

A 2010 Guide for Exam-Writers

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Housekeeping

- Slides, archived webinar, and Q&A to be posted on HRPA website on the Office of the Registrar page by next Wednesday
- 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 HRPA website

Today's Webcast

- Important changes for 2010
- Exam process from A to Z
- Deadlines
- Important policies

HRPA Certification Handbook

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



Changes in 2010

- May 1, 2010, last time NPPA will be offered in Ontario
- October 2, 2010, last opportunity to pass the NKE before the degree requirement deadline

Discontinuation of NPPA

- May 1, 2010 will be the last time the NPPA is offered in Ontario
- After this date, the only way to meet the experience requirement will be to document three years of professional experience in HR
- After this date, it will no longer be possible to recertify using the NPPA ('recertification by examination')

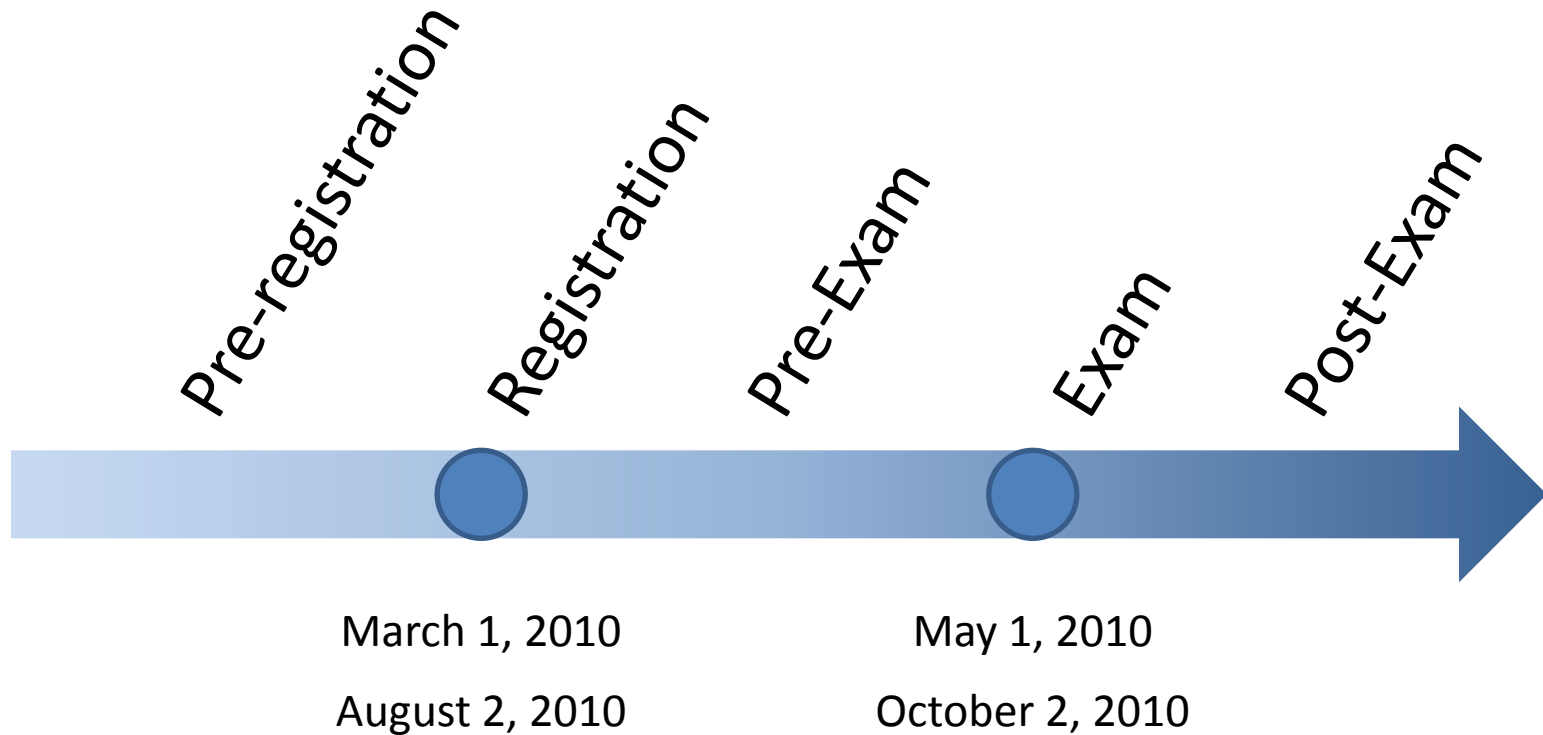
Degree Requirement Exemption Deadline of December 31, 2010

- 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

Steps in the Exam Process

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

Important Dates



Eligibility Requirements for the NKE

- One must become a member of the Association to be able to register for the exam
- To be eligible to write the NKE, one must have met the coursework requirement
 - Course-by-course approach
 - Alternate route
- The late transcript policy which will be reviewed in detail later modifies the above somewhat

Eligibility Requirements for the NPPA

- One must become a member of the Association to be able to register for the exam
- One must have passed the NKE within the last 5 years or the passed the CPE

NKE and NPPA on Same Day?

