

Remote Practical Examination FAQs

In order to offer a greater number of testing locations and more flexible scheduling, NBC is working to launch a remote option for the CDT Practical exams using the third-party remote proctor, MonitorEDU. Our goal is to launch beginning September 2020.

We are working to update the [NBC website](#) and the [NBC CDT Handbook and Application](#) with all the details and have addressed some of the frequently asked questions below.

➤ What is needed in order to take the Practical exam through the remote testing option?

Candidates will need the following equipment on the date of their exam to take the Practical exam through the remote testing option:

- Private workbench where candidate 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.
- Cell phone tripod stand, which will be provided to the candidate along with the materials and must be returned to NBC before grades will be released.

In addition to the equipment above, there are specific dental technology equipment and materials needed to complete the work for the Practical exams. Details are provided on the [NBC website](#) and in the [NBC CDT Handbook and Application](#) and additional information is provided to the candidate with the Practical exam candidate instructions and molds.

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

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

- a) be in a private setting with a workbench where the candidate can perform the work without interference
- b) complete all of the work required for the Practical exam
- c) meet the equipment requirements as outlined in the first FAQ shown above
- d) adhere to all of the NBC procedures that ensure the integrity of the exam process.

- How does a candidate apply for the Practical exam 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 <http://nbccert.org/certificants/certified-dental-technician/cdt-application.cfm>.
- What are the application deadlines for the Practical exam 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 exam 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 exam through the remote testing option once the application has been approved by NBC?
Candidates must complete the Practical exam 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 complete the Practical exam through the remote testing option in September, they must complete their Practical exam by September 30th.
- How much does it cost to take the Practical exam through the remote testing option?
The Practical Exam through the remote testing option is the same as the group testing option and is currently \$555.
- Are there any restrictions on the time of day to take the Practical exam 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 EST and 8:00 pm EST.
- What happens if the Practical exam 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.
- What happens if a candidate needs to reschedule their testing window? Is there a fee to reschedule?
Candidates may reschedule their Practical exam 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 exam after the application deadline, a fee of \$100 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 exam candidate instructions and molds?
After the application deadline has passed, NBC will ship candidate Practical exam 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.

- Can the Practical exam be split up over multiple days/logins?
No. Once a candidate begins the Practical exam, they must complete the exam in one single sitting. Candidates have up to 5 and ¼ hours to finish their Practical exam.
- How will the Practical exam 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. Candidates will need to include an articulator with their work for grading purposes as outlined in the candidate materials. Candidate work will be evaluated by three NBC Examiners in accordance with the process outlined in the [NBC CDT Handbook and Application](#). Examiners will use their professional judgment when grading examinations and may deduct points for any aspect of the exam which has been specified for grading when they find it to be aesthetically, anatomically or functionally incorrect.
- Will the work be returned upon completion of the grading process?
Candidates will have the option to include an additional pre-paid shipping label with their completed work in the event they want it returned from NBC upon completion of the grading. 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 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.
- 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 to eight 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 [HERE](#).
- Can a registered candidate switch from the group testing to the remote testing option?
Yes. If a candidate wishes to reschedule their Practical exam 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 \$100 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](#) and the [NBC CDT Handbook and Application](#) and should contact NBC by phone at (800) 684-5310 or by email at certification@nbccert.org with any questions.