

Writing the NKE in October 2010

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Housekeeping

- Slides, archived webinar, and Q&A to be posted on HRPAs website on the Office of the Registrar page by next week
- Time has been set aside for questions at the end of the webcast but you can submit your questions at any time
- All questions and their answers will be posted on the HRPAs website

About the Exam

How is the NKE developed and scored?



June 22 webinar
How the national exams are developed and scored

How do I register for the exam and what are the logistics of writing the exam?



Today's webinar
Writing the NKE in October 2010

What is the best way of preparing for the exam and what resources are available to prepare for the exam?



July 28 webinar
How to succeed on the National Knowledge Exam

Today's Webcast

- Registering for the exam
- Eligibility requirements
- Documentation requirements
- Exam day protocol
- Policies

HRPA Certification Handbook

- Bookmarked PDF format
- Available for download from HRPA web site
- Contains all information, dates, policies, and forms



Degree Requirement Exemption Deadline of December 31, 2010

- The exemption to the degree requirement states that individuals must pass the NKE before December 31, 2010, in order to qualify for the exemption to the degree requirement
- The last sitting of the NKE before the deadline will be October 2, 2010

An Additional Sitting?

- Given that the exam schedule is a matter of agreement between all the provinces and CCHRA, and what it would take to make it happen, it is just not possible to have an additional sitting before the deadline

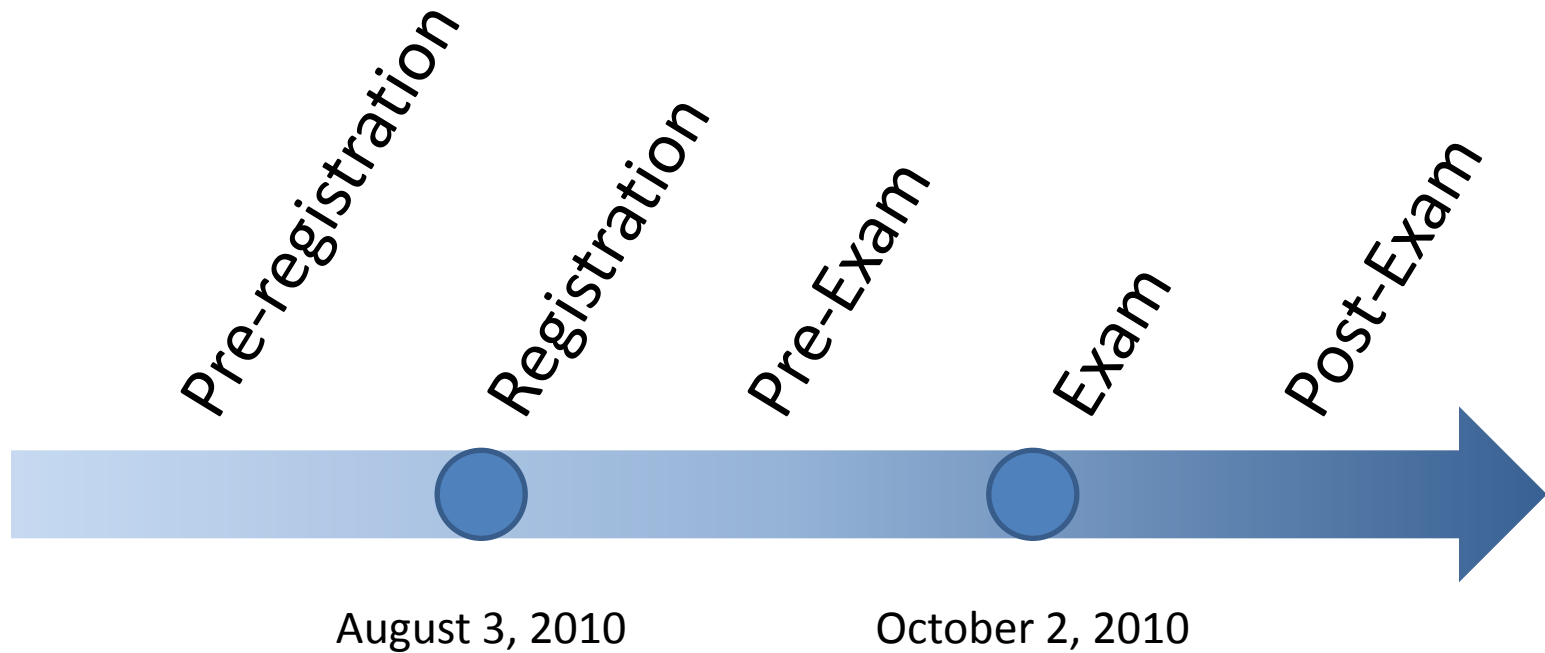
Another kick at the can?

