

Computer-Based Testing FAQs for CDT Written Examinations

In order to offer a greater number of testing locations and more flexible scheduling, NBC administers the CDT and RG written examinations utilizing computer-based testing with remote proctoring. The examinations are delivered through the computer-based testing platform, FastTest, and are remotely proctored by the third-party proctoring service, MonitorEDU.

- How much does it cost to take the examinations?
Computer-based testing for the RG Examination, Comprehensive Examination, and Written Specialty Examinations are each **\$275.00**.
- What will candidates need in order to take the examination?
 - Private workspace (a busy location, such as a library or café, will not suffice)
 - Desktop computer or laptop computer with built-in or external webcam, speakers, microphone (tablets not supported)
 - Desktop computer or laptop computer with Internet capabilities that meets the requirements for FastTest as outlined in the link below:
 - FastTest requirements: www.nbccert.org?kslbnw
 - Cellular smart phone that meets the requirements for MonitorEDU as outlined in the link below:
 - MonitorEDU requirements: www.nbccert.org?5q4nb2
 - Power cords for desktop computer/laptop and cellular smart phone
 - Something to prop their cellular smart phone on (tripod, phone stand, household item, etc.)
 - Photographic identification (Driver's License or Passport)
 - A printed copy of their NBC candidate letter
- How do candidates apply for the examinations?
Applications can be completed directly online or by mailing, emailing, or faxing in a hard copy application. All applications can be found on the NBC website at www.nbccert.org/become-a-cdt.
- What are the application deadlines for computer-based testing?
Testing windows run from the first day of each month through the last day of each month. Application deadlines are the **20th of the month prior** to the desired testing window. (For example, if a candidate wants to take their examination in August, they must submit their application to NBC by July 20th.)
- How long do candidates have to take their examination once their application is approved by the NBC?
Testing windows run from the first day of each month through the last day of each month. The day and time within the window is entirely up to the candidate – there is **no pre-scheduling** once approved.
- Are there any restrictions on the time of day that candidates can take their examination?
No. Examinations can be taken at the candidate's desired time, **24 hours a day, 7 days a week** within their approved testing window.
- What happens if candidates do not test during their approved testing window?
If a candidate does not complete their written examination during their testing window, they will forfeit all payment, and may be rescheduled for another examination upon re-payment. **No refunds** will be given.

- Are candidates able to reschedule their examination to another monthly testing window?
 - Candidates may reschedule their examination to a different testing window than originally outlined within their application at no charge by notifying the NBC in writing prior to the published application deadline. Initial fees paid must be used within one year; otherwise, the candidate will forfeit all fees paid to NBC and must re-apply to complete the examination.
 - Candidates that fail to notify the NBC in writing prior to the published application deadline must get special permission from the NBC to reschedule to a different testing window. If allowed to do so, candidates will be charged a \$50 administrative fee for each written examination, which must be paid prior to the candidate being rescheduled.

- What happens if I get disconnected?
 - Once a candidate begins their session, should the candidate be unable to complete their examination due to being disconnected from the actual examination, by fault of FastTest, the third-party proctor, or NBC, the candidate will be able to reschedule at no charge. If a candidate is unable to complete their examination due to being disconnected from the actual examination by fault of their own or a technical issue (i.e. loss of internet connection, or power on electronic device, etc.), the candidate must pay a fee of \$50 before being allowed to reschedule.
 - Once a candidate begins their session, should the candidate's cellular device gets disconnected from the third-party proctor for any reason for longer than 10 minutes, the examination will be terminated by the third-party proctor and results will be deemed invalid by NBC. Should this situation occur, candidates will need to contact NBC to reschedule to a different testing window and will be charged a \$50 administrative fee. If for any reason the third-party proctor fails to terminate the examination and/or the candidate submits their examination under these circumstances, the examination results will be deemed invalid by NBC until further review by NBC's psychometrician and the NBC Board of Trustees.

- Will candidates receive their examination grade immediately after testing?

No. Candidates will be mailed their grades **within four weeks** after the examination. Candidates may also opt to receive their grades by email when completing the application.

- Can candidates still take the written examinations in-person at a location scheduled by the NBC?

No. The written examinations are no longer offered in-person using the paper-based testing option.

- Do candidates still have to take the Practical examination at a location scheduled by the NBC?

No. The Practical examination is offered **both** remotely using a third party proctor as well as in group testing format at a pre-scheduled volunteer host site. Candidates can view the NBC examination schedule online at www.nbccert.org/education/exam-finder.

- Can I use the restroom during the examination?

No. There will not be any breaks allowed during the examination, so please use the restroom prior to starting your examination.

- What if a candidate has additional questions that are not covered in this document?

Candidates are encouraged to read through the NBC Website at www.nbccert.org and the [NBC CDT Handbook and Application](#). For any additional questions, candidates should contact NBC by phone at (800) 684-5310 or by email at certification@nbccert.org with any questions.

Note: Cheating or suspected cheating of any sort, including any talking, giving or receiving any help, utilizing any outside materials (translation and/or dental dictionaries, reference materials, scrap paper, etc.), and copying or retaining any examination questions will result in the proctor immediately stopping your examination. Failure to follow these instructions will result in your grade being held and your examination fee being forfeited.