



# QUALIFYING AS A NALA TESTING CENTER

The CP examination is delivered via computer-based testing throughout the United States. NALA utilizes the PSI testing center network for delivery of the examination. This describes how a school and an employer of paralegals may qualify to become a NALA testing center. This is preliminary information, subject to amendment without notice. Watch the NALA web site for further announcements.



Accredited through April 30, 2019

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## **Certified Paralegal Exam Computer Based Testing Qualifying as a NALA Testing Center**

In 2010, the Certified Paralegal examination transitioned from paper-pencil to computer-based testing. Today, the examination is available in all PSI testing center locations, located in over 250 testing locations across the country.

Employers and schools that are not already designated as a PSI testing center may apply to NALA to become a testing center for the Certified Paralegal examination. This booklet describes the requirements to be designated as an authorized testing center for the Certified Paralegal examination and outlines requirements for proctors and examinees.

**Why Serve as a Testing Center for the Certified Paralegal Examination?** Certification as a paralegal is part of the career management tools of all wishing to join this profession and make the paralegal profession the focus of their career life. For employers, certification provides that NALA has verified the education and experience background of the certified paralegal and that the paralegal has demonstrated knowledge and skills required to complete the written examination successfully. The examination has surpassed its 40th year of research and development.

The subsequent five-year recertification requirements also allow paralegal employees to demonstrate a commitment to continuing education and continued professional development.

Recognition of the Certified Paralegal program of NALA is nationwide. In private law firms, those with the credential generally have higher billing rates which are accepted by courts when awarding attorney fee award petitions. In corporations, the Certified Paralegal program is utilized as a means of providing a growth path for the paralegal staff members. For all, the CP program provides a win-win commitment. Providing the opportunity for students and employees to take the Certified Paralegal examination on your premises offers the following opportunities:

### **For Schools:**

- Provide a program for students to help them become more competitive in the workplace, enhancing and supporting the degree earned.
- Allow students and graduates to participate in the CP program at a lower cost. The PSI testing center charges could be significant.
- Provide a welcome service to students, graduates, and paralegals in the community.

### **For Employers:**

- Provide a service to employees that allows them to participate in the CP program at a lower cost.
- Use the CP program, including study and preparation, as an employee training/development program.
- Use the CP program as a means of reward for employees.
- Use the CP program as a standard of excellence for non-lawyer services provided by the firm.

### **Qualifying as a Testing Center (Schools and Employers)**

If your school has a relationship with PSI and is a PSI designated testing center, your school is automatically a NALA testing center. No further information is needed or required.

If you want to administer the examination independent of the PSI network, and your school has an agreement with PSI, check with your school administration. It may be possible for you to administer the CP examination as you wish. This would result in **substantial savings** for your students.

Schools offering paralegal training programs may apply to be authorized testing centers for the Certified Paralegal examination. The school should be a member of the American Association for Paralegal Education or offer a paralegal program that is approved by the American Bar Association. If the school does not meet either of these qualifications, graduates of the school must be eligible to take the Certified Paralegal examination.

Employers throughout the United States are recognizing the value of the Certified Paralegal program and the growth path this provides for all non-lawyer legal staff. The convenience of offering the examination in the location of the employer is appreciated by the staff and human resources personnel. Generally, employers with a computer lab or training rooms with computer terminals will qualify.

Students or employees desiring to take the Certified Paralegal examination must meet the requirements for taking the Certified Paralegal examination. The requirements follow. There are no changes in the eligibility requirements with this procedure.

#### **Alternate Examination Eligibility Requirements:**

1. Graduation from a paralegal program that is:

- (a) Approved by the American Bar Association; or
- (b) An associate degree program; or
- (c) A post-baccalaureate certificate program in paralegal studies; or
- (d) A bachelor's degree program in paralegal studies; or
- (e) A paralegal program which consists of a minimum of 60 semester hours (900 clock hours or 90 quarter hours) of which at least 15 semester hours (225 clock hours or 22.5 quarter hours) are substantive legal courses.

