The National Commission for Certifying Agencies (NCCA) has granted accreditation to the NALA Certified Paralegal program for demonstrating compliance with the NCCA Standards for the Accreditation of Certification Programs. Accreditation is effective through April 30, 2014. To maintain accreditation, NCCA requires annual reports of all certification programs. Re-accreditation is required every five years.
Testing Centers and Policies
Options of Testing Centers

PSI Testing Center Network
Most examinees in the Certified Paralegal program will be utilizing the PSI Premier PLUS and PSI Authorized Test Centers. Combined, there are over 500 PSI testing centers throughout the United States. After examinees are admitted to the Certified Paralegal program, they will work directly with PSI to confirm testing appointments. The web site, www.psiexams.com has a list of testing centers. Be sure to choose National Association of Legal Assistants (NALA) as the Sponsor name from the drop down menu of certification programs for an accurate list.

Examinees Participating in Non-PSI Testing Centers
NALA has established procedures which allow an employer or school to apply to become a NALA approved testing center. This is designed for groups of employees, or paralegal students. A packet of forms and requirements to become an authorized testing center for the Certified Paralegal examination is available from the NALA web site and may also be obtained by contacting NALA Headquarters.

Overview of Testing Centers Options

<table>
<thead>
<tr>
<th>If you are taking the exam at an PSI center:</th>
<th>If you are taking the exam at a non-PSI center:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All centers through the PSI testing center network are available for the Certified Paralegal examination, subject to the center’s hours of operation.</td>
<td>• The center must be approved by NALA in advance of the testing window. An examinee’s employer may qualify or most community colleges.</td>
</tr>
<tr>
<td>• All NALA examinees will receive an e-mail with instructions on how to make an appointment through PSI. • Do not contact PSI until you have received your Authorization to Test or confirmation from PSI that they are ready to schedule your appointments. • Do not create an account through the PSI website. In order to schedule your appointments, you are required to use the login and PIN provided in your Authorization to Test and confirmation e-mails from PSI. Assignments will only be available to schedule using the ID and PIN provided to you by NALA.</td>
<td>• If you receive a communication from PSI, disregard this communication and its instructions.</td>
</tr>
<tr>
<td>• Be sure to review the rules posted on the PSI web site when making your appointment.</td>
<td>• You must arrange your own testing schedule through the school or your employer. Be sure you know the time you will need for each exam section.</td>
</tr>
<tr>
<td>• PSI will charge an appointment fee payable by credit card (VISA or MasterCard only) when the appointment is made.</td>
<td>• Fees vary by testing center. Some schools and employers do not charge. Inquire about this in advance.</td>
</tr>
</tbody>
</table>
PSI advises NALA of appointments that are made and confirmed.

Examinees must advise NALA of appointment times and dates.

PSI has strict rules regarding cancellation or rescheduling. Changes or cancellations received less than 72 hours prior to the appointment time will result in a forfeiture of payment.

Testing center rules regarding fees vary by center. Consult the testing center for these details. Generally, if centers have charges for the proctors and testing facility, payment will be made upon entering the center as part of the check-in process.

Cancellations more than 72 hours in advance of the appointment time are eligible for refund. Appointments are cancelled or rescheduled on-line using the same link used to schedule appointments. Contact NALA Headquarters for questions regarding refunds.

Information for schools and employers about qualifying as a testing center may be found on the NALA web site under “Certification.”

PSI Testing Center Network and Appointments

Examinees will receive an e-mail notification when PSI is ready to accept appointments and payment for the Certified Paralegal Examination.

Examinees may NOT contact PSI until this notification is received.

The notification will include the web address, PSI login name, examinee ID number, and examinee PIN number. These numbers should be identical to the information provided by NALA. If they are not, examinees should contact NALA Headquarters immediately. PSI provides two easy methods to schedule test appointments: Online at www.psiexams.com or by calling Candidate Service Center 1-800-733-9267.

