

The CLA Exam . . .



General Information About the CLA/CP Examination Process

This presentation is designed to provide tips and important information to remember throughout the examination process. We hope this information will make the CLA/CP examination experience a smooth one for you.

This presentation does not cover specific questions about information included in the CLA Review Manual or the CLA/CP Study Guide and Mock Examination. If you have any specific questions about these references, please e-mail those to nalanet@nala.org and we'll attempt to get clarification from the author.

Applications

- Applications are acknowledged upon receipt.
- Watch your e-mail!
 - If approved the Admission Ticket will be issued 15-20 days prior to the test date.
 - If incomplete you will be provided a specified period of time to provide the required information.
 - If the additional information is not received the application will be returned to you less a \$25 processing fee.

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The first step – filing your application for the CLA/CP examination.

You'll receive an acknowledgment when the application is received – either by regular mail or by e-mail.

NALA uses e-mail communications where possible to speed up the application processing. Please be sure to watch your e-mail for any information or notices that may be sent to you regarding your application or the exam.

If your acknowledgment says the application is approved -- no further information is required and the Admission Ticket will be mailed to you 15-20 days prior to the test date.

If you receive an acknowledgment that says your application is incomplete, you'll be advised of the additional information needed to complete the application. This could include additional fees, transcripts, attestations, choice of your four substantive law areas, etc., and we will provide a deadline to submit the additional information needed to complete the application. We will not be able to issue the admission ticket until the application is complete.

If the additional information required is not received by the deadline provided, the application will be returned to you less a \$25 processing fee.

Form For Waiver Of Eligibility Requirements

NATIONAL ASSOCIATION OF LEGAL ASSISTANTS, INC.
1916 SOUTH BOSTON, SUITE 200, FALLS CHURCH, VA 22046
978.587.8628
978.587.8722
www.nala.org
nalanet@nala.org

Certified Legal Assistant (CLAY) Examination
Request for Waiver of Eligibility Requirements

State of _____
Candidate ID _____

I, _____, understand that my application for the March 23-24, 2007 CLA examination is being accepted contingent upon evidence that I will meet at least one of the eligibility categories, and will provide original documentation verifying my eligibility, by May 31, 2007.

I also understand that if, for any reason, I am unable to meet one of the eligibility categories, or have not provided the original documentation verifying my eligibility, by May 31, 2007, I will forfeit all CLA examination fees paid and my examination will not be graded.

I also understand that if I have completed all requirements of the program, except for the graduation ceremony, I may provide a letter from my program director, on school letterhead, verifying my eligibility.

I will be responsible to provide the evidence of my eligibility to the NALA Certifying Board, c/o NALA Headquarters, at the address shown below, no later than 5:00 p.m. (CST) on May 31, 2007.

Dated this ____ day of _____, 2007.

Signature _____
Name (please print) _____
Address _____
City, State ZIP Code _____
Signed and sworn before me, the undersigned authority on this ____ day of _____, 2007.

Notary Public _____
County of Parish _____
State _____
My commission expires: _____

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An important note regarding exam eligibility . . .

If you filed your application for the examination prior to meeting the eligibility requirements, you were required to complete and return the form shown on the slide. This is a sample of the waiver of eligibility form signed in order to sit for the exam prior to meeting the eligibility requirements.

The deadline for receipt of evidence of meeting the eligibility requirement for each examination date is: **May 31** for the Spring examination, **August 31** for the July examination, and **January 31** for the December examination.

To file an application under this procedure, complete and submit the application form. The Certifying Board or NALA Headquarters will contact applicants and require:

an original statement signed by the paralegal program director stating that the student will graduate by the deadline date; and

an original statement of understanding signed by the applicant, that if, for some unforeseen reason the graduation requirements are not met and the applicant does not complete the program requirements by the date specified, the examination will not be graded and the examination fee will be forfeited (shown in the slide). The specific forms for students and paralegal programs director will be provided by NALA Headquarters.

PLEASE REMEMBER we must receive the evidence of meeting the eligibility requirements at NALA Headquarters no later than 5:00 p.m. (Central Time) on the deadline listed for your exam date in order for your exam to be graded and to be eligible to receive your results.

You'll receive an acknowledgment once all of the information is received -- if you have not received an acknowledgment that the final evidence has been received, call NALA Headquarters well before the final deadline date to make sure your application is complete. Once the deadline has passed, the exam will be voided, the exam fee forfeited, and you will not receive any results.

If you have any questions about this form or the status of your application, be sure to contact NALA Headquarters at nalanet@nala.org. We will be happy to help you determine the status of your application.

Study Materials

- CLA Review Manual
- CLA/CP Study Guide & Mock Examination
- NALACampus Live! & Self-study courses
– www.nalacampus.com
- Provided as study tools for the examination
- Not intended as the only source of study
- Local study groups

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NALA offers several sources for study for the CLA/CP exam:

CLA Review Manual and the CLA/CP Study Guide & Mock Examination -- both of these publications also include suggested references for each section of the exam

These publications are offered as tools to use in your preparation for the exam. The Study Guide and Mock Examination is offered to give you an idea of the types of questions that may be asked on the exam, and the CLA Review Manual provides substantive material for study.