NOTE: Under Category 1(e), an applicant may combine college hours from more than one institution. The applicant must have graduated from a paralegal program consisting of a minimum of 15 semester hours (or 225 clock hours or 22½ quarter hours.) Evidence of the minimum hours required under Category 1(e) must be provided with the application form.

2. A bachelor's degree in any field plus one year's experience as a paralegal. Successful completion of at least 15 semester hours (or 22.5 quarter hours or 225 clock hours) of substantive paralegal courses will be considered equivalent to one year's experience as a paralegal.

3. A high school diploma or equivalent plus seven (7) years' experience as a paralegal under the supervision of a member of the Bar, plus evidence of a minimum of twenty (20) hours of continuing legal education credit to have been completed within a two (2) year period prior to the examination date.

## What are the testing center requirements?

**Equipment.** The examination is delivered via a secured internet connection. Through the internet connection, candidate responses to questions are recorded directly on the test server. The testing center is not required to download any programs or data.

Minimum requirements for examinee computers are:

- Internet connection speed of 256 KBPS minimum
- Internet Explorer 9 or higher as the standard browser
- Recommended screen resolution: 1280 X 1024
- Pop-up blockers must be turned off
- Browser history settings are set to check for new version of stored pages each time the web page is visited and disc space to use is no more than 8 MB
- Minimum screen configuration: 366 MHz Pentium II with 128 MB of RAM
- Operating System: Windows 2000, Windows XP or higher
- No plug-in software required (Flash, Virtual Java, etc)

Exam candidates are not allowed to access other web sites or programs during testing, nor may candidates load information on the workstation drives. It is the responsibility of the testing center and proctor to ensure compliance with this requirement.

The workstation environment must be:

- Quiet, well lit, comfortable temperature
- Visible so that proctors can easily monitor examinees
- Clear of personal items. A place should be provided to store personal items, or they may be placed at the front of the room with the proctor.

NALA reserves the right to refrain from using a testing center based on examinee or proctor complaints, or upon finding the testing center equipment and environment do not meet the above specifications.

**Proctor Information.** Authorized testing centers for the Certified Paralegal examination are required to provide proctors.

NALA requires a minimum of two proctors be designated and approved by NALA for each testing session. Qualified proctors include:

- Instructors
- Paralegal program directors
- Retired instructors or retired paralegal program directors
- Professional educators (other instructors at the school)
- Professional proctors routinely used by the school
- Attorney/employers
- Human resource professionals
- Members of NALA with the Certified Paralegal credential

Paralegals who do not hold the NALA CP credential are ineligible to proctor.

Proctors are required to complete a separate form submitted with the testing center application form. The purpose of this form is to identify proctors and record the proctor contact information. In addition, through this form, the proctor acknowledges that he/she is familiar with the workstations/computer lab the testing center will use, and that he/she will be available for further training by NALA, specific to proctoring the Certified Paralegal examination.

The form also lists proctor duties, an attestation that the proctor will follow the duties, and a confidentiality agreement.

NALA reserves the right to refrain from using a proctor based on examinee or testing center complaints, or non-compliance with the proctor duties and confidentiality agreement. NALA will work with the testing center designee to locate another proctor, however, if one cannot be located, the testing center cannot be an authorized center.

Authorized proctors may serve as proctors for the Certified Paralegal examination at any authorized testing center. Once a proctor is approved, a proctor form for subsequent testing windows is not required.

**Examinees.** NALA requests that the testing center submit the application forms for all examinees as a group for processing. This will ensure that the examinees will be assigned to the specific testing center.

If the examinees will be filing application forms individually, NALA will accept a list of examinees from a proposed testing center. Students or employees who submit their application form directly to NALA should be instructed to note on their application that they will be attending the testing center provided by your school or business. Application forms must include all supporting documentation of eligibility.