When you schedule your appointment, you should be prepared to provide any of the following information:

- The name used to schedule your appointment must exactly match the name shown on your identification. At a minimum, the identification must be a valid, government-issued ID that shows your name in the English alphabet, your signature, your photograph.
- Your sponsor issued I.D. Number.
- Contact phone numbers - If there is an unexpected event, PSI will use these numbers to contact you.
- Mailing address
- Exam title (s)
- E-mail address
- Method of payment.
Test appointments can be cancelled and/or rescheduled through the PSI Web site. Typically PSI allows you to schedule 1 day prior if space is available and requires a minimum of 2 business days to reschedule your exam without penalty.

PSI has strict rules regarding cancellation or rescheduling appointments. Changes or cancellations received fewer than 72 hours prior to the appointment date will result in a forfeiture of payment. Cancellations more than 72 hours in advance of the appointment date are eligible for refund. Appointments are cancelled or rescheduled on-line using the same link used to schedule appointments. Contact NALA Headquarters for questions regarding refunds. In rare cases weather or an emergency forces a test center closure. If this happens you will be contacted by the PSI rescheduling department within 24-48 hours to reschedule your appointment. Examinees may also call 800-733-9267 for information. Real time site information is posted at psiexams.com

Once examinees have made the appointment and submitted payment, PSI will send a confirmation with testing center rules. The confirmation will also include directions to the testing center location.

**Testing Center Locations**

**PSI Premier PLUS™ - National Test Center Network**

PSI Premier PLUS™ centers are a distinct combination of PSI owned and operated and partner sites – with over 260 PSI Premier PLUS™ Test Centers – located in all 50 of the United States, U.S. territories – these sites are available for delivering high-stakes exams and provide the level of consistency in security, design, and registration procedures that yield an unparalleled commitment to quality.

**PSI Authorized - Test Center Network**

PSI Authorized test center network sites are independently-owned and have been carefully selected for their quality, service, amenities and passion to deliver the best candidate test experience possible. The map below shows a distribution of PSI testing centers. Centers are also located in Alaska and Hawaii.
PSI Testing Center Policies and Recommendations

Further details may be found on the web at: PSI FAQ: https://candidate.psiexams.com/faqs/faqs.jsp

- No conversing or any other form of communication among candidates is permitted once you enter the examination area.
- You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of PSI security policy. Either one may result in the disqualification of examination results, may lead to legal action and will be reported to your Licensing Authority/Sponsor.
- Electronic devices and recording devices of any kind (including but not limited to cell phones, pagers, cameras) are NOT permitted in PSI testing centers.
- NO personal items should be brought to the testing centers. PSI will not be responsible for any personal items, and suggests that you leave such items in another safe place of your choosing. Only non-programmable calculators that are silent, battery operated, do not have paper tape printing capabilities, and do not have an alphabet keyboard will be allowed in the examination site.
- You must present valid, unexpired and acceptable ID(s) in order to take your test. Check your Candidate Information Bulletin or Licensing Authority/Sponsor for the specific rules that apply to your test.
- PSI requires all employees and test takers to conduct themselves in a professional and courteous manner at all times. Exhibiting abusive behavior towards a proctor or other candidates will be reported to your Licensing Authority/Sponsor and may result in criminal prosecution.
• You must arrive at the testing center at least 30 minutes prior to the scheduled exam time in order to be admitted to take your exam.
• Persons not scheduled to take a test are not permitted to wait in the testing center or surrounding common areas.
• Once examinees have made the appointment and submitted payment, PSI will send a confirmation with testing center rules. The confirmation will also include directions to the testing center location.

**PSI Cost Information**
Appointment fees, effective through 2014, for PSI testing centers are as listed below. The PSI appointment fees are separate from the examination fees and paid directly to PSI. Payment is required in advance.

• 1.5 hour session - $40
  o 30 minutes for check-in and instructions + 1 hour for the Ethics, and Legal Research exams
• 2 hour session - $40
  o 30 minutes for check-in and instructions + 1½ hour for the Communications exam
• 2.5 hour session - $47
  o 30 minutes for check-in and instructions + 2 hours for the Substantive Law or Judgment & Analytical Ability exam

The time stated above is the time an examinee will be in attendance at a testing center. Examinees are required to be present 30 minutes prior to the stated exam start time for check-in and sign-in into the exam session.