Both of these publications are separate products from the exam itself -- the Certifying Board is responsible for the content of the exam and the exam is based on current rules and procedures.

NALA also offers on-line courses through NALACampus.com and through NALACampus Live! presentations. Many of these courses apply to areas included on the exam. For further information course availability, please check NALA's web site at: <http://www.nalacampus.com/>.

All of these sources are provided as study tools for the exam but are not intended as the only sources of study. We offer the suggested references for each section to give additional sources of study for more in-depth information after reviewing the CLA Review Manual or the Study Guide & Mock Exam. **An IMPORTANT note here -- Strunk & White, The Elements of Style is the authority adopted by the NALA Certifying Board for the Communications section of the CLA/CP examination. The Certifying Board has also adopted A Uniform System of Citation, Harvard Law Review Association, as the authority for the Legal Research section of the CLA/CP examination.**

Local study courses are another option for those who prefer to study in groups -- several of NALA's state and local affiliated associations offer study groups or review courses for their members. If you need information on an association near you, a list of the NALA Affiliated Associations is available from NALA's web site at: <http://www.nala.org/links.htm>. You may also contact us directly at nalanet@nala.org or call us at 918-587-6828 and we'll be happy to provide that information if there is an association in your area.

Study Materials

- Any book is only current at the time it's published
 - Be familiar with any changes in federal laws or procedures
 - Check with NALA Headquarters for current policies
- The CLA/CP exam is based on **federal rules and procedures**
- Amount of study required depends on you

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As with any book the information in the Review Manual and the Study Guide is only current as of the time the books are published. You will need to be familiar with any changes in federal laws or procedures – internet search engines are useful for finding this information if you don't have it available through a law library or paralegal program.

A good example of this are the changes made to the Bankruptcy Code that went into effect October 17, 2005 -- we've been advised that a good source to review those changes is the Mini-Code Special Redlined Edition of the actual Code. This book is published by AWHFY, L.P., Phone 877-412-Code (2633), Website www.AWHFY.com. It makes the actual changes a lot clearer because the new stuff is all in red.

Check with NALA Headquarters for any changes in policies or procedures in connection with the exam. For example, the exam now consists of five sections – Communications, Judgment & Analytical Ability, Ethics, Legal Research, and Substantive Law which includes the General Law section and the four areas you selected on your application.

The Legal Terminology section and Human Relations & Interviewing Techniques sections were removed from the testing schedule as separate sections of the exam, but you will still need to know the information. Questions from the Legal Terminology section have been redistributed throughout the Substantive Law sections and questions from the Human Relations & Interviewing Techniques section have been redistributed in the Communications and Ethics sections.

Another important note: Please remember that the exam is a national, standardized exam based on federal rules and procedures not on the state level.

One of the questions we can't answer is "How long do I need to study?" Everyone's background, education, and experience is different. We suggest use of the CLA Review Manual to get a feel for your level of knowledge in the various areas tested – from there you might consider acquiring some of the suggested references and then gauge the amount of study you'll need in those areas that you're not quite as comfortable with.

Cancellations

- Please contact NALA Headquarters immediately if you are unable to attend!
 - 918-587-6828
 - Monday-Friday 8:30 am – 5:00 pm CST
 - Voice mail available after hours
 - E-mail to nalanet@nala.org

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We understand that with an application deadline 60 days prior to the actual exam date, things may happen and you may not be able to sit for the exam as scheduled.

If you are unable to attend the testing session, please contact NALA Headquarters as soon as you know so that we can contact the exam administrator.

Our office is open Monday through Friday from 8:30 a.m. – 5:00 p.m. Central Time. After hours, feel free to leave a message on our voice mail at 918-587-6828 or send an e-mail to nalanet@nala.org.

Admission Tickets

NALA NATIONAL ASSOCIATION OF LEGAL ASSISTANTS, INC.
1516 SOUTH BOSTON, SUITE 200, TULSA, OK 74119 918.587.8528
Fax: 918.582.6772 www.nala.org nalanet@nala.org

JANE JONES
1515 ANYTOWN ROAD
ANYTOWN, OK 00001

PRESENT THIS FOR ADMITTANCE TO THE CLA EXAMINATION
FRIDAY & SATURDAY, MARCH 23-24, 2007

IMPORTANT INFORMATION ENCLOSED! PLEASE READ CAREFULLY

ACCOUNT # 999999 SS # 111-11-1111

REPORT TO: THE ACTUAL NAME AND ADDRESS OF THE TESTING LOCATION
WILL BE PRINTED HERE WITH ANY SPECIAL INFORMATION
SUCH AS ROOM #, PARKING INSTRUCTIONS, ETC.