- The NKE and the NPPA are administered at the same time, it is not possible to write both the NKE and the NPPA on the same day
- Those who write the NKE in May 2010 will not be able to write the NPPA; these candidates will need to complete their certification process by means of the validation of experience
- NPPA cannot be written before passing the NKE

Exam Registration

- Membership
- Completed registration form
- Acceptance of terms and conditions
 - Deferral and withdrawal policy
 - Non-disclosure agreement
- Supporting documentation
 - Transcripts
 - Late transcript policy
- Special requests
 - French test
 - Accommodation requests
 - Religious observance
- Payment

Non-Disclosure Agreement

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

Exams and HRPAs Privacy Policy

- HRPAs has elaborated and published a privacy policy
- Each exam writer is assigned a code
- Only this code is used to identify exams

French Availability

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

Accommodation

- HRPAs are committed to policy of accommodation
- We have accommodated a variety of disabilities
- Request for accommodation 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 or NPPA 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

Late Registration

- There is a short late registration period that follows the registration deadline
- For the May 1 exams, the late registration period ends Friday, March 5, at 11:59 pm
- There is a fee of \$50. for late registration
- This is a final deadline

Exam Fees

NKE	\$250. + GST
NPPA	\$500. + GST

- The exams will be subject to the HST when this tax is implemented

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 May 1 NKE, transcripts or alternative documentation giving the final grade for the course must arrive at HRPAs by end of business, Friday April 16, 2010
- Full policy is available on the HRPAs website

Disqualifications

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

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. + GST
- Deferrals less than 30 days but more than 7 days prior to the exam are processed with a fee of \$100. + GST
- Deferrals 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.
- In certain extenuating circumstances (such as illness or bereavement), the deferral fee maybe waived. Supporting documentation must be submitted along with this form
- 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. **Note: Registrants writing the NPPA in Spring 2010 or the NKE in Fall 2010 do not fall under the policy – see below for more information**
- 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 + GST

Exceptions to Deferral and Withdrawal Policy

- Because the May 1st administration is the last time the NPPA will be offered and because the October 2 administration of the NKE is the last to make the exception of the degree requirement exemptions, there are some exceptions to the normal deferral and withdrawal policy

Exceptions to Deferral and Withdrawal Policy

- For the May NPPA, there are no deferrals fees can be applied to the validation of experience
- For the October NKE, one can defer the exam but the exemption to the degree requirement will be lost

Authorization to Write Letters

- Registering for the exam does not mean that one's registration has been confirmed
- About three weeks before the exam, authorization to write letters are issued
- For candidates availing themselves of the late transcript policy, this authorization to write letter will arrive at the last minute

Exam Preparation Resources

- Textbooks
- Class notes
- Online prep courses
- Study guides
- Study groups
- In-person workshops
- Sample questions on CCHRA website
- College preparation courses

Pre-Exam Questionnaire

- Questionnaire for collecting background 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
- No show policy
- Exam room protocol
- Photo identification required
- 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

No-Shows

- Individuals who have not deferred within the prescribed timelines and who do not write the exam are considered to be “no-shows” and will forfeit the full exam fees.

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 Format

- Correct/incorrect scoring
- Four answer options
- No penalty for guessing
- Only one response is deemed correct
- All questions are worth the same
- Different functional areas are given different weight by having more or less items in that area

NKE Test Specifications

Functional Dimension	Weighting	Approximate Number of Questions
Professional Practice	24.0%	36
Organizational Effectiveness	8.3%	12
Staffing	19.8%	30
Employee & Labour Relations	10.4%	16
Total Compensation	10.4%	16
Organizational Learning, Training & Development	18.8%	28
Occupational Health, Safety & Wellness	8.3%	12
Total	100%	150

NPPA Test Specifications

Functional Dimension	Weighting	Approximate Number of Questions
Professional Practice	20.0%	12
Organizational Effectiveness	15.0%	9
Staffing	11.6%	7
Employee & Labour Relations	16.6%	10
Total Compensation	16.6%	10
Organizational Learning, Training & Development	8.3%	5
Occupational Health, Safety & Wellness	11.6%	7
Total	100%	60

