheduling notification by email from PNCB. Emails are sent to the contact information included on the candidate’s exam application. Candidates are responsible for keeping contact information current with PNCB. A detailed email about eligibility approval and scheduling notification will also be available to each candidate. Log in at www.pncb.org to view the Message History. Read your eligibility email immediately and follow the instructions on how to schedule your exam.

All candidates select a date and time within their assigned window to test, then contact PSI to schedule their exams. Exams may be rescheduled 48 hours prior to the exam appointment.

Where and When You Will Test

PNCB's certification programs are administered at PSI, at more than 300 testing centers, and by live remote proctoring (LRP) using your own computer in a private location.

Testing Center Exams	Live Remote Proctored (LRP) Exam
Testing center exams are delivered throughout the United States, Canada, some US territories, and the UAE. A current list of testing centers can be viewed at https://test-takers.psiexams.com/pncb/available/test We suggest you visit https://www.psiexams.com/test-takers/online-proctoring-guide/ to review additional information about your exam day and more.	LRP exams are administered 24/7, anywhere an internet connection is present. There are no time and date restrictions within the testing window. Review PSI's LRP Test-Taker Experience Video .

The following exams are offered year-round, and candidates are assigned a 90-day testing window.

- Certified Pediatric Nurse (CPN®) – on-site or LRP
- Primary Care Pediatric Nurse Practitioner (CPNP-PC®) – on-site only
- Acute Care Pediatric Nurse Practitioner (CPNP-AC®) – on-site only

The Pediatric Primary Care Mental Health Specialist (PMHS®) exam is offered on-site or by LRP during the following one-month testing windows.

- April
- June
- September
- November

Live Remote Proctored (LRP) Exams

LRP offers the PMHS and CPN certification exams through our testing vendor, PSI. Candidates choose the time and date to test at home or another quiet location.

- Additional security procedures are in effect and included in the [candidate conduct requirements](#). Review these critical rules to understand what can cause the termination of a remote proctored exam or invalidate results.
- You will supply the computer, which must include a camera, microphone, and internet connection. The camera must provide a clear picture, and the microphone and speakers must

be fully functioning to communicate with the Proctor. Review the system requirements [here](#). PSI recommends using the Chrome browser for best results.

- Additional resources include:
 - [Testing your Operating System](#)
 - PSI's Online Proctoring [Quick Start Guide](#) or [Full Guide](#)
 - [Tips for Environment Check](#)
- Pick a space you are comfortable showing on camera, and that will allow you to do your best on the exam.
 - To take the LRP exam, you should be in a walled room where you will not be disturbed. No one else is permitted in the room with you while you are testing.
 - At the beginning of the exam, a room scan will ensure that the testing environment meets all requirements.
 - If you cannot meet this requirement or do not agree to a room scan, please register to take the exam at an on-site testing center. If you have already applied for your exam, contact us at exam@pncb.org to switch to an on-site testing center.
- Computer Technical/Internet Requirements are listed [here](#).
 - **You must confirm your computer operating system is compatible with the PSI's LRP platform.** You will be required to download a secured lock-down browser from which you will take your exam. Certain actions are prohibited, including screen sharing, copying/pasting, recording, using dual/extended monitors, or accessing other browsers.
 - Using a work computer for your LRP exam is not recommended. You must have administrative rights to disable any firewalls and install the PSI Bridge secure browser. **If you are using a work computer, you might need to contact your IT department. This must be done prior to testing on a work computer. Once the PSI Bridge browser is downloaded, you will not be required to download it again.**
 - Use this [system check tool](#) to ensure compatibility. This tool checks for compatibility but does not test for administrative rights. Run this check on the device, internet connection, and location where you plan to test.

You will be required to run a tutorial to check your microphone, system adherence, instructions for photo identification, room scan, and practice questions before taking your exam. This tutorial can be launched 3 times up to 150 minutes prior to your exam date and time. Plan to arrive 30 minutes prior to your scheduled date and time.