FOR FULL EXAMINEES:
YOUR CHOICE OF THE FOUR SUBSTANTIVE LAW AREAS WILL BE LISTED HERE, FOR
EXAMPLE:
CONTRACT
BUSINESS ORG
CRIMINAL
FAMILY LAW

FOR RETAKE EXAMINEES:
THE SCHEDULE FOR YOUR RETAKE SECTION(S) WILL BE LISTED HERE, FOR EXAMPLE:

TIME SCHEDULED - RETAKE SECTION:
Fri.: 9:00 a.m. COMMUNICATIONS
Fri.: 12:00 noon JUDGMENT
Sat.: 9:00 a.m. ETHICS
Sat.: 10:50 a.m. LEGAL RESEARCH

NALA NATIONAL ASSOCIATION OF LEGAL ASSISTANTS, INC.
1516 SOUTH BOSTON, SUITE 200, TULSA, OK 74119 918.587.8528
Fax: 918.582.6772 www.nala.org nalanet@nala.org

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FOR RETAKE EXAMINEES:
THE SCHEDULE FOR YOUR RETAKE SECTION(S) WILL BE LISTED HERE, FOR EXAMPLE:

TIME SCHEDULED - RETAKE SECTION:
Fri.: 9:00 a.m. COMMUNICATIONS
Fri.: 12:00 noon JUDGMENT
Sat.: 9:00 a.m. ETHICS
Sat.: 10:50 a.m. LEGAL RESEARCH

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This is a sample of what the Admission Ticket will look like – this one was typed for the purpose of this presentation and the actual ticket may look a little different, but it will state “Present this for admittance to the CLA/CP examination.”

Please watch for this ticket – it’s an 8 ½ x 11 sheet of paper rather than a movie ticket or coupon.

The Admission Ticket provides you with:

- * your identification information for the answer sheets -- your NALA Account # and the last four digits of your Social Security Number -- you will be allowed to keep this with you throughout the testing so you will have access to the identification information.

- * location and information about the testing facility;

- * verification of the Substantive Law areas you’ve selected if you’re taking the Substantive Law section;

- * verification of retake schedules for anyone retaking sections of the exam.

Admission Tickets

- Check your ticket as soon as you receive it!
 - Know where you are scheduled to report
 - Make sure all of the information is correct
 - Name & Address
 - Substantive Law areas
 - Retake Areas
- Read enclosures accompanying Admission Ticket

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Check your ticket as soon as you receive it!

Make sure:

your name & mailing address are correct

the substantive law areas and/or retake areas and times listed on the ticket are correct

Don't hesitate to call us if any of the information is incorrect or if you have any questions about the information included on your Admission ticket.

We also send additional information with the tickets regarding the exam – please take a little time when you receive this information to read through the materials to familiarize yourself with the procedures involved in the testing process. Familiarizing yourself with the process information on the examination will help you know what to expect and will help to reduce your stress level.

Remember To Bring

- The Admission Ticket
- Several No. 2 pencils (with erasers)
 - Retractable/mechanical pencils with soft leads may be used
 - Pens may be used for essays but pencils are easier to erase
- Picture ID – driver's license, etc.

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On the day of the exam be sure to bring:

Your Admission Ticket.

A few No. 2 pencils (with erasers) for the computerized answer sheets – the administrator should have a pencil sharpener available for you but be sure you bring several pencils just in case. **NOTE:** Retractable/mechanical pencils are fine as long as they have a soft lead and good erasers.

You can use a pen for completion of the essay questions if you're more comfortable, but pencils make it easier to erase if you need to change information in your essay

You may bring highlighters to highlight information in the exam booklet if that's helpful to you.

A picture ID – driver's license, etc. to present to the administrator at check-in.

You may also want to wear a watch, but please do not bring kitchen timers into the room that may distract other examinees.

Computerized Answer Sheets

CERTIFIED LEGAL ASSISTANT EXAMINATION ANSWER SHEET

NAME (Please Print) JANE M. JOE

SOCIAL SECURITY NO. 48-746-7121

ACCOUNT NO. 0112145

IMPORTANT DIRECTIONS FOR MARKING ANSWERS

- Use black lead pencil only (No. 2).
- Do NOT use ink or ballpoint pens.
- Make heavy black marks that fill the circle completely.
- Erase cleanly any answer you wish to change.
- Make no stray marks on the answer sheet.

Incorrect Mark:

Correct Mark:

TEST SECTION:

- Legal Terminology
- Communications
- Ethics
- Judgment & Analytical Ability
- General - Substantive Law
- Administrative - Substantive Law
- Paralegally - Substantive Law
- Contract - Substantive Law
- Business Org. - Substantive Law
- Criminal - Substantive Law
- Litigation - Substantive Law
- Probate - Substantive Law
- Real Estate - Substantive Law
- Family Law - Substantive Law
- Human Relations/Interviewing
- Legal Research

1	23	45
2	24	46
3	25	47
4	26	48
5	27	49
6	28	50
7	29	51
8	30	52
9	31	53
10	32	54
11	33	55
12	34	56
13	35	57
14	36	58
15	37	59
16	38	60
17	39	61
18	40	62
19	41	63
20	42	64
21	43	65
22	44	66

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This is a sample of the computerized answer sheet you'll be using throughout the exam -- it's two-sided with questions 1-66 on the front and 67-156 on the back.

The answer sheets require use of a No. 2 pencil to fill in the circle indicating your answer -- be sure you fill in each circle completely so the answer sheet is read by the scanner.

Incorrect answers need to be cleanly erased so the scanner does not read a question as having more than one answer -- questions with more than one answer are considered incorrect.

Be sure to handle the answer sheets carefully -- if an answer sheet gets torn or wet, request a new one from the administrator and transfer the answers if you have time.