Examinees are cautioned that those who are termed “NO-SHOWS” will forfeit the examination appointment fee. A candidate may reschedule an appointment an unlimited number of times prior to the “red zone.” The “red zone” is 72 hours prior to the appointment date and time. Once a candidate is inside the “red zone” the appointment fee will be forfeited for a change or no-show.

The scheduled testing windows for the Certified Paralegal Examination are the months of January, May, and September. Any appointments made outside of the testing windows are subject to cancellation.

NALA is not responsible for changes in fees or policies of the PSI that apply to the PSI Testing Center Network. NALA makes every effort to convey information about the PSI testing center policies and fees, but amendments to the fee schedule and policies may be made by PSI that are not immediately communicated to NALA.

**Non-PSI Testing Centers**
In addition to the testing centers utilized by NALA through the PSI testing network, NALA will approve testing centers at schools, corporations, and law firms which meet standard facility and equipment
requirements for computer based testing. Schools and employers participate to provide an added service to students and employees, and, in some instances, to lower the cost of testing for examinees.

Non-PSI testing centers and contact details may be found on the NALA web site at www.nala.org under Certification/Examinee Handbook/ NON-PSI Testing Centers

**Testing Center Rules – All Centers**

**Terms and Conditions of Testing**

Upon login to the testing web site, the Terms and Conditions appear on the computer screen with the login information. These are detailed rules relating to the delivery of the computer based examination. Each examinee must enter their unique NALA Account Number and click “I accept these terms and conditions” before signing in to the examination.

**Terms and Conditions**

You are asked to agree to the following terms and conditions related to computer based delivery of the Certified Paralegal examination any time you sign in to the test web site. This information was provided to you with your examinee information from NALA.

PLEASE read the following carefully – some of the terms are duplicative of requirements of PSI testing centers, others are specifically required of all NALA examinees.

By clicking “I accept these terms and conditions,” you are agreeing to the following:

- I have read the “Policy Statement” and I am familiar with its provisions.
- I will be continuously monitored during my appointment.
- I consent to video and audio recording of my test session and to the examination of the video and/or audio recording of my test session in the event that any questions should arise concerning possible violations of the procedures and/or rules of the test center. (May not apply to all centers.)
- I will follow instructions of the test proctor, represent myself honestly, and conduct myself quietly to avoid interfering with the performance of other examinees.
- I will only use authorized computer equipment.
- I will not open software programs on the computer provided by the testing center unless instructed by the proctor.
- I will neither give nor receive any form of unauthorized assistance during the examination or any breaks.
- I will not bring into the testing room any unauthorized items such as food, drinks, purses, briefcases, backpacks, cell phones, pagers, notes, note pads, photographic equipment, or any electronic devices. If I am observed using an electronic device, including a cell phone, in violation of these rules, it may be confiscated and sent to NALA for examination.
• If I have questions or concerns about the test environment, I will quietly notify the test proctor.
• I will report all problems related to the testing center, proctor, or computer delivery of the exam to the proctor immediately. If an examinee does not report problems with exam delivery immediately to the proctor, NALA will trust there are no problems, and there is no basis for complaint after the examination session has ended.
• I will allow testing center staff 30 minutes to resolve any technical problems that may arise (including power failure). I have the option of continuing the examination or requesting a reschedule of the examination for technical or other problems outside of my control taking more than 30 minutes to resolve.
• I will sign in and out every time I enter or leave the testing room.
• During testing, the exam timer will remain running during any unscheduled breaks; therefore, it is in my best interest to use the restroom or otherwise address personal needs prior to beginning my test.
• I will remain in the test center and may leave only to use those restroom facilities that are closest to the test room. I will not leave the building. I will not access a phone or my personal belongings, except in the case of an emergency. Under such circumstances, I will notify the test proctor before accessing a phone or my personal belongings.
• I will not remove any written, printed, or recorded materials of my examination from the testing center. The examination questions remain the property NALA and I shall maintain the confidentiality of the questions and answers.
• I will return all materials, including scratch paper, provided to me by the test proctor when I have completed my examination and before I leave the test center.
• Once I begin taking sections of the Certified Paralegal examination, I understand the examination, including retakes, must be completed within two years, (a maximum of five additional consecutive testing windows).
• If the examination is not completed within this time frame, credit for all passed sections will be forfeited and a new application form will be required.
• Abuse of this site, or non-compliance of these terms and conditions will not be tolerated. Should information concerning abuse or non-compliance come to NALA’s attention, the candidate’s ID number and PIN will be terminated and NALA may take further disciplinary action.