In-Person Testing Center Exams

Exams are administered by appointment only during your assigned testing window. Typical test center hours are 8:00 a.m. to 5:00 p.m. Monday through Friday and 8:00 a.m. to 1:00 p.m. Saturday. Candidates are scheduled on a first-come, first-served basis. PSI will allow water and snacks in a clear bottle on top of your locker or another area within the testing center. PSI centers close on the following US holidays. The below list is not necessarily a complete list of all days PSI is closed. If PSI needs to change or cancel your exam appointment, PSI will contact you directly.

- | | | |
|---------------------------------|---------------------------|------------------------|
| • <i>New Year's Day</i> | • <i>Independence Day</i> | • <i>Thanksgiving</i> |
| • <i>Martin Luther King Day</i> | • <i>Labor Day</i> | • <i>Christmas Day</i> |
| • <i>Memorial Day</i> | | |

Testing Accommodations

PNCB and its testing vendor 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 exam solely because of that disability. PNCB makes special testing arrangements for any candidate with a professionally diagnosed and documented disability. Under the ADA, an individual with a disability is a person who (1) has a physical or mental impairment that substantially limits one or more major life activities, OR (2) has a record of such an impairment, OR (3) is regarded as having such an impairment.

PNCB makes every attempt to address requests for testing accommodations based upon a review of documented health needs and testing methods (on-site or live remote proctored). Wheelchair access is available at all PSI centers. **In all cases, requests for special accommodations, including breast pumping and documentation of disability needs, are to be included at the time of application.** [This form](#) is required before accommodation requests may be granted. Review the requirements for special testing accommodations at www.pncb.org or call PNCB at 1-888-641-2767 for questions. Candidates with special accommodations ***must schedule their testing center exam by phone*** with PSI at **800-367-1565 x6750**.

For a list of PSI Pre-Approved Comfort Aids that do not require testing accommodations, please click [here](#).

Scheduling your Exam

In-Person Testing Centers or Live Remote Proctored Exams

- Log in to your PNCB portal at <https://www.pncb.org>.
- Located in the Message History on the right side of the portal, click the message detail for the Exam Approval Next Steps.
- Within the notification, click the “Use this link” to access your exam.
- Schedule your exam within the approved testing period, and you will receive an email confirmation.
 - CPN and PMHS candidates may choose to test at an in-person testing center or by using LRP.
 - CPNP-PC and CPNP-AC candidates may test at an in-person testing center only.

Cancellation, Rescheduling, Late Arrival, or No Show

If you are unable to test during your scheduled appointment, you can reschedule by:

- Logging in to [the PNCB Portal](#),
- Going to “Message History” and opening the “Exam Approved: Next Steps ” email message in the Message History, and
- Click on the “**Use this link**” to be taken to the PSI testing platform and then
- Follow the on-screen prompts to reschedule your exam within your assigned testing period.

Appointments must be canceled 48 hours before the test date. Failure to do so will result in forfeiture of all fees.

Candidates who fail to appear for their scheduled appointment will be considered no-shows, and all fees will be forfeited.

Policies Regarding Lateness and No-Shows

- If you appear more than 15 minutes late for an exam, you will not be able to test and will be considered a no-show. All fees are forfeited, and you must reapply to take the test. This will also count as one use of a PNCB No Pass, No Pay (NPNP) payment charge code, and additional use of the code is prohibited.
- If you fail to schedule an exam or fail to report for a scheduled exam within the assigned testing window, all fees are forfeited, and you will be required to reapply and pay all future fees.
- For candidates who have applied using an NPNP code, failure to show (“no-show”) for a scheduled testing appointment will result in the use of the charge code, and additional use of the charge code is prohibited.
- A reduced reapplication fee is offered to no-show candidates or those who have previously taken the same certification exam but were unsuccessful. This fee is not available for candidates using the PNCB NPNP charge code.