The transfer of answers may also be done in the administrator's presence after time is called, and after the exam booklet has been turned in. If time does not permit this, and two answer sheets are used, please be sure to have the administrator let NALA Headquarters know so that both answer sheets will be considered in scoring.

MOST IMPORTANT: Be sure to identify your answer sheets with your account number and Social Security number -- this is as important as your answers! If we don't know who the answer sheet belongs to you may not receive a score for that section. You will be able to keep your admission ticket throughout the exam so you'll have access to your account number to complete the identification information.

Also be sure that only one test section circle is filled out for each answer sheet. This is especially important for the Substantive Law section because you'll receive five answer sheets to complete that section. Only one test section circle should be filled in on each answer sheet and be sure you are using the correct answer sheet for the exam you're taking.

Essay Answer Sheets

- Properly identify all pages
 - Account # and Social Security #
- Scratch paper not considered in grading
- **DO NOT USE YOUR NAME!**

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The Communications and Judgment & Analytical Ability sections of the exam are the only two sections which include an essay question -- you will be provided with special essay answer sheets to complete each of these essay questions.

All pages of the essay answer sheets **must** be identified with your account number and Social Security number – be sure you identify each page with your account number whether you use it or not.

Please remember that the essay must be readable by the Certifying Board -- if the essay isn't readable, this could result in points being lost.

The administrator is provided with scratch paper which you may use if you need it, but your actual answer to each essay must be on the essay answer sheets provided to you.

We've included enough pages of essay answer sheets to complete each of the essay questions. If you do find that you need more space to complete your answer, just write "Over" at the bottom of the page and use the back of the answer sheet. Generally, one the best tips we can offer is **MORE IS NOT BETTER** -- keep your answers concise.

Members of the Certifying Board have no identifying information when they are grading the essay answers, and we want to be sure to maintain this anonymity. **PLEASE DON'T USE YOUR NAME ANYWHERE ON ANY OF THE ESSAY ANSWER SHEETS.**

Scratch Paper

- You may mark or highlight in the exam booklet as needed
- Scratch paper is available from the administrator if needed
- All used and unused paper must be turned in after each section
- Answers on scratch paper are not considered in grading

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Scratch paper will be available for your use during testing. You may also write or highlight in your exam booklets as needed -- just be sure your answers are completed on the computer and essay answer sheets provided to you.

Any scratch paper you have during the session – used and unused – must be turned in to the administrator with all of the other exam materials at the end of each testing session. No scratch paper or any other materials may leave the testing room.

Again, as a reminder, the Certifying Board will only grade essay answers completed on the specific essay answer sheets provided

Testing Tips

- Get a good night's rest
- Don't cram
- Answer all questions
- Read and understand the directions
 - Multiple choice questions -- best or worst answer?
 - Use process of elimination if you're not sure of the answer
- **DO NOT** read anything into the question

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Here are some tips we hope will help reduce your stress in taking the examination.

Spread your studying out over a period of time you can live with – don't try to study longer than your brain can take.

On the day before the exam -- if you need to review your notes, do it early! Don't stay up all night -- get a good night's rest so you'll be rested in the morning.

Don't try to cram all night or in between sessions of the exam -- cramming tends to make you second-guess yourself which only adds confusion and stress.

Answer all the questions even if you have to guess. Blank answers are considered incorrect and the point value is the same whether the question is left blank or answered incorrectly. If you're not sure of an answer eliminate the answers you know are incorrect and select your answer from the choices that are left.

Read and understand the directions – know what you are supposed to do before you begin answering the questions.

For multiple choice questions – are the instructions asking you for the best answer or the worst answer?

Answer questions based on the information provided to you. DON'T read anything extra into the question or assume information that's not there.

Again, use the process of elimination if you're not sure of the answer but don't give up – mark something as you just might be right!

Testing Tips

- Your first instinct may be correct!
 - Cleanly erase any incorrect answer
- Use breaks to walk, stretch, get some air
 - Don't try to cram or worry about the section you just finished.
- Don't compare your answers with other examinees!
- Last but not least – **BREATHE!**

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Don't second-guess yourself -- your first instinct may be correct! If you decide to change an answer be sure to cleanly erase the incorrect answer so the scanner doesn't read two answers for one question – this would be scored as an incorrect answer.

If you get stuck on a question and you're not sure how to answer it – move on! Keep working through the questions you can answer and go back if you need to. Don't spend so much time on one question that you run out of time before you finish the rest of the exam.

Don't try to compare your answers with other examinees during breaks or lunch -- your answers may be different but you just may be right! Again, don't second-guess yourself or worry about the section you just completed. Put it behind you and get ready for the next section.

We schedule breaks and lunch in between each section of the exam. Use these breaks to walk, stretch, and get some air. Don't try to cram for the next section or worry about the section you just finished.

Last but not least – JUST BREATHE! You've taken an important step in your personal and professional development and need to pat yourself on the back for undertaking this commitment – don't kick yourself over a question that might have been answered differently.

The Testing Facility

- Be familiar with the testing location prior to the day of the exam
 - Best route to get to the facility
 - Construction/Road Closings?
 - Parking facilities
 - Lunch facilities
- Helps reduce stress on the day of the exam

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If you have the opportunity, it's extremely helpful to familiarize yourself with the testing location prior to the day of the exam.

