CONTINUING CARE ASSISTANT

Certification Exam Handbook

> " Caring is a constant learning experience
>
> Vivian Frazier

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Purpose

The Continuing Care Assistant (CCA) Program Certification Exam Handbook is designed to be a resource available to instructors and exam candidates to aid in preparing for the CCA Certification Exam and understanding the related processes. This handbook contains relevant policies, procedures, and documentation for candidates of the CCA Program who are interested in writing the exam. It is known to be accurate at the time of publication, but the CCA Program Advisory Committee (PAC) reserves the right to amend the contents of this handbook without prior notice.

In the province of Nova Scotia, CCAs are not regulated by legislation or governed by a regulatory body and, therefore, responsibility for issues related to public interest and governance rests largely with the employer. In the absence of a regulatory body, the Nova Scotia Department of Health and Wellness (DHW) supports and provides oversight for the CCA Program. To assist in fulfilling this role, the DHW established the CCA Program Advisory Committee (CCAPAC). CCAPAC is responsible to make recommendations to DHW on matters concerning the curriculum standards, delivery compliance, certification process, and CCA Registry. The CCA Program is managed by Health Association Nova Scotia (CCA Program Administration) under contract with the DHW.

All forms and policies mentioned in this document can be found on the CCA Program's website www.novascotiacca.ca/ccas/ under the Resources at the bottom of the page unless another location is identified.

For updates or further information, please contact:

> Continuing Care Assistant Program
> 2 Dartmouth Rd, Bedford, NS B4A 2K7
> T: (902) 832-8500 x249
> F: (902) 832-8505
> www.novascotiacca.ca

Last updated: November 2021

Who is eligible for the exam?

To be eligible to write the CCA Certification Exam, candidates must meet all the requirements of the CCA Program prior to being granted a seat at the exam. Candidates are eligible to write the exam a total of three times within the 12 months following eligibility to write. Eligibility begins with the first available exam date after the student becomes an exam candidate. If the candidate requires an extension to the 12-month eligibility period, he/she must apply to the CCA Program Administration by completing the application for [Extension of Eligibility to Write Exam](#) within the 12-month eligibility timeframe.

What are the specific eligibility requirements?

- Successful completion of the CCA course with a licensed education provider or CCA *RPL Program covering a minimum of:
  - 522 theory/lab hours incorporating the CCA Curriculum Standards
  - 190 hours placement in a Department of Health and Wellness funded Nursing Home/Home for the Aged
  - 80 hours placement in a Home Care Agency providing care to Department of Health and Wellness funded clients
  - 60 hours placement in a CCA Program approved health care setting

- Completed the competency assessment tools confirming competent practice, professional behaviour and completion of the required theory/lab and placements

- Maintain current and valid certification in the six required NS certificates:
  - Dementia: Understanding the Journey (previously ADODCC)
  - Occupational Health and Safety
  - Workplace Hazardous Materials Information System (WHMIS)
  - Food Hygiene
  - Pallium Canada's LEAP or NS Palliative Care Front Line Course
  - Standard First Aid/CPR Level C

*Recognizing Prior Learning graduates will have received credit for some of the requirements as determined by their licensed education provider. All requirements are subject to verification by the CCAPAC.

All requirements of the CCA Program including the first exam writing (or registered for next available exam) must be completed within a maximum of 24 months (2 years) of starting the CCA Program with a licensed education provider. When all requirements of the Program have been completed, including passing the Certification Exam, the candidate will receive his/her Nova Scotia Department of Health and Wellness CCA Certificate from the CCA Program Administration.

When and where does the exam take place?

Certification exams are offered online three times every year. Each exam will take place on a weekday during the months of March, June/July, and October/November (exam months may change based on province wide course end dates). Some disability exam accommodations require a face-to-face exam sitting, arrangements will be made with the accommodation approval process. If systemic technological challenges are an issue, arrangements can also be made for a face-to-face exam sitting. Other circumstances requiring a face-to-face exam sitting may have an additional charge.

 All exams will be written in the morning, the candidate selects the specific exam time when they register and book with Yardstick for the exam. Entrance to the exam is not permitted after the booked exam time.

How does the registration process work?

Pre-Registration

Candidates are pre-registered for their first exam writing through the education provider. Education providers will be asked to participate in a pre-registration process approximately 10 weeks prior to course end date. At this time the students contact information will be updated. Note: Final exam eligibility requires submission of completed exam candidacy documentation from educators. Once the student reaches exam candidate status they will be required to individually register (book) their exam through Yardstick Meazures, more information below.