Communications about the qualifications of examinees and information needed to complete an application for the Certified Paralegal examination is directed to the examination candidates only. This is confidential information, and NALA is only able to discuss questions about the status of a specific examinee with the examinee.

All examinees must meet the requirements for taking the Certified Paralegal examination. There is no minimum participation requirement for NALA authorized testing centers.

**This program is NOT for those applying for special accommodations available under the Americans with Disabilities Act. Those qualifying for accommodations under these provisions must attend a PSI testing center.**

NALA requests authorized testing centers be available to others not identified by the school as examinees. This would include paralegals in the immediate community who wish to take the examination at the testing center, as well as new graduates, those who need to retake sections of the examination, or those who are new to the community. Testing centers are contacted by NALA on a case-by-case basis as these requests arise.

### **Fees and Charges**

No payment to NALA is required to be an authorized testing center for the Certified Paralegal examination.

Facility and proctor fees are the responsibility of the testing center. This program allows that the testing center may charge examinees on a pro-rata basis for the testing center facility and proctor fees. It is the responsibility of the testing center to collect the fee, as well as fees from “no-shows” and dis-honored checks.

### **How to Apply**

Applications are accepted year-round and examinees are encouraged to submit the application as soon as qualified.

The Knowledge Exam section of Certified Paralegal examination may be administered anytime during the testing window, with the exception of Sundays and Federal holidays. The Skills Exam section of Certified Paralegal examination will be administered in four testing windows – February, April, July, and October with the exception of Sundays and Federal holidays. However, times must be provided to NALA in advance to allow time for required materials to be sent to the testing center.

Testing centers must be designated a minimum of one month prior to the opening of a testing window. Testing centers are encouraged to submit the required applications well in advance of the deadline to ensure the center is approved.

The following is required:

- Completed Testing Center Application Form
- Two Completed Proctor Application Forms
  - A minimum of two proctors is required for each testing center
- Completed Confidentiality Agreement Form for each proctor

Authorized testing centers for the Certified Paralegal examination are not required to re-submit application forms for each testing window. NALA will, however, check with testing centers on a regular basis to be sure the information is up to date.

Authorized proctors for the Certified Paralegal examination do not need to apply for each testing window. However, NALA will communicate regularly with proctors to ensure contact information is correct. New proctors are required to complete a proctor application form and be approved by NALA.

## **After Receiving Designation as an Examination Testing Center**

### **Scheduling the Examination Testing Times**

The Center may schedule testing for the Knowledge Exam at any time - after the year-round testing begins - depending on facility and proctor availability, except Federal holidays and Sunday, when server maintenance is performed.

The Certified Paralegal Examination is divided into two sections:

The 2018 Certified Paralegal examination will consist of two required sections taken in the following order:

#### **Knowledge Exam**

- The Knowledge Exam will consist of multiple choice questions covering the topic areas listed in Appendix A.
- The Knowledge Exam will be administered on-demand, year-round at testing centers with preliminary result reporting upon completion.
- Candidates must successfully complete the Knowledge Exam in order to be eligible to take the Skills Exam.

#### **Skills Exam**

- The Skills Exam will consist of a written assignment; specifications are set forth in Appendix A.
- The Skills Exam will be administered during four testing windows each year: February, April, July, and October.
- 2 hours testing time will be provided for the Skills Exam.

Successful completion of both the Knowledge and Skills Exams is required to obtain the Certified Paralegal credential.

Those who appear at the testing center to retake a section of the examination are not required to follow a specific schedule and may take the section needed at any time the testing center is opened by the business or school. The tests are timed by the examination software, however, proctors will be provided the time schedule for their information. NALA must be advised of the schedule adopted by the testing center a minimum of two weeks in advance of the first test session to provide sufficient time to ship the required examination materials.

#### **Summary Of Details Needed For All Testing Centers**

Planning for a testing window begins well in advance of the first day of testing. To provide for a smooth testing session, information about the examinees, schedules, and proctors is needed. An e-mail message is sent to all testing centers requesting this information. This information must be received in order to provide the required information for the exam administration.