Know the best route to get there – be aware of any construction or road closings that might cause a delay on the day of the test. You might also look for alternate routes to get you to the testing location if there is a problem.

Locate the facility's parking lot(s).

If the building is open, find out where the testing room is and where the restroom facilities are located.

Again, if the building is open, locate lunch facilities if they have them – if not, be aware of any options for nearby restaurants for lunch.

If you know where you are going and what to expect on the day of the exam, this will reduce your stress level!

Dress Code



- Dress comfortably
- Business casual is preferred
- Dress in layers

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There is no required dress code for the exam -- we suggest business casual as dress can affect your attitude. You should also be mindful of the location where you're taking the exam, for instance, if you're taking the test in a law firm conference room during regular business hours.

You will want to dress comfortably for sitting throughout the two-days of exam.

Be sure to dress in layers -- bring a sweater or jacket to adjust for room temperature in case the room is too hot or too cold.

Check-In

- Arrive early for check-in
 - Once the examination starts you will not be admitted
- Present Admission Ticket with ID
- Turn cell phones & pagers off
- All personal items left at front of the room

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Check-in begins at 9:00 a.m. on both days of the examination.

Be sure to arrive early so that you're ready when the administrator is ready to begin check-in. Once the exam starts you can't be admitted.

If you're retaking sections of the exam, be sure to arrive ready to check-in 15-20 minutes prior to the time listed on your admission ticket.

When the administrator is ready to begin check-in you will be asked to present your admission ticket with your picture ID.

All personal items will be checked with the administrator at the front of the room – no personal items are allowed at the exam table.

You'll need to turn off all cell phones & pagers and those are also left at the front of the room along with your other personal items.

Once you've checked in, just take your seat and the administrator will hand out the exam materials when it's time to begin.

Administration

- Pencils must remain on the table until instructed to begin
 - Beginning early may be grounds for disqualification
- Time limits are strictly enforced
 - Put your pencil down and hand in your materials when time is called
- If you finish early
 - hand in your exam materials, collect your personal items and leave the room
 - Keep distractions to a minimum

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Once check-in is completed, the administrator will hand out the exam materials and then give you a few minutes to complete the identification information on your answer sheets – be sure to use this time to properly identify **all** of your answer sheet for the exam.

The administrator will then read the directions for that particular section of the exam – once the instructions have been read, the administrator will let you know that it's time to begin and you can then start working through the questions. The time for the exam section (for instance 1½ hours for Communications) begins after the instructions have been read and you're instructed to begin.

The administrator should also ask everyone in the room if a 10-15 minute warning would be helpful before the time is up – if the administrator doesn't ask and you would like this extra warning be sure to ask!

REMEMBER to leave your pencils down on the table while the administrator is reading the instructions for each section of the exam -- beginning the exam early may be grounds for disqualification.

The time limits for each exam section are strictly enforced -- when the administrator calls time you must put your pencil down and hand in all of your exam materials. Taking extra time for the exam may also be grounds for disqualification.

As you're going through the instructions and completing the identification information on the answer sheets, if you find you are missing something, don't panic! The administrator has been provided with at least one extra set of exams – if you find you are missing something just let the administrator know.

If you finish the section early, you may hand in all of your exam materials, collect your personal items, and leave the room. You don't need to wait for everyone else to finish – just be sure to leave quietly so you don't distract the other examinees in the room.

Comments on Exam Questions

- Administrator cannot answer specific questions about exam questions
- Write any comment on a piece of scratch paper identified with your account & social security number and ask the administrator to submit it to the Certifying Board

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While the administrators may answer questions about the instructions for the exam, they are unable to answer any specific questions about the exam questions or content.

If you have a comment or disagreement with a question, just write a note on a piece of scratch paper identified with your account number and ask the administrator to be sure to submit it to the Certifying Board.

CLA/CP Examination

Daily Testing Schedule

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The next portion of the presentation will provide a quick review of the daily testing schedule for the exam. We've also received questions about the actual number of questions included on each section of the exam -- **the actual number of questions varies with each testing session**. However, generally, the breakdown of questions is:

Communications -- 75-80 objective questions + 1 20-point essay

Judgment -- 45-55 objective questions + 1 150-point essay

Ethics -- 80-90 objective questions

Legal Research -- 90-100 objective questions

Substantive Law -- 80-100 objective questions in the General Law section.

The substantive areas vary between 40-45 questions per test so the Substantive Law section will generally include 260-280 total objective questions.

PLEASE REMEMBER -- the exam varies for each testing session so the number of questions on the December exam may not be the same number of questions that will be on the March or July exam.

All sections of the exam will include True/False and Multiple Choice questions – some sections also include Matching questions. Communications & Judgment each have one essay question. There are no fill-in-the blank questions.

70% is required on each of the five sections of the CLA/CP examination in order to pass.

Communications

- Friday - 9:30 a.m. – 11:00 a.m.
- Time allowed: 1 hour and 30 minutes
- Examination materials include:
 - Examination Booklet
 - Computer answer sheet
 - Essay answer sheets
- Lunch: 11:00 a.m. – 12:30 p.m.

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The Communications section is the first section administered on Friday from 9:30 – 11:00 a.m.