Achieving Exam Candidate Status

When a student has completed the required components of the CCA course and is deemed ready to write the exam, proof of successful completion of all eligibility requirements must be submitted by the education provider to the CCA Program Administration for the candidate's status to change to exam candidate. The required exam candidacy documents include:

- The Education Provider's final Evaluation as primary instructors evidence the student has successfully completed the program, met all course components, and has reached entry-level competency.

- A copy of the Overall Mentorship Performance section (pages 9, 10 and 11) of the Mentorship: CCA Student Competency Assessment as evidence from the placement partner the student has been successful in practicum component of the course. *Note, the Comment Section on page 11 must be submitted even if blank. If missing, the student will not be permitted to write the exam.

The deadline for candidate document submission is a minimum of four (4) weeks prior to the exam date, (dates will be provided with the exam schedule). Submission dates will be posted with exam dates. Failure to submit documentation the minimum of four (4) weeks prior to the exam date will result in delays in processing the exam eligibility approval and candidates may have to wait to write the exam at the next scheduled exam.

As noted above, pre-registration should begin prior to the required documents being completed, to provide sufficient advance notice, but registration of the candidate(s) will not be finalized until the final evaluation and CAT booklet is approved. The registration process may be delayed or rejected if the noted documentation is incomplete or inaccurate. The documentation is sent by the education provider to the CCA Program Administration for approval as part of the registration process; we will not accept documentation submitted by the student.

Exam Booking and Registration

The CCA Program has engaged Yardstick Meazures to administer the online CCA certification exam. Once the documents have been reviewed and accepted, the student's status will change from current to exam candidate.   Exam candidates will receive a pre-booking email from CCA Program confirming exam times and expectations for Yardstick Meazures communications.

Invitations (booking email) to sit the exam will be forwarded to exam candidates from Yardstick Meazures approximately three (3) weeks before the exam date. The first booking email will include their username and instructions to create a password. Once the exam candidate books the exam, they will receive a confirmation of booking and instructions for the next steps in preparing for the exam, including the very important step of testing your technical requirements "system checking" in advance of the exam day. CCA exam candidates must register for the certification exam using the link provided by Yardstick Meazures; Yardstick will communicate with exam candidates using the email provide as noted above. Please notify your exam candidates to expect the email from Yardstick Meazures.

- Please ensure the email address we have on file is up to date; for the exam registration personal email is the best option.
- Please note exam candidates cannot register for the exam until they receive an invitation from Yardstick Meazures.

The online certification exam requires exam candidates to individually book their exam session. The educator cannot book the exam for the exam candidate. Each exam candidate must have access to either a laptop or desktop computer with a microphone and camera and have the capacity to allow Proctor-U (division of Yardstick) to download and run on the day of the exam (this program live streams). **Mobile devices such as iPad, phones, Chromebooks <u>will not work</u> for the CCA certification exam.**   Firewalls may also be an issue if in place.

Registering for Exam Rewrites

For exam rewrites, it is the responsibility of the candidates to submit the completed Exam Rewrite Registration Form with payment to the CCA Program Administration **at least five (5) weeks prior to the exam date**. Failure to register the minimum of (5) weeks prior to the exam date could result in delays in processing the request and the request could be rejected. Candidates may have to wait to write the exam at the next scheduled session. Rewrite forms are sent to unsuccessful candidates with their exam results. Information on rewriting the exam found at www.novascotiacca.ca/ccas/faq/ in the Exam FAQ page.

Confirming Registration

If unsure, candidates should confirm, with educator, their exam candidacy documentation has been submitted and approved prior to the four weeks deadline for submission. At least two weeks prior to exam day, candidates should have received a registration confirmation from Yardstick for the date and time of the exam and have tested their technical system as per Yardstick FAQ. These tasks need to be completed seven (7) business days prior to the exam. **DO NOT WAIT TO COMPLETE THESE TASKS. F**or candidates who are rewriting the exam, submission of the Exam Rewrite Registration Form and rewrite fee is required—see Registering for Exam Rewrites. Rewrite confirmation will be provided as per candidate's request on form.

Are there any fees?