## Deciding If The Center Is Open Only To Students Or Others In The Community

Testing centers may be open only to employees, students, graduates, or to all in the area who need to take the examination, as determined by the testing center. The following procedures will apply:

### The Following Procedures Are The Same For All Testing Centers:

- NALA will send printed material to a designated examination proctor for arrival in advance of the first examination session. This information is REQUIRED for the testing.
  - For security purposes, an employer who administers the exam to an employee is required to provide a home address or another secure address - other than the office address – to receive the confidential exam materials.
- Advise NALA of any changes in scheduling.
- NALA will also advise the testing center contact if we hear from examinees regarding a schedule change.
- Return all information to NALA as required. Exam results cannot be released without the information returned from testing centers.
- **All examination materials, including proctor and examinee credentials, are confidential. Care must be taken to ensure all information pertaining to the examination is properly secured.**

### If your center is ONLY open to a group of students or others who are known to you:

- Your center name will not appear on the list of approved testing centers on the NALA web site.
- You will need to provide a list of examinees to NALA 15 days prior to the opening of the testing window.

*NALA will verify that the examinee applications are approved for the window.*

- You will need to advise NALA of the testing days and times for the examinees at least two weeks prior to the first testing session.
- It is recommended that the center establish a specific schedule – it is much easier to work with examinees if a schedule is published.
- NALA needs to know the schedule so that any printed materials may be provided to the center in advance of the first testing date. The actual schedule is up to the center to set. NALA will make examination assignments available at any time during the testing window.
- For security purposes, an employer who administers the exam to an employee is required to provide a home address or another secure address - other than the office address – to receive the confidential exam materials.

*NALA requires all new proctors to participate in proctor training prior to the opening of the testing window. The training is web-based but must be completed at least two weeks prior to proctoring the exam and includes a link to notify NALA when the training has been completed. Proctor credentials will not be released without verification the training has been completed.*

**If your center is open to ALL eligible examinees:**

- Your center name will appear on the NALA web site at: [www.nala.org/certification/testing-centers-others](http://www.nala.org/certification/testing-centers-others)
- Please provide the following information for the web site **at least 15 days prior to opening of the window:**
  - Contact person and e-mail address
  - Dates and schedule for exam sections
  - Cost (determined by centers)
  - Appointment notes
  - Cancellation notes
- Please provide a list of examinees to NALA at least 15 days prior to the opening of the testing window, **if known to you.**
- Examinees on the testing center list will not need to advise NALA further regarding their schedule.
- For those who are **not** known to you, examinees will submit a schedule to you through the NALA web site at <https://www.nala.org/certification/testing-centers-others>. From a link on the contact person's name, an e-mail window will open and the examinee will complete a schedule form. When completed, the e-mail will be sent to NALA and to the testing center contact at the same time.
  - NALA will verify if the person is an approved examinee. Please be sure you receive this authorization prior to scheduling an appointment from the examinee.
  - NALA will advise testing center the person is authorized to take the exam.

**If an examinee contacts you without using the link, please contact NALA Headquarters so we may verify eligibility and note their testing schedule.**

*NALA requires all new proctors to participate in proctor training prior to the opening of the testing window. The training is web-based but must be completed at least two weeks prior to proctoring the exam and includes a link to notify NALA when the training has been completed. Proctor credentials will not be released without verification the training has been completed.*

When your center and proctors are designated as examination centers, we will ask if your center is open to all or just your students or employees.

**EXAMINEE EXPERIENCE**

Examinees at NALA authorized testing centers will experience the same rules and regulations required of examinees of PSI testing centers, including:

- Showing proper ID before entering test room
- Agreeing to the terms and conditions of test delivery

The Board Policy statement and Terms and Conditions documents are attached. This requires examinees to:

- Honor confidentiality of the exam
- Follow rules of proper conduct
- Follow instructions of proctors

Examinees will be provided their logon ID, password, and NALA account number by NALA. This information is required to login to the computer-based testing web site. The proctor will also have this information available to avoid delays in the event the examinee does not bring the information to the testing session. Further details will be provided to the testing center designee and proctor for review upon receiving approval from NALA as an authorized Certified Paralegal testing center.