The maximum time allowed to complete the Communications section is 1½ hours after the instructions have been read.

You will receive an exam booklet, computer answer sheet, and a set of essay answer sheets to complete this section of the exam.

There is no separate time allocation to complete the objective questions or essay question – use the hour and a half as you need to complete all of the questions.

Scratch paper will be available for your use in answering the essay question, but be sure your answers are written on the essay answer sheets provided. Don't forget to properly identify each page of your answer sheets.

Remember – DON'T USE YOUR NAME ANYWHERE IN THE ESSAY!

After the Communications section is finished, a lunch break is scheduled from 11:00 – 12:30.

Judgment & Analytical Ability

- Friday - 12:30 p.m. – 3:00 p.m.
- Time allowed: 2 hours and 30 minutes
- Examination materials include:
 - Examination Booklet
 - Computer answer sheet
 - Essay answer sheets
- Last section scheduled for Friday

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The Judgment section is administered on Friday afternoon from 12:30 – 3:00 p.m.

The maximum time allowed to complete the Judgment section is 2½ hours.

Again, you will receive an exam booklet, computer answer sheet, and a set of essay answer sheets to complete the Judgment section.

As with the Communications section, there is no separate time allocation to complete the objective questions and essay – use the time as you need to complete all of the questions.

Be sure your answers to the essay question are on the essay answer sheets.

Make sure each page of your answer sheets is properly identified with your account number and Social Security Number and **DO NOT USE YOUR NAME ANYWHERE IN THE ESSAY.**

Ethics

- Saturday - 9:30 a.m. – 10:30 a.m.
- Time allowed: 1 hour
- Examination materials include:
 - Examination Booklet
 - Computer answer sheet
 - No essay for this section
- Break: 10:30 a.m. – 11:00 a.m.

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The first section on Saturday morning is the Ethics section administered from 9:30 – 10:30 a.m.

The maximum time allowed to complete the Ethics section is 1 hour.

There is no essay on the Ethics section of the test – you will receive an exam booklet and a computer answer sheet for this section.

A 30 minute break is scheduled after this section – from 10:30 – 11:00 a.m.

Legal Research

- Saturday - 11:00 a.m. – 12:30 p.m.
- Time allowed: 1 hour and 30 minutes
- Examination materials include:
 - Examination Booklet
 - Computer answer sheet
 - No essay for this section
- Lunch: 12:30 p.m. – 1:45 p.m.

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The Legal Research section is administered on Saturday morning from 11:00 – 12:30 p.m.

The maximum time allowed to complete the Legal Research section is 1½ hours.

You will receive an exam booklet and computer answer sheet only for this section as there is no essay included in the Legal Research exam.

Once Legal Research is over, a lunch break is scheduled from 12:30 – 1:45.

Substantive Law

- Saturday - 1:45 p.m. – 3:45 p.m.
- Time allowed: 2 hours
- Individual envelope labeled with General Law + four elective areas selected on your application
- Each envelope includes:
 - 5 Examination Booklets
 - General Law + four elective areas selected on your application
 - 5 Computer answer sheets
 - Be sure to use the right answer sheet with each exam

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The last section Saturday is the Substantive Law section -- administered on Saturday afternoon from 1:45 – 3:45 p.m.

The maximum time allowed to complete the Substantive Law section is 2 hours – there is no set time to complete each of the five sections included in this section, and you may take the sections in any order as long as the five sections are completed within the two hour period. A suggestion for this section is to start with the area you feel most comfortable with and go from there.

You'll receive an envelope containing five exam booklets -- General Law and the four areas you selected on your application, along with five computer answer sheets. There are no essays included in the Substantive Law exam.

An important reminder: Since you're asked to put the ID information on all five answer sheets at the beginning of the session, be sure you're using the correct answer sheet for the exam you're taking – the answer sheet with the General Law test section circle filled in should be used with the General Law exam booklet.

You'll also be asked to check your envelope to make sure that you have five answer sheets and five exam booklets that match the areas of law you selected – you'll then be asked to initial your envelope to verify that the contents are correct. If your packaging is incorrect, let the administrator know and the administrator's extra set of exams may be used to make any necessary corrections.

Substantive Law

- No essays for the Substantive Law section
- Substantive Law is graded as one section and retaken as one section
 - 500 total points -- 350 total points required to successfully complete Substantive Law
- Final Section of the exam!

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Again, there are no essays included in the Substantive Law section.

Substantive Law is graded as one section and retaken as one section.

There is a total of 500 points for all five exams included in the Substantive Law section of the exam. 350 points is the required score to successfully complete the Substantive Law section. The advantage here is that you may do really well in several of the areas but not quite so well on another one but it will even out because a total of 350 points overall is required – not a minimum number of points for each section.

And -- the good news is this is the final section of the exam – you made it through the two days!

Breaks

- No food or drink in the testing room
- Breaks provided between each section
- Exam materials must be checked with the administrator during restroom breaks

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NALA does not make arrangements for coffee, soft drinks, or food in the testing room and food and drinks are prohibited. Our main concern is that nothing is spilled on the answer sheets that may create a problem in scanning.

Breaks/lunch periods are provided between each section of the exam so that you can get up and move around outside the testing room and get refreshments if needed.