Policy Statement
One of the terms is that the examinee is aware of the Policy Statement. This consists of a review of the attestation each examinee signed on the application form, and other policies related to the exam program. The statement is as follows:

Policy Statement

The Certified Paralegal Examination was developed by NALA-The Association of Legal Assistants-Paralegals and has been provided to the paralegal profession since 1976. The program is administered by the Certifying Board for Paralegals.

Examinee Attestation
All examinees are required to sign the following attestation on the application for the Certified Paralegal examination. This statement serves a reminder of your pledge of confidentiality, and reasons for suspension of authorization to use the Certified Paralegal credential:
I hereby declare that the above information [on the Certified Paralegal Examination Application Form] is complete and truthful. I further pledge not to divulge the contents of any examination question for certification as a legal assistant/paralegal by NALA (the “Examination Questions”) and agree to be bound by the Code of Ethics and Professional Responsibility of NALA. Inasmuch as it is and ever will be impracticable and extremely difficult to determine the actual damages resulting to NALA should I divulge the contents of any Examination Questions, I agree to pay NALA as liquidated damages and not as a penalty, the sum of $500 for each breach of my agreement not to divulge the contents of any Examination Questions.

I further understand that the CLA/CP designation may be suspended or revoked and that I may be prohibited from taking any further NALA exams, including but not limited to any specialty practice area exams or retaking the general certification exam for the following reasons:
1. Falsification of information on application form.
2. Subsequent conviction of the unauthorized practice of law.
3. Failure to meet continuing legal education requirements as required by the Certifying Board.
4. Divulging the contents of any Examination Question.
5. Subsequent conviction of a felony.
7. Violation of the Terms and Conditions of Testing.

**Terms and Conditions – Exam Delivery**
Prior to allowing examinees to sign in to the testing site, all examinees are required to review the terms and conditions related to taking the CP examination via computer based testing. The information contained in the terms and conditions are also provided to examinees with the testing PIN and ID number, the NALA account number, and other instructions. Each examinee will be required to check “I accept these terms and conditions” prior to starting an examination.

**Results**
Results of the examination are provided by mail notification to all examinees. The results will be released during the second week of the second month following the test window, i.e., the second week of March, July, and November. Results are not available by e-mail, telephone or fax.

**Appeal of Results**
An examinee may appeal, in writing, to the Certifying Board for review of the Board’s actions concerning examination results. The specific procedure for the appeal of examination results is posted on the NALA web-site.
Retake Policy
Examinees in retake status must successfully complete the Certified Paralegal examination within two years (a maximum of five retake sessions) or credit for all passed sections will be forfeited. If the examination is not completed within this time frame, the examinees must re-submit a completed application form required of first-time examinees and begin the certification process again.

Confidentiality of Examinees
The names of examinees for the Certified Paralegal examination are considered confidential and not released by NALA to any person, except examination proctors, without express approval of the examinee.

Other Certified Paralegal Program Requirements
This policy statement refers strictly to the delivery of the Certified Paralegal examination. It is the responsibility of each examinee to be familiar with the other policies and requirements of the Certified Paralegal Program, including but not limited to, the continuing education requirements to maintain the Certified Paralegal credential as well as examination and testing center fees.