# Attachments –

## 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 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 examinations questions for certification as a 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 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 Questions.
5. Subsequent conviction of a felony.
6. Violation of the NALA Code of Ethics and Professional Responsibility.
7. Violation of the Terms and Conditions of Testing.
8. Engaging in any other conduct determined by a majority vote of the Certifying Board to be unethical or unprofessional.

With full knowledge of the above requirements and agreement to be bound by any decisions of the Certifying Board for Paralegals of NALA, Inc., with respect to examinations or designations, I submit this application.

### 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**

### **Knowledge Exam**

The first administration of the Knowledge Exam will be offered during a month-long window with 150 items. This administration will be used for post-administration analysis, scoring, and standard setting. For this initial session, results will not be available upon completion but will be provided once the analysis, scoring, and standard setting has been completed. Please expect results for the initial window 4-6 weeks after the testing window closes.

- 100 items out of the 150 items will be scored (determined after administration).
- 50 items out of the 150 items will be pretested for statistical analysis (determined after administration) but will not be scored.
- 3.75 hours testing time (90 seconds per item) will be provided for this one-time testing session.

When the examination opens for year-round testing, 120 items will be included on each Knowledge Exam:

- 100 items will be scored.
- 20 items will be pretested for statistical analysis.
- 3 hours testing time (90 seconds per item) will be provided for all subsequent Knowledge Exams.
- Result reporting will be available upon completion with on-demand testing year-round.
- Once an application is approved for the Certified Paralegal examination, candidates will have 365 days from the approval date to sit for the Knowledge Exam. If the candidate does not take the Knowledge Exam within 365 days of the initial approval date, the application will not be returned, and payment is nonrefundable.
- Candidates who do not pass the Knowledge Exam must wait 90 days before re-taking it.
- Candidates must pass the Knowledge Exam within the first three attempts during the 365-day period or wait 365 days before trying again.

### **Skills Exam**

Candidates who pass the Knowledge Exam will receive notice within two weeks of eligibility to sit for the Skills Exam. 365 days will be provided for completion after receiving notice of eligibility from NALA. Candidates who do not pass the Skills Exam must wait 90 days before re-taking it and are provided a total of three attempts to successfully complete the Skills Exam in the 365-day period.

If the Skills Exam is not successfully completed in the 365-day period, candidates will start over by re-taking the Knowledge Exam.

The Skills Exam will be administered during four testing windows each year: February, April, July, and October. We anticipate the first Skills testing window will take place in July 2018, after the year-round testing for the Knowledge exam has opened.

### **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 website.

## **Retake Policy**

- **Knowledge Exam**

- Candidates must first pass the Knowledge Exam.
- Candidates are eligible to take the Knowledge Exam only after they have graduated from an educational program, if using that eligibility pathway, or have the required minimum experience, if using the experience category. The new system of on-demand testing will remove deadlines to apply for the examination. Candidates will be able to apply when they are eligible.
- Once NALA approves an application for the Certified Paralegal examination, candidates will have 365 days from the approval date to sit for the Knowledge Exam. If the candidate does not take the Knowledge Exam within 365 days of the initial approval date, NALA will return the application to the candidate. The examination fee is nonrefundable.
- Candidates who do not pass the Knowledge Exam must wait 90 days before re-taking it.
- Candidates must pass the Knowledge Exam within the first three attempts during the 365-day period or wait 365 days before trying again.