Extension of Testing Window/Period (One time only)

To extend a **CPN, CPNP-PC, or CPNP-AC** 90-day testing period, the following policies apply:

- Your online application for an extension of a 90-day testing period must be completed 5 or more **business** days before your current window expires.
- An additional non-refundable registration fee is required.
- You are limited to one 90-day extension.
- The new 90-day testing period begins once your application for an extension is processed. It does not grant you 180 days to take the exam.
- An online extension application completed after your 90-day testing period expires will not be honored. You must complete a new exam application.
- Extensions are not available for CPN exam candidates using a PNCB NPNP charge code.

To extend a **PMHS** testing window, the above policies apply, except that your assigned testing window will move to the next available window, depending on your currently assigned window. Testing windows may only be extended once.

In all cases, log back into your PNCB Portal, click on your current exam application, and request an extension.

Exam Withdrawal Policy

To successfully withdraw from your testing window/period, please note the following requirements:

- A written withdrawal request must be received at PNCB 16 **business** days before the expiration of an assigned testing window or period to receive a refund of the exam fee only. When you apply for an exam, the cost includes a nonrefundable registration fee. See <https://www.pncb.org/> for more details about fees. The withdrawal request must be emailed to exam@pncb.org.
- **Candidates are responsible for canceling any exam appointment made with PSI before sending PNCB their written withdrawal request.**
- Withdrawal requests received following the expiration of a testing window or testing period will not be honored, and no fees will be refunded.
- The candidate must reapply and pay all fees to take the exam in the future.

Exam Fees Policies

- PNCB's current exam fees are:
 - CPNP-PC and CPNP-AC Certification Exams
 - \$395 initial exam fee (\$130 non-refundable registration fee)
 - \$280 non-refundable re-exam fee
 - \$150 non-refundable testing window extension fee
 - CPN Certification Exam
 - \$300 initial exam fee (\$100 non-refundable registration fee)
 - \$245 non-refundable re-exam fee.
 - \$130 non-refundable testing window extension fee
 - PMHS Certification Exam
 - \$300 initial exam fee (\$130 non-refundable registration fee)
 - \$225 non-refundable exam fee (free if you re-apply to test in the next testing window).
 - \$150 non-refundable extension fee.

If an exam candidate is not eligible to test, all fees will be refunded to the applicant. If your exam application is more than 12 months old and you have not met eligibility requirements, you will forfeit your fees upon the anniversary of your application.

A candidate forfeits all fees and, if using a No Pass No Pay payment code from their employer, forfeits the right to use the code again:

- If the candidate fails to schedule an appointment within the assigned testing window,
- If the candidate fails to report for a scheduled exam appointment,
- If the candidate is not able to sit for the exam because of lateness or unacceptable identification,
- If the candidate wishes to reschedule an exam but fails to contact PSI at least 48 hours prior to the appointment.

- If the candidate fails to submit a withdrawal request to the PNCB at least 16 business days before the expiration of an assigned testing window,
- If the candidate fails to submit an online application for an extension to the PNCB 5 business days before the expiration of an assigned testing window.

Inclement Weather, Power Failure, or Emergency for On-Site Testing

In the event of inclement weather or unforeseen emergencies on a test day, PSI will determine whether circumstances warrant canceling and subsequent rescheduling of an exam. PSI makes every attempt to contact a test-taker by phone and email as soon as the closure has been issued. Closure information can be found at <https://www.psiexams.com/test-takers/openings/> or you may call PSI Customer Service at 1-855-257-1648.

Every attempt is made to administer the exam as scheduled. If PSI personnel are able to open the center, the exam will not be rescheduled. If power to a center is temporarily interrupted during an administration, your exam will restart where you left off, and you will be able to continue. PSI's policy allows for 30 minutes of interrupted time before the candidate is asked about rescheduling.

Identification for Admittance to Your Exam

To be admitted to your exam, you must present one form of identification. This must be a valid, government-issued, photo-bearing identification and match the first and last name included on your exam application. The identification cannot be expired. Acceptable forms of ID include:

- Driver's License
- State Identity Card
- Passport
- Passport Card

All other forms of ID, including temporary IDs, are not accepted.