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 determine the adjustments that are made to the scores
- HRPA receives from CCHRA a spreadsheet with the overall scores and the functional area scores for each exam writer

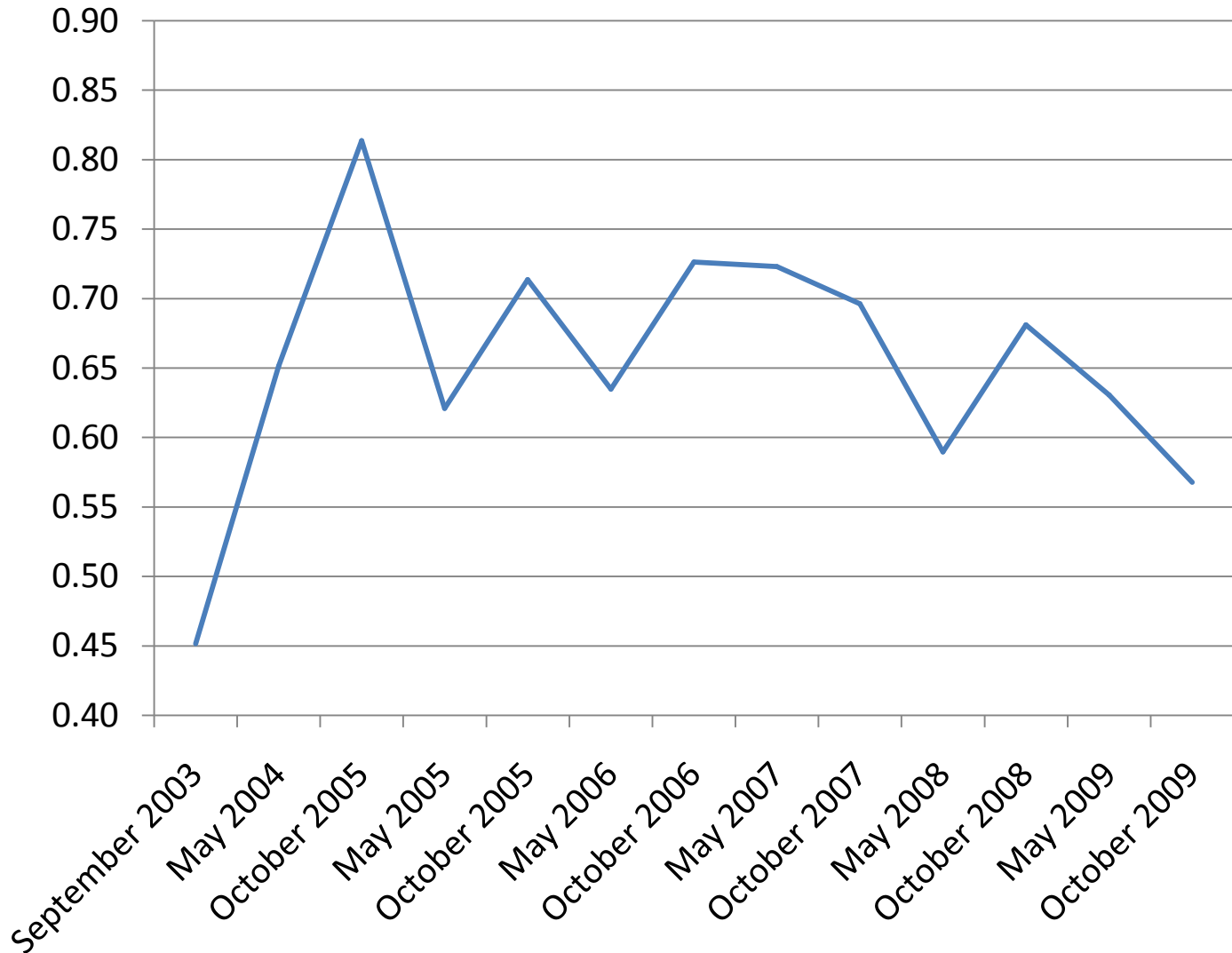
Exam Scoring

- For NKE and the NPPA, the questions are scored on a correct/incorrect basis
- The number-right score is the number of correct responses
- Number-right scores are adjusted by adding a number to all scores
- This adjusted number-right score is divided by the number of questions (150 for the NKE and 60 for the NPPA)
- This proportion is converted to a percentage and rounded to the closest integer