Timing of Exam Sections
The following are the required five sections of the Certified Paralegal exam with the time allowed as established by the NALA Certifying Board:

- Communications – 1 ½ hours
- Judgment and Analytical Ability – 2 hours (Essay required)
- Ethics – 1 hour
- Legal Research – 1 hour
- Substantive Law – 2 hours

The computer based testing allows the timing of each exam section to be enforced automatically. Timing begins when the test is released by the examination proctor. When the time has expired, the exam will close automatically and the examinee will not have access to it again. If an examinee has not completed the test, and the time allowed expires, the work completed will be scored. Questions that are not completed will be scored as incorrect answers.

Timing begins once the proctor has released the exam. There are no scheduled breaks during the exam. If a break must be taken during testing, the clock will continue to run.
**Instructions from Proctors**

Testing center proctors are responsible for the delivery of the Certified Paralegal examination, including providing printed copies of the essay questions as needed. Questions regarding facilities or equipment should be directed to the testing center proctor.

The NALA Certifying Board is responsible for the Certified Paralegal examination. Questions regarding the examination content or format should be directed to NALA Headquarters at 7666 E. 61st Street, Suite 315, Tulsa, OK 74133, 918-587-6828, FAX 918-582-6772, or testing@nala.org.

**Presentation of Computer Based Exam Questions**

Timing begins once a candidate has selected the appropriate test section from the examinee dashboard, and the proctor has entered the appropriate credentials to release the examination. There are no scheduled breaks during the exam. If an unscheduled break is required, the clock will continue to run.

**Objective Questions**

- Each objective question will be provided one at a time. Once the answer is selected, examinees are instructed to click “Next” for the next question.

- Each question may be flagged by placing a check mark in the box entitled “Mark for Review” which appears below the answer options. The selected answer may be changed on review.

- When all questions are completed, the entire list of questions appears. Examinees may review this list before submitting the test for scoring, provided time remains on the examination clock. Questions marked for review by the examinee will be easily identified. Examinees may also scroll over the text of any question on the list and open it to review the question and selected answer.

- When the time has expired, access to the exam will be terminated, and the test will be submitted for scoring. Questions that are not completed will be scored as incorrect answers.

**Essay Questions**

The Judgment & Analytical Ability examination consists of an essay question only. Examinees are allowed 120 minutes (2 hours) to complete the essay.

The essay question requires reading. To assist in answering the essay question, candidates will be provided with a printed copy of the essay question when seated to begin the Judgment & Analytical Ability exam section. If a candidate did not receive the printed copy of the essay question, the proctor should be contacted immediately for the printed copy. Timing for the examination begins when the proctor has provided the printed copy of the essay and has released the examination to the examinee.
The printed copy of the essay may also be used to make notes and for ease in reading the question. However, space is provided on the computer to input the answer and the answer **MUST** be typed in the text box provided on the computer screen in order to be graded. The Grading Committee may only consider answers typewritten on the computer window. Examinees will be required to return to the proctor the printed pages prior to leaving the testing center.

The text box provided for the essay question answer will allow examinees to move around within the box, delete and add sentences and characters as needed. Examinees may use cut and paste; however, spell-check, and other word processing functions are disabled for the Certified Paralegal examination.

The space provided on the computer screen to type the answer is a text-only box. **Do not** use any special character keys such as ALT, CTRL, or TAB or the computer workstation may freeze.

Candidates must be sure they have completed the essay answer **before** clicking the “Finished Reviewing Present Score” button. Once clicked, access to the examination will terminate.

Essay questions are graded by members or former members of the Certifying Board. Examinees are instructed **NOT** to put their name in the response window.

-end-

**Appendix - Screen Shots of the Login and Test Windows**
Certified Paralegal Examination Screen Shots

The following pages provide screen shots to provide further detail about the computer testing process.

Welcome Page

This screen will display after the examinee clicks “Enter Testing Site” and includes a link to the Policy Statement.