Name Changes

The first and last names on the candidate's ID must match the legal names used on the candidate's exam application. If at any time prior to testing your legal name changes, you must email exam@pncb.org with a request to change your name and provide legal supporting documentation such as a copy of the marriage license, court-approved name change document, or divorce decree. Name changes **must** be received by PNCB at least 5 business days before your exam date or you will not be permitted to test. Name changes may not be made with our testing vendors and must be reported to PNCB before testing. Your first and last name, as used on your application, must match the identification used as proof of your identity. If your identification does not match the name on your eligibility approval and scheduling notification, you will be denied admittance to the certification exam and forfeit all exam fees or use of your No Pass No Pay Hospital payment code.

Taking the Exam using LRP

You will use your own computer and internet connection. Your computer must include a working camera, microphone, and speakers. Tablets, mobile devices, Chromebooks, and virtual machines may not be used for testing. We suggest using a wired internet connection to avoid disturbances that may happen due to Wi-Fi. You must confirm that your computer operating system is compatible with PSI's online platform. You will be required to download a secure lock-down browser that prohibits certificate actions. Take your exam in a setting without a corporate firewall. Workplace firewalls and other security measures, such as VPNs, often block the required secure connection. Ensure that you have administrative permission to access your computer.

You are encouraged to arrive 30 minutes before the start of your exam to allow for connection with PSI and troubleshooting of any technical issues. You must always stay on the camera. Bathroom breaks are not allowed.

- [Test your operating system for compatibility.](#)
- [Review system requirements for required hardware.](#)
 - Exam Tutorial – It is important to launch this tutorial before your scheduled exam. You will receive this link after you schedule your exam.
 - This is available up to 2.5 hours before your exam starts and includes a full system compatibility check. The check confirms that you can launch the exam and includes generic questions for you to answer. You are allowed to take the tutorial up to 3 times 150 minutes before your scheduled appointment.
 - If you have difficulty launching the tutorial, call PSI technical support at 844-267-1017.

It is recommended that you have a minimum broadband connection of 750 kbps, 3 Mbps, or higher. Please click [here](#) for all system requirements.

Taking the Exam at a PSI Test Center

Arrive at your designated testing center at least 20 minutes before your scheduled time. The address of your testing center is available when you schedule your exam. The test center address is included on your booking confirmation and reminder emails sent directly from PSI.

If you arrive more than 15 minutes after your scheduled test time, you will not be permitted to take your exam. Exam fees and eligibility will be forfeited as a result.

Personal items are not allowed in the testing rooms. PSI locations offer either lockers or locked bags to store your personal items. Please leave all bulky items in your car or at home. PSI will allow water in a clear bottle and snacks to be stored on top of your locker or another area within the testing center. Candidates with ADA exam accommodations are exempt for the items necessary to accommodate their disability. Test takers will not have any access to their personal belonging placed in secured storage until after the exam has been completed and instructed to do so by the Test Center Administrator (TCA).

Security

PNCB and its testing vendors maintain exam administration and security standards designed to ensure that all candidates are provided the same opportunity to demonstrate their knowledge, skills, and abilities in a fair and professional testing environment.

Live Remote Proctored Exam

Please review the [Critical Rules for your Remote Proctored Exam](#) to determine events and actions that may invalidate your exam. A proctor will always monitor the exam.

- You must be alone in your room; this includes pets.
- Your webcam and computer screen will be monitored, viewed, and recorded.
- **You may not leave the camera's view during your test. You may stand and stretch; however, bathroom breaks are never permitted, even with approved testing accommodations.**
- Your desk and the surrounding areas must be clear.
- A calculator and scratch paper are available online.
- No phones, mobile devices, earbuds, or headphones may be used.
- No talking aloud during the exam or tapping your feet or fingers.
- Explicit behavior, language, or materials are not allowed.
- You may not use your smartwatch.
- You are not allowed to have food during your testing event. Individuals must have prior permission from PNCB if food is needed for medical or dietary reasons.
- You may have one glass of water during your testing event. The water must be in a clear container or clear water bottle with the label removed. Refilling water is not permitted.
- You may not take videos or pictures of the screen, including your preliminary results.
- Before receiving preliminary results, you will be required to complete a survey.
- If you violate any of the rules, you will not be able to take future PNCB exams via LRP, and results may be invalidated. PNCB reserves the right to take further action as appropriate.