The fee for the first exam writing is included in the administrative fee of the CCA Program, paid by the candidate to the education provider with tuition and submitted by the education provider to the CCA Program Administration. Candidates rewriting the exam, please see the "What happens if a candidate fails?" section for applicable fees. CCA Recognizing Prior Learning (RPL) Program candidates pay the administration fee directly to the CCA Program Administration prior to writing the exam.

Are disability related exam accommodations available?

Disability related exam accommodations are designed to remove disadvantages and ensure all candidates receive an equal opportunity to demonstrate their knowledge. Disability related accommodations for documented physical or learning disabilities are granted on a case-by-case basis, subject to approval by the CCA Exam Committee or delegate. Candidates who require accommodations must submit a request, in writing, through their educators approximately four (4) months prior to the exam[1]. The request must include both the DREA educator form and the DREA student form stating the accommodation(s) requested, reasons for accommodation, details of accommodations provided throughout the course by the education provider, and the appropriate documentation identifying the disability (for example a medical assessment or psycho-educational summary report). Accommodation requests are not automatically granted. Decisions are made within two (2) months[2] of the exam date. Applicants will be notified directly and in writing about the status of their request.

Possible accommodations may include extra time, options for reading and/or scribing assistance, and/or a separate room. It is the responsibility of the candidate to request accommodations and participate in the accommodations process by providing additional information upon request. Some accommodations will require a face-to-face exam sitting vs online administration. Arrangements will be made during the accommodation approval process. Applicants are responsible for any costs arising from these arrangements such as site accommodations or proctor if applicable.

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[1] Current Policy effective September 1, 2013
[2] Ibid

Once accommodations have been approved for CCA certification exam, the exam candidate is not required to go through another application process if an exam rewrite is required. However, the candidate is required to request the same accommodations when they submit the exam rewrite form, Exam Rewrite Registration Form and exam fee, were applicable the Proctor Registration Form at least five (5) weeks in advance of the exam date.

More specific information on the disability accommodation policy, along with the appropriate forms, can be found on the www.novascotiacca.ca/ccas/ under the Resources at the bottom of the page unless another location is identified. Updates and revisions to this policy will be made available through the website.

What is the best way to prepare for the exam?

The exam is designed to measure a candidate's knowledge of the information covered during the education delivery. The best method of preparing for the exam is to carefully review class notes, materials, resources, and reflect on all placement and practical experiences. The exam is closed book and no notes or reference materials will be allowed at the candidate's desk. Instructors may assist candidates with studying strategies, reviewing materials, or general test-taking preparation prior to the exam.

Exam Preparation Tools

There are exam preparation tools and tips available to help you prepare for the CCA Certification Exam. We recommend you start utilizing these tools from the start of your course. These can be found on the www.novascotiacca.ca/ccas/ under the Resources at the bottom of the page unless another location is identified.

- CCA Certification Exam Preparation TipsUnder CCA's, Certification Exam, Resource
- Tips for Answering Multiple Choice Questions
- Practice Exam
- Practice Exam Answer Key
- Yardstick FAQ

Once you book your exam online, Yardstick Meazures will send you a booking confirmation with exam preparation information. Review the booking confirmation email carefully to ensure you are prepared for the exam! See Appendix D for a sample confirmation email.

- Explore the Platform Tutorial and the other materials available
- Make sure your government issued photo ID is current (max 90 days expired is acceptable)
- Have reliable access to a computer and internet for the day of the exam
    - Computer must be able to download and live stream the proctor software the day of the exam
    - Computer must have camera and microphone
    - Windows 10 or higher is recommended
    - Use Chrome or Firefox browser
    - **Mobile devices are not permitted**, this includes cell phone, iPad, Chromebook, smart tablets, etc.
- Complete the system check <u>using the system you will be using to complete the exam at least seven (7) business days prior to the exam date</u>. DO NOT DELAY COMPLETE THE SYSTEM CHECK.

Before you write the exam, take advantage of any exam content preparation supports available.

- Contact your education provider to discuss available content review supports.
- Exam preparation tools ARE posted on the CCA Program website: These can be found on the www.novascotiacca.ca/ccas/ under the Resources at the bottom of the page.

What is the exam going to be like?

The exam contains 150 multiple-choice questions that cover all content areas from the CCA education program. The questions for the exam are carefully written and chosen by experts in the health care field and educational testing, and they vary in difficulty from easy to hard. Questions may inquire about

facts and knowledge (e.g., terminology or anatomy), or require you to apply your knowledge to situations and/or identify procedures.