- **Skills Exam**

- Candidates who pass the Knowledge Exam are then eligible to take the Skills Exam and must complete the Skills Exam within the next 365 days after receiving notice of eligibility from NALA.
- Candidates must wait at least 2 weeks after passing the Knowledge Exam before receiving eligibility to take the Skills Exam.
- Candidates who do not pass the Skills Exam must wait 90 days before re-taking it.
- Candidates must pass the Skills Exam within the first three attempts in a 365-day period or start over by re-taking the Knowledge Exam.

## **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, and examination and testing center fees.

## **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 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 of 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 am approved to take the Knowledge Exam, I understand the Knowledge Exam, including a maximum of two additional attempts, must be taken and passed within 365 days of the approval date.
- I understand the Knowledge Exam must be successfully completed before I am eligible to sit for the Skills Exam. If I do not successfully complete the Knowledge Exam after three attempts within the 365-day period, I understand I will be ineligible to reapply for the Knowledge Exam for a 365-day period.
- Once I am approved to take the Skills Exam, I understand the Skills Exam, including a maximum of two additional attempts, must be taken and passed within 365 days of the approval date. If I do not successfully complete the Skills Exam after three attempts within the 365-day period, I understand I will start over by re-applying for the Knowledge Exam.
- If the examination is not completed within the above-listed time frames, credit for 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.
- Confirm your intent to be bound by the terms and conditions of this Agreement by checking the box below. By not checking the box, you will decline the Agreement and your exam session will be terminated.

**-end-**



# N NALA | THE PARALEGAL ASSOCIATION



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## Testing Center Application

Name of Institution/Business	
Testing Center Address	
Shipping Address (if different)	
Primary Contact	
E-mail Address	
Contact Phone	

SAMPLE

### TESTING CENTER REQUIREMENTS

<p><b>Workstation Equipment Needed</b></p>	<ul style="list-style-type: none"> <li>• Internet Explorer 9 or higher as the standard browser</li> <li>• Internet connection speed of 256 kbps minimum Screen resolution: 1280 X 1024</li> <li>• Minimum system configuration: 366 MHz Pentium II with 128 MB of RAM</li> <li>• Operating System: Windows 2000, Windows XP, or higher</li> <li>• No plug-in software (Flash, virtual Java, etc.) required</li> <li>• Exam candidates are not allowed to access other <a href="#">websites</a> nor may candidates load information on workstation drive</li> </ul> <p><i>Note: The examination is browser-based; candidates' answers are recorded directly on the server. The testing center is not required to download any programs or data.</i></p>
<p><b>Workstation Environment</b></p>	<ul style="list-style-type: none"> <li>• Quiet, well lit, comfortable temperature</li> <li>• Visible workstations so proctor can monitor examinees</li> <li>• Place to store personal items, even if at the front of the room with the proctor.</li> </ul>

**FEES**

- It is the responsibility of the school/place of business to establish and collect testing center fees and proctor fees from examinees
- NALA is not responsible for these fees, nor no-show fees of examinees

**TESTING CENTER APPLICATION APPROVAL DEADLINE DATES**

- Application forms must be submitted at least 2 weeks in advance of the approval deadline to ensure establishment of a testing window.
- Once a testing center is approved, subsequent application forms are not required. However, if there is any change in proctors, a new proctor form is required at least two weeks prior to administering the first exam.
- NALA reserves the right to cancel a testing center if the workstation requirements are not met, or based on examinee complaints.

**PROCTORS**

The testing center is required to provide proctors to administer the Certified Paralegal examination. NALA requires a minimum of 2 proctors identified by the testing center, and approved by NALA, for each administration of the Certified Paralegal examination.

<p>Qualified proctor categories include:</p>	<p>Instructors          Paralegal program directors          Retired instructors or paralegal program directors          Professional educators (other instructors at the school)          Professional proctors used by the school Attorney/employers          Human Resources Professionals          Member of NALA with CP credential</p>
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<p><b>Proctor forms</b></p> <p><input type="checkbox"/> Are attached</p> <p><input type="checkbox"/> Will be submitted by Date</p>	<p><b>Note:</b>  <i>Proctor forms are required before the testing center may be approved.</i></p>
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Proctor names	Proctor qualification category
1.	1.
2.	2.