On-Site Delivered Exams

At least one proctor always monitors all certification exams, and you 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.

PNCB exam candidates are not allowed access to their lockers once they are seated for their exam; no exceptions are permitted. Exam candidates are not allowed to leave the testing center except to go to the designated bathroom facilities. There are no exceptions, and this is grounds for immediate dismissal of the exam.

Breaks: You may take an unscheduled break, but you are not allowed additional time to make up for lost time during breaks. Total testing time is 3 hours (180 minutes) for the CPN, CPNP-PC and CPNP-AC exams and 2 ½ hours (150 minutes) for the PMHS exam. Any breaks longer than 5 minutes may be cause of exam disqualification and reported to PNCB.

- Prohibited Items Not Allowed in the Testing Center
 - All personal belongings will be placed in secure storage provided at each site.
 - No electronic devices are allowed in the test room, including cell phones, electronic watches, or smart watches and rings. All electronic devices must be completely powered off before being placed in secure storage. **All electronic devices powered on after testing has started is grounds for immediate dismissal.**
 - Any device that does not fit into the security locker or bag may not remain in the test centers. There are no exceptions.
 - Weapons of any kind.
 - Guests, visitors, or family members.
- Prohibited Clothing
 - Outerwear is not permitted. Sweatshirts, sweaters, and cardigans are allowed.
 - Hats or headgear not worn for religious reasons or as religious apparel.
 - All other personal items, including purses, backpacks, wallets, etc.
- Check-in Process
 - All exam candidates will go through a physical security check.
 - You will be asked to empty your pockets and turn them inside out.
 - You will be asked to show your eyeglass frames for security scan.
 - All security scans include a medical detection wand.
- No documents or notes may be removed from the testing room.
- No questions about exam content may be asked during the testing session.

Reporting Difficulties While Testing

On-Site Test Centers

If you experience any difficulties while at the test center, please alert a PSI staff member while the issue is occurring and who will make every effort to remedy the situation. The Test Center Administrator (TCA) may not be able to assist with issues reported after the fact. If the problem cannot be remedied within a reasonable amount of time – usually 30 minutes – you will be given an incident report ticket number and PSI Customer Service phone number to contact for another date/time within your testing window to take the exam. The Test Center Administrators (TCAs) are unable to reschedule exams.

To have the incident investigated by PNCB, you must:

1. Alert test center staff promptly.
2. Request a ticket number from the TCA before leaving the test center.
3. Notify PNCB via email to exam@pncb.org or call PNCB at 1-888-641-2767 (PNCB's business hours are Monday-Friday 8:30am-5:00pm ET) immediately after you leave the test center.

Notification must be timely. PNCB staff will investigate the issue reported and follow up with the candidate. Please be patient; this investigation could take 1-2 weeks, depending on the type of issue reported.

Live Remote Proctored Exams

If you experience any difficulties while taking your live remote proctored exam, please alert the Proctor immediately. The Proctor will work with you to resolve the errors.

- Should you become disconnected from the Proctor, first try chatting on the chat screen.
- Should you become disconnected from PSI, please call 1-855-257-1648 for additional instructions.
- Notify PNCB via email to exam@pncb.org immediately after you have disconnected from the exam.

