

Remote Practical Examination FAQs

In order to offer a greater number of testing locations and more flexible scheduling, NBC launched a new pathway for the Practical examinations, whereby the Practical examinations can be taken remotely at a dental laboratory of the candidate's choice under the supervision of the third party proctoring service, MonitorEDU.

- What is needed in order to take the Practical examination through the remote testing option?
 - Private workbench where candidates can perform the majority of their work without interference.
 - Laptop computer with built-in or external webcam, speakers, microphone (tablets not supported).
 - Laptop operating system of Windows 7 and higher or Mac OS 9 and higher, and most Linux are supported.
 - Web browser must be recent version of Google Chrome (50+). Software is not supported on other internet browsers. Most recent version of Google Chrome can be downloaded at <https://www.google.com/chrome/>.
 - Cellular smart phone with camera with Android 4.1 or higher or iOS 8.0 or higher operating system.
 - Internet connection with at least 2 Mbps download and 2 Mbps upload speeds. Both the computer and cell phone will need to be connected to the Internet.
 - Don't know the Internet speed? Run a speed test on the laptop and cellular phone at the exam location prior to the exam date at: <http://www.speedtest.net>.
 - Power cords for laptop computer and cell phone.

In addition to the equipment above, there are specific dental technology equipment and materials needed to complete the work for the Practical examinations. Details are provided on the NBC website at www.nbccert.org and in the NBC CDT Handbook and Application (www.nbccert.org/pdfs/CDTExamHandbook.pdf). Additional information is also provided to the candidate with the Practical examination candidate instructions and molds.

- Where can a candidate take the Practical exam using the remote testing option?

Candidates can take their examination in any dental laboratory of their choosing – as long as they are able to:

 - be in a private setting with a workbench where the candidate can perform the work without interference
 - complete all of the work required for the Practical examination
 - meet the equipment requirements as outlined in the first FAQ shown above
 - adhere to all of the NBC procedures that ensure the integrity of the exam process
- How does a candidate apply for the Practical examination using the remote testing option?

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 the Practical examination remote testing option?

Exams will be offered in testing windows six times a year: January, March, May, July, September, and November, and will run from the first day of the month through the last day of the month. Application deadlines are the **20th of the month prior** to the desired testing window. (For example, if a candidate wants to take their Practical examination through the remote testing option in September, they must submit a completed application to NBC by August 20th.)

- How long does a candidate have to complete the Practical examination through the remote testing option once the application has been approved by NBC?

Candidates must complete the Practical examination through the remote testing option within 30 days once they have been approved by NBC to test. Testing windows run from the first day of the month through the last day of the month. For example, if a candidate is approved to take the Practical examination through the remote testing option in September, they must complete their Practical examination by September 30th.
- How much does it cost to take the Practical examination through the remote testing option?

The Practical examination through the remote testing option is the same as the group testing option and is currently **\$650**.
- Are there any restrictions on the time of day to take the Practical examination through the remote testing option?

Candidates can take their Practical examination on any day during their testing window as permitted by the laboratory; however, candidates must start their examination between **8:00 am – 12:00 pm EST and 3:00 pm – 7:00 pm EST**. There may be certain dates where testing will not be available throughout the year due to holidays, training, closures, etc. Candidates impacted by these dates will be notified in their candidate letters.
- What happens if the Practical examination is not completed during the approved testing window?

If a candidate does not complete their Practical exam within their approved testing window, they will forfeit all fees paid to NBC and must re-apply to complete the exam. Additionally, all NBC materials must be returned to NBC before candidates will be allowed to reschedule. No refunds will be given.
- What happens if a candidate needs to reschedule their testing window? Is there a fee to reschedule?

Candidates may reschedule their Practical examination through the remote testing option with no penalty as long as they do so prior to the application deadline. If a candidate wishes to reschedule their examination after the application deadline, a fee of \$200 will be assessed at the time of reschedule. Additionally, all NBC materials must be returned to NBC before candidates will be allowed to reschedule.
- When do candidates receive the Practical examination candidate instructions and molds?

After the application deadline has passed, NBC will ship candidate Practical examination candidate instructions and molds to the candidate via UPS. Depending on the candidate location, it will take two to five business days to receive these materials; however, all candidates should receive their NBC materials prior to the first day of their approved testing window. Candidates will receive an email from NBC when materials have shipped.

Candidates are responsible for returning NBC materials in good condition to NBC upon completion of the NBC Practical Examination. If a candidate fails to complete the NBC Practical Examination, they are still responsible for returning the materials in good condition to NBC within seven business days. Damaged or unreturned molds will result in a fee of \$150.00 and their Practical Examination grade will be withheld until either undamaged molds are returned or the \$150.00 fee has been paid.
- Can the Practical examination be split up over multiple days/logins?