- HRPAs are already the only province with an exemption to the degree requirement (HRPA had established this exemption before the other provinces signed on to the degree requirement in June 2004)
- There are no plans to give those who fail the NKE in October another opportunity for the exemption after the December 31, 2010, deadline

Steps in the Exam Process

- Pre-registration
- Registration
- Pre-exam
- Exam day
- Post-exam

Important Dates



Eligibility Requirements for the NKE

- One must be a member of the Association to register for the exam
- One must have met the coursework requirement
 - Course-by-course approach
 - Alternate route

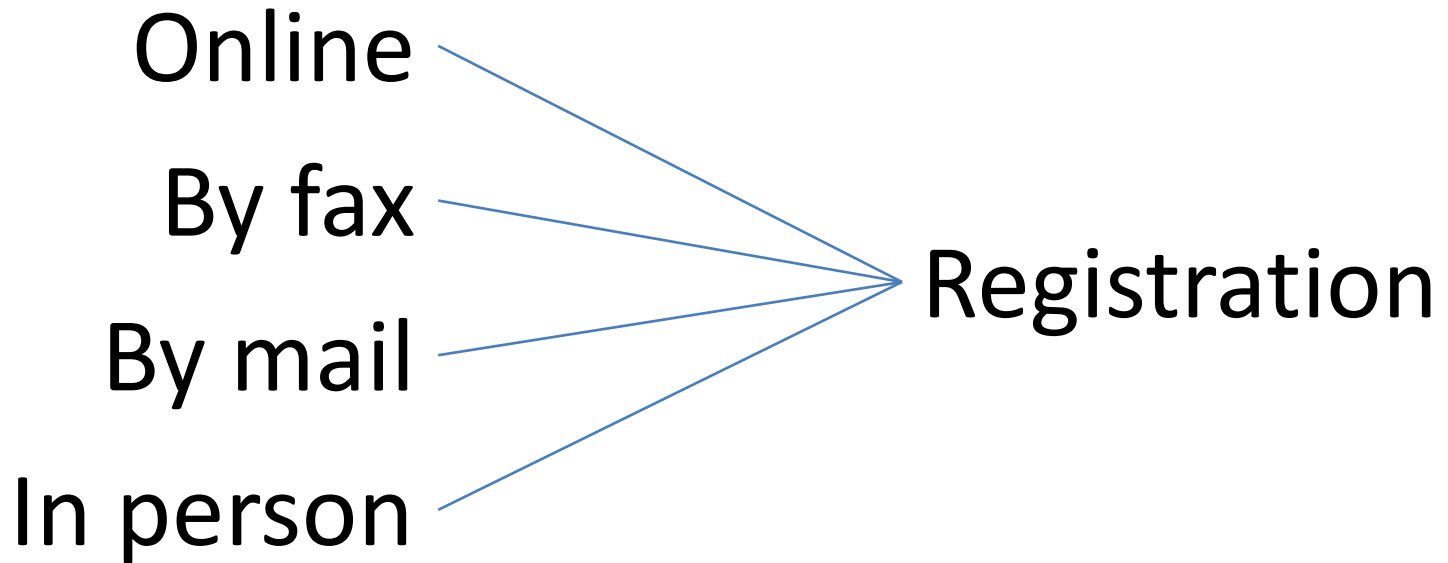
Alternate Route Applications

- If you intend to qualify to write the NKE by means of the 'Alternate Route' you must put in your application no later than July 31

Exam Registration

- Fill out the form
- Agree to terms and conditions
- Indicate any special needs
- Indicate any preference as to location
- Supply the required documentation
- Pay the fee