Misconduct or Irregular Behavior for all PNCB Exams

Irregular behavior is an attempted violation(s) of the rules regarding any part of the examination process. Irregular behavior includes but is not limited to:

- Violations before testing:
 - Providing false information on the application.
 - Providing false admittance information.
 - Altering transcripts.
 - Seeking information about exam items and/or answers from previous examinees or formal or informal test preparation groups.
 - Engaging an impersonator.
 - Using a camera device.
- Violations while testing:
 - Impersonating an examinee.
 - Possessing or accessing unauthorized items in the testing room or center, e.g., food, electronic devices.
 - Communicating with other examinees during the testing period.
 - Failing to adhere to a proctor's instruction or request.
 - Attempting to gain access to content being tested during the testing or on breaks.
 - Creating a disturbance, being abusive or uncooperative.
 - Caught with a camera device while in the testing room.
 - Accessing a locker.
 - Leaving the test center while taking the exam or camera view if testing by live-remote proctoring.
- Violations after testing:
 - Altering exam results.
 - Reproducing exam items by any means, including reconstruction from memory.
 - Communicating by any method about exam items and/or answers with other examinees, potential examinees or formal or informal test preparation groups.
 - Attempting to remove notes or documents used during testing.
- Consequences of Irregular Behavior
 - If evidence is found of a breach of exam materials before the exam administration, and evidence suggests that the behavior is organized and/or may involve a number of examinees, PNCB reserves the right to cancel the exam administration. If evidence is

- found of possession of a camera prior to test administration, the exam administration will be canceled. If evidence is found of a breach in the security of exam materials after an exam administration, and evidence suggests that the behavior was organized and/or may have involved a number of examinees, PNCB reserves the right to nullify the exam results of some or all examinees.
- If violations are observed during the exam, the testing vendor will report the violations to PNCB, and an investigation will ensue. If PNCB determines it has sufficient evidence of the irregular behavior, the candidate will be notified of the nature of the evidence and given an opportunity to respond in writing. If a candidate is caught with a camera while in the testing room, the camera will be confiscated, and the exam is immediately suspended. If exam results have not been reported, they will be withheld during the investigation, and the candidate will not be permitted to take subsequent exams until a final decision regarding irregular behavior has been made.
 - If after PNCB's review of the available information it is determined that irregular behavior has occurred, the violator's exam results will be invalidated. The candidate will either be prohibited from taking future PNCB certification exams or special procedures will be implemented for future exams. PNCB reserves the right to request a retest of any candidate if available evidence causes loss of confidence in the exam results for any reason. PNCB may choose to provide notice of the sanctions imposed to entities with a need to know such as a state board of nursing. Exam fees will not be refunded and PNCB may also pursue a legal remedy against the examinee(s).
 - If the irregular behavior involves unauthorized reproduction and/or distribution of exam materials or dissemination of exam content, PNCB will pursue all legal means available to protect the copyrighted materials.

After the Exam

In most cases (unless otherwise advertised), candidates will then be able to view their personal, unofficial preliminary exam status indicating Exam Status = Pass **OR** Exam Status = Fail. PNCB will email official pass/fail results, usually within 2-3 weeks after testing.

If You Pass

An official congratulations letter noting your PNCB certification number will be emailed to you (per testing best practices, a scaled score will not be provided). An online wallet card can also be accessed by logging in to your PNCB account. A wall certificate will be mailed to you within 4-6 weeks. You will also receive future emails about maintaining your newly earned credential through PNCB recertification. Please visit www.pncb.org for detailed information about recertification.

Using Your Credential

We suggest always listing your degree first, then licensure, followed by certification. Should you have any awards or honors, these come last:

- Terri Moore, BSN, RN, CPN
- Patricia Johnson, PhD, RN, CPNP-AC/PC, PMHS, FAANP
- Jane Smith, DNP, CPNP-PC

Listing your highest degree first is standard. If you have a non-nursing degree, this will come next then licensure. If you have multiple certifications, often people list the one earned first in the first position and the one earned most recently in the final position. If you want to use your credentials when charting, be sure to check your employer's policy on doing so. Let others know the value of your PNCB certification by wearing your lapel pin and introducing yourself as a Certified Pediatric Nurse, or Certified Pediatric Nurse Practitioner-Primary Care, Certified Pediatric Nurse Practitioner-Acute Care, Certified Pediatric Nurse Practitioner Primary/Acute Care, or Pediatric Primary Care Mental Health Specialist to patients, their families, and peers. Mention your credentials in your hospital staff bio. PNCB credentials are federally trademarked and may only be used by those who earn and actively maintain their certification.