No. Once a candidate begins the Practical examination, they must complete the examination in one single sitting. Candidates have up to 5 and ¼ hours to finish their Practical examination.

- How will the Practical examination work be graded?

Once the candidate work is completed, the remote proctor will provide specific instructions on packaging the work and shipping it back to NBC using the provided NBC shipping label. **NOTE:** Candidates must include any articulator that was used to complete their work in the package back to NBC in order to appropriately have their work evaluated. Candidate work will be evaluated by three NBC Examiners in accordance with the process outlined in the NBC CDT Handbook and Application (www.nbccert.org/pdfs/CDTExamHandbook.pdf). Examiners will use their professional judgment when grading examinations and may deduct points for any aspect of the examination which has been specified for grading when they find it to be aesthetically, anatomically or functionally incorrect. Each examination is divided into "subtests" representing the different types of skills that are being tested. Each candidate must achieve a passing grade in each of these "subtest" areas during the same examination administration to pass the Practical examination. Examination work from any section of the examination is not to be reused from previous examinations. NBC has the right to mark candidate work during grading to indicate the work has already been examined by NBC to ensure it is not reused.
- Do candidates have to supply their own articulator?

NBC has an articulator rental program. NBC will charge a \$100.00 non-refundable rental fee for the articulator(s) and up to four mounting plates (if needed). Candidates will be required to ship the articulators back with their examination work. Please note that NBC has a limited number of articulators available for rent, so their use cannot be guaranteed. Candidates will need to select the rental option on their application and articulator(s) will be rented on a first-come, first serve basis. If an articulator is not available in the candidate's desired testing window, they will be notified and be offered the option of using their own articulator(s) or changing to a different testing window.
- Will the completed work and materials be returned upon completion of the grading process?

If candidates want their materials returned to them, they are required to provide an additional pre-paid shipping label with their completed work and materials. Candidates are responsible for obtaining insurance through the shipping carrier of their choice, if desired. NBC is not liable for any of the candidate's examination materials (examination work and/or articulators) being damaged or lost by the shipping carrier. This includes candidate materials being shipped back to NBC headquarters for grading with the prepaid UPS label provided, and the return of the candidate's materials after grading, should candidates choose to have their materials returned. If a return shipping label is included, candidate work will be shipped out once grading is complete. Grading will take place within 30 days after the close of the testing window.
- What if a candidate forgets to include a pre-paid shipping label for the return of their completed work and materials?

NBC staff will make multiple attempts by phone and email to reach the candidate to request a return label and/or additional instructions. If the candidate does not provide a response, the articulator(s) can be shipped back to the candidate via UPS and any fees will be charged to the credit card on file with the candidate. If the candidate did not provide a credit card and cannot be reached, the articulator(s) can be shipped back collect on delivery (COD). Any unreturned work will be retained by NBC for a 30-day period after the first contact attempt. After that time, any unreturned work will be discarded.
- What if the work breaks during the shipping process?

NBC Examiners are required to grade the work as it is received and in accordance with the published grading standards. Candidates will need to refer to the NBC Appeal Policy should the candidate believe there was a circumstance, event or procedure that affected their performance on the examination.

- What if a candidate's work does not arrive to NBC for grading?
Should a situation arise where a candidate completes the remote Practical examination process, ships the work using the pre-paid NBC return label (proof of shipment must be completed) and the package is lost in transit on its way to NBC, the candidate will be given an additional opportunity to test again at no charge.
- When do candidates receive the results?
Grading will take place **within 30 days** after the close of the testing window. Candidates will be mailed their results within six weeks after the examination.
- Can candidates still take the Practical exam in group testing format at a location pre-arranged by the NBC?
Yes, the Practical exam will still be offered through group testing at a location pre-arranged by the NBC. Candidates can view the NBC exam schedule online at www.nbccert.org/education/exam-finder.
- Can a registered candidate switch from the group testing to the remote testing option?
Yes. If a candidate wishes to reschedule their Practical examination from the group testing option to the remote testing option, they may reschedule with no penalty as long as NBC is notified before the application deadline of the desired remote testing window and before the group testing application deadline. Any rescheduling outside of the above-mentioned deadlines will result in a fee of \$200 that will be assessed at the time of reschedule.
- 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 (www.nbccert.org/pdfs/CDTExamHandbook.pdf). For any additional questions, candidates should contact NBC by phone at (800) 684-5310 or by email at certification@nbccert.org with any questions.