Filling Out the Form



Terms and Conditions

- Deferral, withdrawal and no-show policies
- Non-disclosure agreement
- Understanding that any cheating will be handled as a matter of professional discipline
- Agreement to abide by directions of proctor

Deferral Policy

- Deferrals are possible up to 7 calendar days before the exam date
- Deferrals 30 days or more before the exam are processed with a fee of \$50. + HST
- Deferrals less than 30 days but more than 7 days prior to the exam are processed with a fee of \$100. + HST
- Deferrals or withdrawals 7 calendar days or less prior to the exam will result in complete forfeit of all fees paid unless there is proof of extenuating circumstances.

Deferral Policy

- Requests to defer may only be made to the next scheduled exam sitting
- If you are unable to write at the next scheduled exam sitting, you must complete a deferral form again. A maximum of two deferrals per original registration for an exam are possible
- If you defer to a future sitting and then cancel your registration any time prior to that sitting, you will forfeit your initial exam fee

Withdrawal Policy

- Withdrawal from the national exams is permitted up to 30 days prior to the scheduled exam date
- Exam withdrawal requests that are received after the deadline date will not be processed, but you will be given the opportunity to defer with the deferral fee of \$100 + HST (up to seven days before the exam)

Limitation to Deferral and Withdrawal Policy

- For the October NKE, deferral is possible but the exemption to the degree requirement will be lost

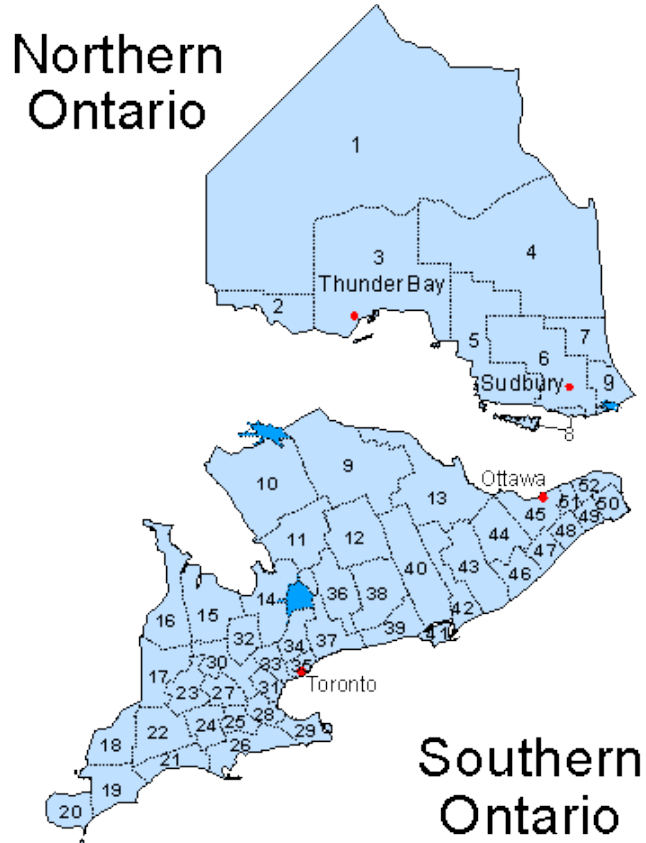
No-Show Policy

- Individuals who have not deferred or withdrawn within the prescribed timelines and who do not write the exam are considered to be “no-shows” and will forfeit the full exam fees unless able to document an appropriate medical or personal emergency

Non-Disclosure Agreement

- Exam security is essential
- HRPA's Rules of Professional Conduct and exam terms and conditions prohibit the disclosure of exam content after the exam
- This includes disclosing exam content on social networking web sites

Exam Locations



- | | |
|--------------|------------------|
| Barrie | North Bay |
| Belleville | Oshawa |
| Bracebridge | Ottawa |
| Brampton | Owen Sound |
| Chatham | Peterborough |
| Dryden | Sarnia |
| Fort Frances | Sault Ste. Marie |
| Hamilton | Sudbury |
| Kenora | Thunder Bay |
| Kingston | Timmins |
| Kitchener | Toronto |
| London | Windsor |
| Niagara | York |