If You Do Not Pass

Official results will be emailed from PNCB once the result file is received and processed, usually within 2-3 weeks after testing. Your score report will provide details of your performance in each major content area on the exam content outline. Please review your score performance to learn more about your strengths and weaknesses in all the exam content areas. Certified Pediatric Nurse Practitioner-Primary Care or Certified Pediatric Nurse Practitioner-Acute Care exam candidates can visit www.pncb.org for current retest policies and timing. Unsuccessful Certified Pediatric Nurse exam candidates may apply to retest after receiving official test results and will be assigned a different form of the exam and a new 90-day testing window, provided they still meet PNCB's eligibility criteria. Unsuccessful Pediatric Primary Care Mental Health Specialist exam candidates may apply to retest after receiving official test results and will be assigned a new testing window, provided they still meet PNCB's eligibility criteria. You can complete your re-examination application online via the PNCB website at www.pncb.org. Please contact PNCB if you have any questions at exam@pncb.org.

Certified Pediatric Nurse Practitioner Candidates Testing with a Transcript Exception

Candidates who have met the criteria for a transcript exception and passed the exam will not receive official pass results until the official final transcript is received. For unsuccessful candidates, official failing exam scores are released, and the candidate may retest according to PNCB's retest policy. If PNCB does not receive the official, final transcript within 24 months of testing, your score will be invalidated.

Pass/Fail Score Determination

PNCB examinations are criterion-referenced. This means the passing score is based on predetermined criteria. Your ability to pass the examination depends on the knowledge you display, not on the performance of other candidates.

The Angoff method is used to set the minimum passing score. It is applied by a representative sample group of subject matter experts in the field from across the country who also hold the credential you are seeking. This panel evaluated each question on the examination to determine

how many correct answers are necessary to demonstrate the knowledge and skills required to pass.

How many questions do I need to get right to pass the exam?

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 the following:

1. Selecting an appropriate mix of individual questions for each version of the examination that meets the content distribution requirements of the examination content outline.
2. Obtaining an overall difficulty level (as each scored question has been pretested, a difficulty level is available); the standard setting process then considers the overall difficulty level of each test form.
3. Slight variations in difficulty level are determined, then addressed by adjusting the passing score up or down, depending on the overall difficulty level statistics for the group of scored questions that appear on a particular form of the examination application.

PNCB uses scaled scores that range from 200 (0 items correct) to 800 (all items correct), with a scaled score of 400 corresponding to the cut-point on the exam. This means that the passing score across all forms is 400. Using a **scaled score** is how a certification board may put all scores, regardless of which form the candidate takes, on the same scale or frame of reference.

Cancellation of Scores

PNCB and its testing vendors 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 its testing vendors reserve the right to void or withhold exam results if, upon investigation, a violation of its regulations is discovered.

Exam Copyright and Confidentiality

All examination questions are the copyrighted property of PNCB. Under federal copyright law, it is forbidden 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. As an exam candidate, you agree not to disclose information about test questions and answers in any way. This includes talking about questions with your colleagues, supervisors, mentors, or teachers. Violation of this confidentiality agreement will jeopardize your certification or opportunity to become certified in the future.

PNCB Recertification Program

Upon passing the exam, you will receive important information describing the requirements for maintaining your certification through the PNCB's Recertification Program. For detailed information, visit www.pncb.org.

Note on Policies

PNCB reserves the right to amend the procedures outlined in this handbook. Current policies are always posted at www.pncb.org. PNCB also posts policies at <https://www.pncb.org/policies-terms-use>

PNCB wishes you much success on your upcoming exam!

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