If you need to chew gum, please be sure to chew it quietly so it's not a distraction for the other examinees in the room.

If you need to use the restroom during a testing session, please check your exam materials with the administrator while you are out of the room. Once you return, you may pick up your materials and resume the exam. No testing materials may leave the room.

When it's time for a break or for lunch, take advantage of the time to clear your head, get some fresh air, and stretch your legs. Again, don't try to cram in between each section.

After The Exam

- Breathe -- take pride in your accomplishment!
- If you don't pass the first time additional sessions are provided to retake
- Sections passed can be taken off your study list -- concentrate more on the other areas for the next time
- No one knows your results except you!
 - NALA does not release any examinee information except for the list of individuals who pass after each testing session

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Once the exam is over – and we can't stress this enough – Breathe! Be proud of yourself for the accomplishment of undertaking this voluntary commitment!

Remember, there is no minimum number of sections to pass in order to just retake the sections that weren't successfully completed.

If you don't pass the first time you have five retake sessions within a three-year period to complete the exam.

Whatever sections you successfully complete can be taken off your study list so you can concentrate more on the other areas to retake the next time.

The only pressure of how you did on the exam is from yourself – NALA does not release any information on examinees other than the list of individuals who pass after each testing session.

Confidentiality

- All exam materials are confidential
 - Examination questions & content
 - Application form includes attestation that you will not divulge the contents of the examination
- No examinee information is released
 - Only names of new CLA/CPs are published
- Certifying Board members have no knowledge of examinee identities

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Confidentiality is a primary aspect of the exam process for the NALA Staff, the Certifying Board, and for you as examinees.

All of our examinee records are confidential. NALA publishes the list of individuals who pass after each exam, but, we don't release any other information about examinees to anyone for any reason. Our examinee and score database is password-coded and cannot be accessed from the Internet.

The Certifying Board has no knowledge of the identity of examinees at any time. The Board is grading only on the basis of the answers provided and not on the identity of individuals. That's why we continually remind you not to use your name anywhere on any of the essay answer sheets so that the exams remain anonymous.

On your part as examinees, you are asked to sign an attestation that you will not divulge the contents of the CLA exam and you will be reminded of this during the instructions on both days of the exam.

Grading

- Computer answer sheets are scanned
- All essays are graded anonymously
 - Minimum of two Certifying Board members
- Grading standard maintained by use of a grading grid
- Communications essay is graded on proper spelling, punctuation, grammar, etc.

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A brief explanation of the exam grading:

The computer answer sheets are scanned based on the answers you provide – remember to be sure to fill in the circles completely and complete the ID information on each answer sheet.

The essay questions are graded by members of the Certifying Board which is composed of attorneys, paralegal educators, and Certified Legal Assistants holding advanced certification credentials.

All essays are graded anonymously. A minimum of two Certifying Board members grade each essay using a grading grid which provides specifics on the information that must be included in each answer along with the point allocations.

The Communications essay is graded on proper spelling, punctuation, grammar, etc., so be sure to keep this in mind as you're completing the essay in the Communications section.

Grading

- Judgment essay:
 - More is not always better!
 - Answers should be concise
 - Don't read anything extra into the question
 - If you need to insert a paragraph into your essay answer, just add an * and write the paragraph on the back of the answer sheet
- Graders must be able to read your answer
- All grading is confidential and anonymous
 - DO NOT use your name anywhere in the essays

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For the Judgment essay:

More is not always better -- please keep your answers concise.

The question will provide you with the information you need to complete the answer -- don't read anything extra into the question or assume information that is not stated

If you're working along through the Judgment or Communications essay and find you forgot to include some important information, just add an asterisk where the information should go and write the paragraph on the back of that page of the answer sheet – be sure to write "Over" at the bottom of the front of the page so the graders will know more is included on the back.

Remember that the graders must be able to read your answer, and, again, DO NOT use your name anywhere on the essays!

Examination Results

- Make sure your application is complete so that you will be eligible to receive your examination results
- If you're not sure about the status of your application, don't hesitate to contact NALA Headquarters!

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Once the board has completed its work with the grading NALA Headquarters prepares and mails the examination results.

Make sure your application is complete so that you will be eligible to receive your exam results – if you have any question regarding the status of your application, don't hesitate to call or send us an e-mail!

Examination Results

- All results mailed on the same day
 - Generally 6-8 weeks after the exam
- Mailed to the last known address on file
 - Please advise NALA Headquarters of any change of address
- Results are not available by phone, e-mail, or fax

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Once the results are ready:

All results are mailed on the same day, whether you are retaking sections or sitting for the first time, and are generally mailed 6-8 weeks after the exam.

We mail the results to the last known address in our database. If you move please let NALA Headquarters know your new address right away to avoid delays in receipt of your results either because they were returned to us or delayed while they are being forwarded to you.

The results are sent only by regular mail -- results are not available by phone, e-mail, or fax.

If the results are mailed after the deadline to apply for the next testing session, you will be provided with an extended deadline in which to apply if you need to retake sections. Information on the extended deadline will be included in your examination results – please be sure to read through all of the information provided to you with your score report.