Exam Locations

- You may indicate a preferred location or, by fiat, you will be assigned to the location closest to your home address
- Should you require a change in location, you must advise HRP A by September 3, 2010
- Your location will be confirmed on your authorization to write letter
- Maps to exam locations are also posted on the HRP A web site

Special Requests

The following special requests must be made at the time of registration:

- Writing the exam in French
- Writing the exam out of province
- Writing the exam out of country
- Religious accommodation
- Accommodation for disabilities

French Availability

- The NKE is available in both French and English
- Request to write the NKE in French must be made at the time of registration

Out of Province

- Candidates who will be in another province on the exam date can make arrangements to write the NKE in this other province
- Those arrangements are made through HRPAs in cooperation with the other provincial associations
- Other provinces have decided to continue the use of the NPPA, this does not mean that Ontario candidates can write the NPPA out of province after May 2010

Out of Country

- By special arrangement, HRPA can also support out of country administration of the exams

Religious Accommodation

- For those who cannot write the exam on October 2 due to religious observance, it can be arranged to write the exam at HRPA's offices on the Monday following the exam
- This October, this will be Monday October 4, 2010

Accommodation for Disabilities

- HRPAs are committed to policy of accommodation
- Request for accommodation must be accompanied by proper documentation
- Accommodations are made on a case-by-case basis
- See HRPAs' Accommodation Policy online

Exam Fees

- The cost of the NKE is \$250. + HST
- Payment must be made at time of registration
- Credit card, cheque, and cash are all accepted

Documentation

- All required documentation is due at time of registration with one exception—the late transcript policy

Late Transcript Policy

- Normally transcripts are required at time of registration
- Late transcript policy pushes this deadline much later and allows for alternatives to official transcripts
- For the October 2010 NKE, transcripts or alternative documentation giving the final grade for the course must arrive at HRPAs by end of business, Friday September 17, 2010
- Full policy is available on the HRPAs website

Late Transcript Policy

- Those individuals who have completed their coursework and who do not need to avail themselves of the late transcript policy should not do so
- The late transcript policy is meant for those who need it
- Even with late transcript policy, transcripts must be forwarded to HRPA before exam marks are released

Transcripts

- Transcripts must be original documents, not photocopies
- Take into consideration that many educational institutions take a couple of weeks to process requests for transcripts
- If you have written the NKE before, there is no need to resend transcripts

Late Registration

- There is a short late registration period that follows the registration deadline
- For the October 2010 exam, the late registration period ends Friday, August 6, at 11:59 pm
- There is a fee of \$50. for late registration
- This is a final deadline
- Registration by mail is not available for late registration

Disqualifications

- After exam registration is closed, documentation is verified to ensure eligibility to write the NKE
- About 5% of exam applications have issues
 - Missing documentation
 - Ineligible courses
- Exam fees are refunded except for an administrative fee of \$50.

Authorization to Write Letters

- Registering for the exam does not mean that one's registration has been confirmed
- The authorization to write letter is the confirmation that your transcript (or other documentation) has been processed
- The authorization to write letters are issued about three weeks before the exam
- For candidates availing themselves of the late transcript policy, this authorization to write letter will arrive at the last minute

Authorization to Write Letters

- A notice will be posted on the Office of the Registrar web site that the authorization to write letters have been sent
- If you have not received any communication, do not assume that you can write the exam
- Contact the Office of the Registrar, but wait until the notice on the website tells you that you should have received your authorization to write letter

Authorization to Write Letter

- Your authorization to write letter will also confirm the exam location to which you have been assigned

Pre-Exam Questionnaire

- Questionnaire for collecting demographic information on exam-writers
- Email sent to all exam registrants
- Participation is not mandatory
- Information is very useful to HRPAs
- Aggregate results are posted online

Exam Day

- Medical and personal emergencies
- Photo identification required
- Exam room protocol
- Cheating