**SIGNATURE**

I certify that:

- my school/institution meets the workstation equipment /environment requirements listed on page 1
- we understand we are relied upon to provide qualified proctors for each testing session; NALA will provide training for the proctors
- testing center and proctor fees will be established by my school/institution, and will be charged to the examinees
- it is the responsibility of my school/institution to collect testing center and proctor fees from the examinees
- the school/institution may not publicize itself as a NALA approved examination site for the Certified Paralegal examination until the application is approved
- we may be asked to allow examinees who are not part of this institution or school to take the examination during our testing sessions, and we will try to accommodate this request if we have the space
- we understand that the testing schedule must be established and provided to NALA one week before the testing window opens
- we have read and understand the requirements and specifications of testing centers provided by NALA.
- we will sign, return, and adhere to the Confidentiality Agreement

Signature

Date



**THE PARALEGAL  
ASSOCIATION**



7666 E. 61<sup>st</sup> Street, Suite 315  
Tulsa, OK 74133  
PHONE: 918-587-6828  
FAX: 918-582-6772  
E-MAIL: testing@nala.org

### Proctor Application

Name of Proctor		
Testing Center Name		
Testing Center Address		
Shipping Address <i>(if different)</i>		
E-mail Address		
Contact Phone		
<b>PROCTOR QUALIFICATION AND REQUIREMENTS</b>		
<b>Proctor qualification categories</b> <b>Check those that apply to you:</b>  <i>Note: Paralegals who do not hold the NALA CP credential are ineligible to proctor.</i>	<input type="checkbox"/>	Instructor
	<input type="checkbox"/>	Paralegal program director
	<input type="checkbox"/>	Retired instructor or paralegal program director
	<input type="checkbox"/>	Professional educator (other instructor at the school)
	<input type="checkbox"/>	Professional proctor used by the school
	<input type="checkbox"/>	Attorney/employer
	<input type="checkbox"/>	Human resource professional
	<input type="checkbox"/>	Member of NALA with CP credential
	<input type="checkbox"/>	Other (add if you do not meet one of the above qualifications)
<b>Training</b>	Proctor should be familiar with the workstation/computer lab at the testing center. Proctor will receive training from NALA regarding procedures to follow for check-in, and beginning the examination. Proctors must complete the training two weeks prior to the first scheduled testing session. Training will be provided by webcast. Printed instructions will also be provided.	
<b>Testing Centers and Employers</b>	<ul style="list-style-type: none"> <li>• Proctors approved by NALA may serve as proctors at any NALA testing center.</li> <li>• For examination security purposes, an employer who administers the exam to an employee is required to provide a home address or another secure address - other than the office address - to receive the confidential exam materials.</li> </ul>	

#### DEADLINE FOR DESIGNATION OF PROCTOR

Application forms must be submitted at least two weeks prior to the first testing date. Once a proctor is approved, a proctor form for subsequent testing windows is not required. NALA reserves the right to refrain from using a proctor based on examinee or testing center complaints, or non-compliance with the duties and breach of the Confidentiality Agreement.

#### FEEES

It is the responsibility of the school/place of business to establish and collect testing center fees and proctor fees from examinees. NALA is not responsible for any testing center fees, nor no-show fees of examinees.