Examination Results

- If you pass the examination the results will include:
 - Information on the CLE requirements
 - Your CLA/CP certificate
 - A sample press release and current statistics
 - Instructions on use of the CLA or CP credential
 - Information on the complimentary one-year membership if you applied as a nonmember
 - Includes a membership certificate and card

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If you pass the exam the results will include:

Information on the continuing legal education requirements to maintain the certification. The CLA is a five-year credential and 50 hours of continuing legal education, including five hours of ethics, are required during each five-year period to maintain the credential. Additional information on the CLAE requirements are available from NALA's web site at: <http://www.nala.org/cert.htm>.

Your CLA/CP certificate which carries the five-year certification date. The certificate is designed for both the CLA and CP credentials. For purposes of our database records we use CP with your name – if you prefer CLA just let us know and we'll make the change in our records.

A sample press release that you may use to announce your certification to local newspapers and current statistics with the number of CLA/CPs by state.

An instruction sheet on the proper use of the CLA/CP credential – again, you may use either CLA or CP based on your personal preference.

If you applied for the exam as a nonmember of NALA, information will be included on your complimentary one-year membership for passing the exam. This information will include a membership certificate and membership card. The one-year membership is a sustaining or non-voting membership. We'll send an invoice at the end of the year so that you may renew your membership as an active member if you choose to do so.

A note on scores – failing scores are released for the benefit of those individuals who need to retake sections. Once a passing score is reached, the scoring program converts the score to "PASS" so actual passing scores are not available.

Examination Results

- If you need to retake sections your results will include:
 - Scores for the sections to retake
 - Retake form
 - Feedback on the unsuccessful sections
 - Application deadline information
 - “About Your Scores”

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If you need to retake sections your results will include:

A score report showing the scores for your exam.

Completed (passed) sections will be shown as PASS

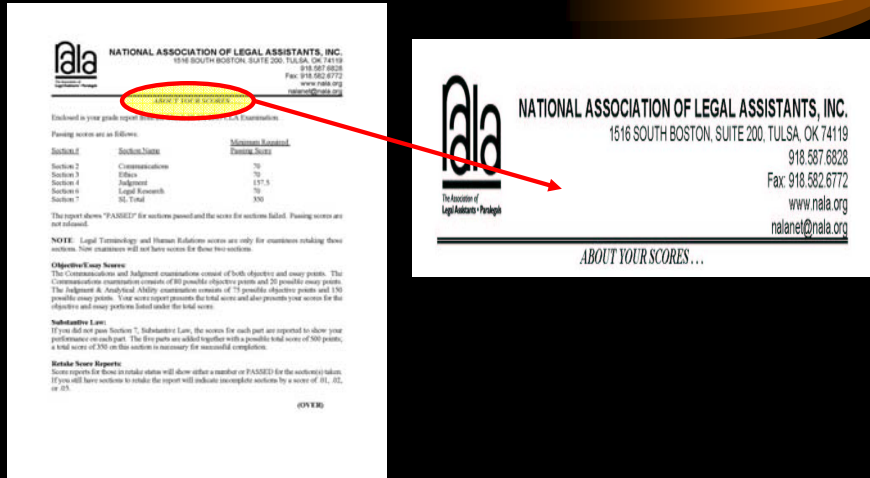
Incomplete or sections that need to be retaken will show the actual score

A retake form for your use in filing.

Feedback on the incomplete sections to help in reviewing for future retakes.

The application deadline.

Examination Results



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You will also receive an information sheet entitled "About Your Scores." The slide shows a sample of what this page will look like. "About Your Scores" provides more information on your score results including:

- * the passing score for each section of the exam;
- * how to read your score report and the feedback provided to you for any unsuccessful sections of the exam;
- * the retake policy; and
- * general information on the grading procedures.

Examination Results

- 70% required to pass on each section
- No minimum number of sections to pass in order to retake
- May choose which sections to retake at a particular retake session
- Maximum of five retake sessions within a three-year period

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A reminder of the retake policies . . .

The required passing score for each section of the exam is 70%.

There is no minimum number of sections to pass in order to just retake sections.

The retake fee is \$60 per section. Substantive Law is considered one section – if you need to retake Substantive Law the total cost is \$60. Also, if you need to retake Substantive Law, you may change any of the four elective areas originally selected on your application.

Five retake sessions within a three-year period are provided to you in order to successfully complete all five sections of the exam.

You may choose which sections to retake at a particular retake session. For instance, if you need to retake Legal Research and Communications you may take one section in March and the other section in July if it's easier for you to focus on one section at a time. Just remember that all sections must be successfully completed in five retake sessions during the three-year application period.

Good Luck!

- Contact NALA Headquarters if you have any questions!!
- Monday - Friday
 - 8:30 a.m. – 5:00 p.m. Central Time
- 918-587-6828
- FAX: 918-582-6772
- E-mail: nalanet@nala.org

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We hope this presentation has offered some helpful information and tips to help relieve a little of the “fear of the unknown.” We also hope the examination process will be a smooth one for you.

If you have any questions about your application or the process, again, please don't hesitate to contact us! We're here to help you as much as possible within the guidelines of the Certifying Board.

Be sure to keep our contact information handy:

Office hours: Monday – Friday -- 8:30 a.m. – 5:00 p.m. Central Time

Phone: 918-587-6828

FAX: 918-582-6772

E-mail: nalanet@nala.org