From the “Welcome” screen, examinees may request the TesTrac system Id and Personal Id number, if necessary. However, to do this, examinees will need their NALA account number (“customer-specific id”). All of the required identification information is printed on the Authorization to Test form provided to each examinee by email. Be sure to bring your Authorization to Test form with you to the testing center so you will have your login information for the exam.
Sign in Page

Examinees again have to agree to the Terms and Conditions before proceeding. At the bottom of this screen, you will be required to click the box "I accept these terms and conditions" to continue with the exam.
**Examinee Dashboard**

The examinee’s authorized examination sections will appear under “Assigned to me” area of the dashboard. The exam proctor is required to release all examination sections to release access to the examinations.
Click on the exam section name and the confirmation prompt will display.

If the wrong section is displayed, click No to go back to the dashboard. If the section is correct, click Yes and the Proctor Release prompt will display.
**Proctor Release**

At the Proctor Release prompt, the proctor will select the testing center, enter the unique ID and PIN issued to the proctor, and click Release. Time on the test begins once the proctor clicks Release.
Examination Question Screen

The screen displays a timer, the individual question number, and total number of questions above each question. Please be aware the timer in the testing software is the final authority used to determine time on test regardless of any other clock in the room or on the computer.

Examination questions are presented one question at a time. Please be sure to click the box “Mark item for later review” at the bottom of the screen to note any questions still requiring an answer or responses to review.

Do not use the “Previous” button for more than one question. You will have an opportunity to review the questions before submitting the final examination, as long as time remains on the clock.

Breaks are not scheduled during any test section. If you need to leave the room for any reason, such as a restroom break, the clock will continue to run.

- NOTE: when you have completed the last question of the exam, the “Next” button will be greyed out and unavailable.

The "Review and complete" button should be clicked when you have finished all questions in the exam. This will take you to the Review screen, where questions may be reviewed before submitting the final exam.
The essay question requires reading. To assist in answering the essay question, the proctor will provide a hard copy of the question for you. If you were not provided with the printed copy before beginning the exam, contact the proctor immediately. If you need to wait for a printed copy of the essay, log out of the examination screen so the clock does not continue to run. Once the proctor provides the printed copy of the essay question, log back in, select the Judgment & Analytical Ability section from the “In-progress/incomplete” area of your dashboard and have the proctor enter the credentials to release the exam again. The time on test should begin where it left off when you logged off the examination.

The printed copy of the essay may be used to make notes and for ease in reading the question. However, space is provided on the computer to input your answer and your answer MUST be typed in the space provided on the computer in order to be graded. You will be required to turn in the printed pages prior to leaving the testing center.

The text box provided for entry of essay question answers will allow examinees to move around within the box, delete, and add sentences and characters as needed. Spell-check and other word processing functions are disabled for all sections of the Certified Paralegal examination, however, cut and paste may be used within the text box screen. Do not have any other programs or windows open during the examination.

The space provided on the computer screen to type your answer is a text-only box. Do not use any special character keys such as ALT, CTRL, or TAB or the computer workstation may freeze.
Be sure you have completed your essay answer **before** you submit the essay. Once submitted, your access to the examination will terminate.

Essay questions are graded by members or former members of the Certifying Board. PLEASE **do not** put your name on your response!
This screen is displayed when all questions have been answered and examinees are ready to review the exam questions, as long as time remains on the exam timer.

The screen will display as a list of each question number in the exam.

Questions that have been viewed have a checkmark in the column “Displayed to you.” Questions that are marked for review have a checkmark in the “Marked by you” column. Whether questions have been answered are indicated in the “Answer provided” column. The beginning text of each question is shown in the last column. The question numbers are linked back to the individual questions if the complete question needs to be seen.
Do **not** click the "Complete the exam" button until you are ready to submit your examination. Clicking this button will terminate your access. Once clicked, examinees are provided with a confirmation prompt. Click Yes to submit the exam and terminate access or click No to return to the review screen.
Once the examinee has completed reviewing the questions submitted the examination, the Results screen will display.

Scores are not presented to examinees for the Certified Paralegal Examination at the time of testing. Results of the examination are provided by mail to all examinees. The results will be released during the second week of the second month following the test window, i.e., the first week of March, July, and November. Results are not available at the testing center, or by e-mail, telephone or fax.

At the Results screen, click close to return to the dashboard. At this point, another examination section may be selected, or log out if sections are completed for the day.