#### PROCTOR DUTIES

- Participate in training provided by NALA
- Keep Proctor ID and PIN number confidential and secure.
- Be accessible by phone/e-mail for routine correspondence; messages must be returned within 24 hours.
- Be accessible by phone for immediate contact during the examination test times.
- Arrive at the testing center timely and contact the site manager if there is a problem with the test location/room.
- Follow the testing schedule established by the testing center and confirmed with NALA.
- Check identification of all examinees as reviewed during proctor training.
- Provide and collect signed examinee testing forms prior to initial testing session. Return forms to NALA as directed.
- Ensure examinees do not bring any items into testing area.
- Provide rules of the examination to all examinees.
- Provide printed copy of the Skills Plan essay question as provided and directed by NALA.
- Collect printed questions from each examinee upon conclusion of the test.
- Return all printed materials to NALA headquarters.
- Enforce the testing center rules acknowledged and signed by all examinees prior to testing.
- Provide and collect scrap paper from examinees as directed by NALA.
- Ensure student does not access notes, articles or other information.
- Contact NALA headquarters regarding a disruptive examinee or any interruption in computer service.
- Honor confidential information including but not limited to examinee names, e-mail addresses, addresses, examinee login and passwords, proctor login and password, test items, and graphics that is related to the CP exam.
- Refrain from answering all questions from candidates regarding an examination question.
- Ensure no copies of the examination or questions have been made.
- Become familiar with rules and regulations related to administration of the Certified Paralegal exam.

#### SIGNATURE

I certify that:

- testing center and proctor fees will be established by my school/institution
- it is the responsibility of my school/institution to collect testing center and proctor fees from the examinees
- a proctor may not publicize him/herself as a NALA approved proctor for the Certified Paralegal examination until the application is approved
- I understand that the testing schedule is to be established and provided to NALA two weeks before the testing window opens, and will notify NALA if the schedule is amended.
- I have read and understand the qualifications and duties of proctors provided by NALA, and will participate in the training provided by NALA.
- I will sign, return, and adhere to the Confidentiality Agreement.

Signature

Date

**Certified Paralegal Examination**

**Testing Center Details – Forms Must Be Completed for each Testing Window**

<https://www.nala.org/testing-center-details>

Follow instructions below to complete this form

TESTING CENTER CONTACT INFORMATION					
Name of Institution/Business:					
Street Address:					
City:		State:		ZIP:	XXXXX
Primary Contact:	First	MI	Last		
Phone #:	XXX-XXX-XXXX	E-mail Address:			

**EXAMINEES FOR YOUR TESTING CENTER**  
Check:

- This center is open only to our students/employees. A list will be provided to NALA two weeks prior to the opening of the testing window. NALA will advise if an exam application form is not on file.
- This center is open to all who want to take the test here. The center's availability will be listed on the NALA web site and examinees will contact NALA and the center directly for appointments.

**EXAMINATION TESTING SCHEDULE**

Each testing center may set its own schedule for the Certified Paralegal examination. Please list below the schedule you will be using. **The Knowledge Exam must be passed before examinees are authorized to take the Skills Exam. Testing must be completed by 6:00pm CST. Testing is NOT available on Sundays.**

List your schedule here:

Knowledge Exam Dates	Starting Time		Skills Exam Testing Window	Dates	Starting Time
			February		
			April		
			July		
			October		

IF YOUR CENTER IS OPEN TO ALL, PLEASE COMPLETE THE FOLLOWING: THIS INFORMATION WILL BE PROVIDED TO ALL EXAMINEES VIA A PAGE ON THE NALA WEB SITE.			
Contact name:	First	MI	Last
E-mail address:			
Cost to the examinee for the testing center (determined by the center):			\$
Appointment notes (such as how much advance notice is required, when fees are due):			
Cancellation policy (when required, forfeiture of payment):			

PROCTORS AND PROCTOR TRAINING	
Name and e-mail address of proctor(s):	
Name	Email
All proctors are required to complete a training webinar no fewer than two weeks prior to the first testing session!	
<b>Training Access:</b> Will be provided individually when schedules are confirmed. Please be sure you have viewed and understand the <a href="#">proctor instructions</a> so any questions may be answered prior to the time your testing begins.	

**Please complete and return to:**

**NALA Headquarters**

**7666 E. 61<sup>st</sup> Street, Suite 315**

**Tulsa, OK 74133**

**Phone: 918-587-6828**

**Fax: 918-582-6772**

**E-mail: [testing@nala.org](mailto:testing@nala.org)**