Medical and Personal Emergencies

- An unplanned medical event that arises within 48 hours of the scheduled exam and prevents candidates from taking the exam
- A medical or personal emergency may apply to candidates themselves or to one of the candidate's immediate family members (spouse, child or parent)
- Medical events and personal emergencies that can be anticipated as occurring on or near the exam date in which candidates can schedule, reschedule or cancel the exam are not considered medical emergencies
- Inability to take the exam due to workload or work conflicts or inability to properly prepare for the exam are not considered emergencies
- Medical or personal emergency refund requests must be made in writing and mailed, faxed or e-mailed to the HRPAs Office of the Registrar within five business days of the missed exam and must include a description of the situation and documentation of the emergency or extenuating circumstance

Proof of Identity

- All exam registrants must present proof of identity by providing an unexpired government-issued photo ID with a signature
- The name on the identification must match the name on your HRPAs member profile and the photo must validate the registrant's identity
- All candidates must present their Authorization to Write letter upon signing in at the testing location to be admitted to the exam

Late Arrivals

- Individuals who arrive 30 minutes past the exam start time will not be permitted to write the exam and will forfeit their registration fees
- Exam-writers are not allowed to leave the exam room within the first 30 minutes

Cheating

- Cheating on the exam is professional misconduct
- All cases of cheating will be reported to the Registrar
- As warranted, the Registrar will launch a formal complaint on behalf of the Association
- The matter will be referred to the Complaints, Investigations, and Discipline Committee

Cameras in the Exam Room

- On a pilot basis, and in some locations only, cameras will be introduced to make a record of exam room activity during the exam
- The recording will be destroyed three months after the exam

Exam Room Protocol

- Maintain test security
- Maintain standardized testing environment
- In case of an emergency or unusual situation, follow the instructions of the proctor
- No cell phones
- May not leave exam room in first half hour

Exam Materials

- The exam comes in a sealed envelope
- Must wait until instructed to do so to open exam
- A Scantron[®] sheet is used to record answers
- There is a envelope in which all test materials are returned
- Bring a good pencil or two (soft lead is better) and an good eraser

Exams and HRPAs Privacy Policy

- HRPAs has an obligation under PIPEDA to protect the personal information of its members
- This includes the processing of exams
- CCHRA processes the exams without personal identifying information
- An ID number is used instead of first and last name on the exam

The Most Important Thing

- The most important thing is to indicate your HRPAs member number correctly on the Scantron® sheet
- Your HRPAs member number is the only way of linking the Scantron® sheet to you

Post-Exam Questionnaire

- All exam-writers will be asked to respond to a post-exam questionnaire
- This allows exam-writers to give feedback to HRPAs regarding their exam experience
- Again, the questionnaire is not compulsory but the feedback is valued and helpful in making changes

Exam Scoring

- Exams are shipped to CCHRA for scoring
- HRPA does not set the cut score or score the exams
- HRPA receives from CCHRA a spreadsheet with the overall scores and the functional area scores for each exam writer

Releasing the Results

- CCHRA sets a date on which the results may be released
- All provincial associations have agreed not to release the results before this date
- The provincial associations receive the results a few days before this release date
- HRPAs place the exam results in the educational profile section of the member profile
- At the same time, an email confirmation of exam results is also sent

Re-Assessments and Appeals

- Re-assessments and appeals are two different processes
- In a manual rescore, the Scantron® sheet is rescored by hand
- An appeal, is a petition to set aside the results of the exam on the grounds that there has been a denial of natural justice of a defect in the decision
- Requests for manual rescoring must be made no later than 60 days after exam results are released
- Appeals must be filed no later than 60 days after the release of the exam results or the results of a re-assessment
- Requests for re-assessments or appeals are made to HRPA
- CCHRA has a fee of \$25 for a manual rescore

Requests for Confirmation of Exam Results

- Upon request of a member, the Registrar of HRPAs will confirm that an exam was written on a given day and the outcome of that exam (pass/fail)

Aggregate Exam Statistics Posted Online



Deadlines

Alternate route applications	July 31, 2010
Exam registration	August 3, 2010
Late registration	August 5, 2010
30-day withdrawal deadline	September 3, 2010
Late transcript deadline	September 17, 2010
7-day deferral deadline	September 24, 2010
Exam	October 2, 2010
Medical or personal emergency notification	October 8, 2010
Manual rescore requests	December 3, 2010



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