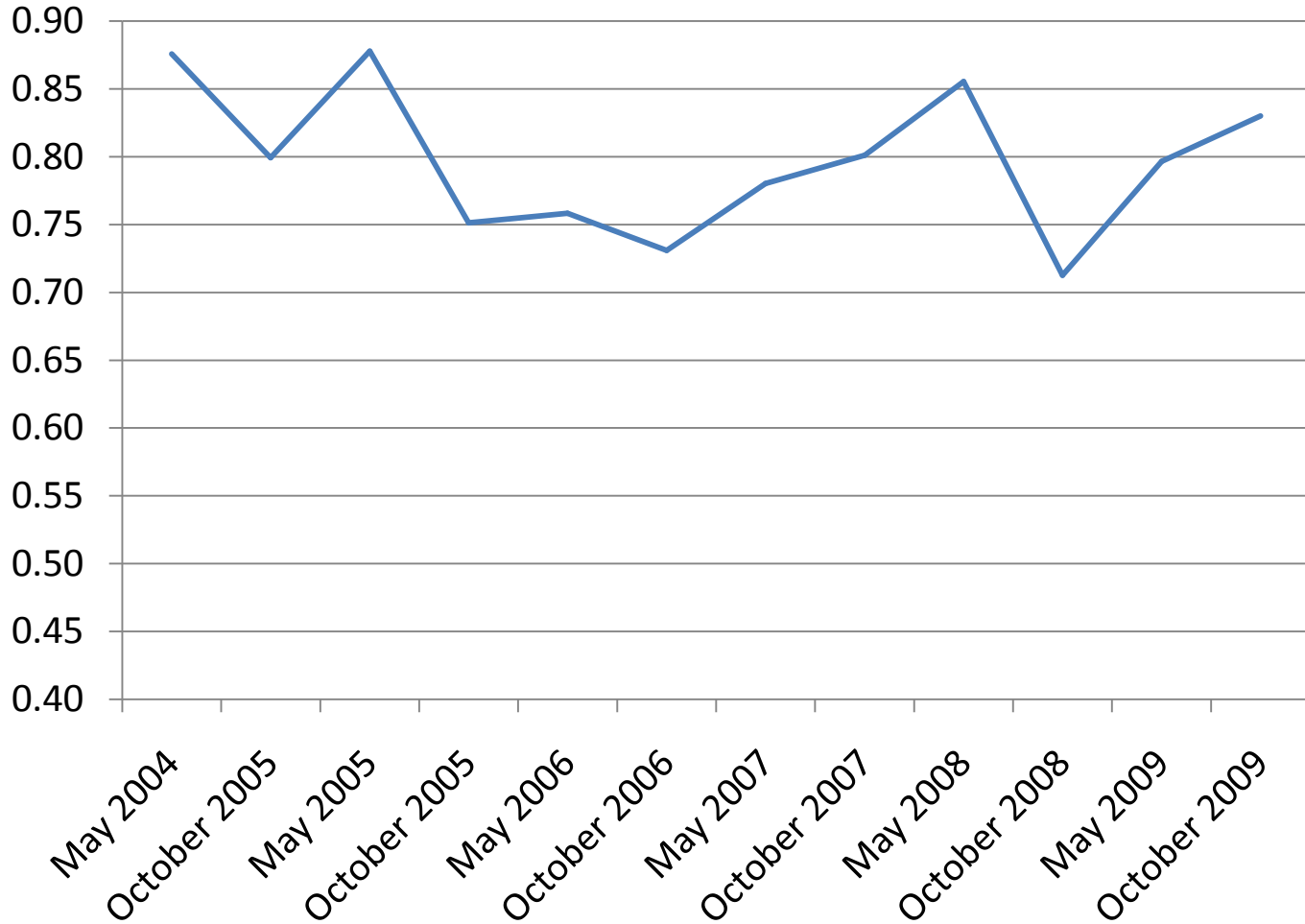
Adjustments

- Based on various criteria, CCHRA's Independent Board of Examiners may decide to adjust the test scores
- A constant is added to every exam-writer's number-right score
- For the NKE, these adjustments have varied from +2 to +15
- For the NPPA, these adjustments have varied from +0 to +17

Pass Rates NKE



NPPA Pass Rates



Electronic Posting of Results

- CCHRA advises HRPA of the date on which results may be released
- At noon on that day, the online educational profiles of Ontario exam-writers are updated with the final score
- Instructions on how to find the results on the site are sent a few weeks before the release date

Feedback Email

- An email follows within a week with scores broken down by functional area
- Email gives the raw score and any adjustments that have been made to the scores

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)

Re-assessments and Appeals

- A re-assessment (a.k.a., manual rescore) is a rescoring of the exam by hand by CCHRA
- Cost of a re-assessment is \$25. for the NKE and \$75. for the NPPA
- An appeal is a request to set aside the result of an exam based on specific grounds
 - Denial of natural justice
 - Deficiency in the decision

Re-assessments and Appeals

- Requests for re-assessments 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

Aggregate Exam Statistics Posted Online





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