For each question, there is only one correct answer, although others may seem tempting. Candidates must select the best response and mark their choice on the exam form. It is to the candidate's advantage to guess if they do not know the answer, as there will be no penalty for incorrect guesses.

What happens on the day of the exam?

At least two weeks prior to exam day, candidates need to ensure they have received a registration confirmation from Yardstick for the appropriate date and time of the exam and have tested their system using [Yardstick FAQ](#). DO NOT WAIT UNTIL DAY OF EXAM TO COMPLETE THESE TASKS.

On the morning of the exam, candidates must log into the Yardstick site **at least15 minutes prior** to the exam booking time to get settled before the exam starts.

Upon start of the exam (at the booking time), candidates must display non-expired government-issued photo identification (i.e., driver's license or passport) to gain entry to the exam. Alternatively, it is acceptable to present a government-issued ID (i.e., health card) along with another identification card that includes a photo (i.e., student ID). The names on both cards will be compared and must be an exact match. If appropriate identification cannot be provided, candidates will not be permitted to enter the exam and must contact the CCA Program Administration to reschedule.

After the candidate has logged in successfully, the exam will start, and candidates will have 2 hours from the start time to complete the exam.

Candidates connecting after their booking time will not be admitted into the exam and must contact the CCA Program Administration to reschedule. If candidates need to use the restroom, they should do so before the exam begins. Candidates are not permitted to leave the exam room (without a pre-approved medical note) until their exam is complete. Government-issued photo ID is required to re-enter the testing room. Candidates must always comply with the rules and regulations of the testing environment.

If writing face-to-face you will need to arrive 30 minutes early and bring 1-2 pencils, an eraser, government issued identification, and water (if desired) in a clear unlabeled bottle. You will sign in at

security, your proctor will meet you there. Note: There are NO bathroom breaks during the exam writing.

What is inappropriate behaviour?

Cheating will not be tolerated. Academic dishonesty is a serious offense, and the proctor has the authority to remove access to the exam if a candidate is suspected of cheating.

Candidates who are disruptive may be asked to leave the exam. Talking, excessive noise, or attempts to communicate with other individuals during the exam are not permitted.

Proctors cannot answer questions about the content of the exam. If candidates identify an error on the exam (e.g., typo, page missing, etc.), the candidate should raise his or her hand and inform the proctor.

For security purposes, all exam materials will not leave the testing environment. Please make sure the exam answers are completed correctly and the exam has been successfully submitted before logging off the exam site. It is forbidden under copyright law to copy, reproduce, or distribute any of the testing materials, in whole or in part.

Items that are not permitted in the testing environment (on the candidate's desk) include notes, textbooks and all snacks or beverages. Personal belongings must be removed from the testing environment, away from the candidate's workspace. The use of personal electronic devices is prohibited during the exam period. All electronic devices (such as cellphones or other personal devices) must be shut off completely throughout the exam and not visible on or near a candidate's desk.

How long is the exam?

Candidates are given up to **2 hours** after the exam is shared to complete the exam. The pre-exam orientation and connections is not included in the 2 hours. This allows the candidate to spend about 45 seconds for each question, which is typically enough time to complete a question. It is expected that most candidates will finish before this time limit, and if this is the case, the candidates are free to disconnect/leave after submitting their exam.

As noted above, candidates are required to login 15 minutes (arrive 30 minutes early if writing face to face) prior to the exam booking time to sign in for the exam session. The exam will begin promptly at the scheduled booking time. At this time, Yardstick will open the exam link and start the exam registration process. Proctors will ensure candidates read the instructions and agree to the process; this may take approximately 15 minutes. Proctors are the official timekeepers during the exam session.

What if a candidate can't attend the exam, after registering?

Unexpected events do occur, and the program administration acknowledges the possibility candidates may not be able to attend, despite registering for an exam. If a candidate is unable to write the exam on the date for which they have registered there will be three (3) more exam sessions within her/his 12 months eligibility period. If the candidate cannot attend, they must contact the CCA Program Administration to reschedule. To retain full credit of the exam fee, notification must be sent in writing to the CCA Program Administration, by email, mail, or fax, no later than five (5) business days prior to the exam. Candidates cancelling after five (5) days will incur a cancellation fee.

Candidates must feel mentally and physically able to write the exam on the scheduled testing day. If the candidate feels unprepared or incapable after signing into the exam session, the candidate may notify the proctor he/she is withdrawing from the exam at any time, up until the exam link is shared, without the exam counting as an attempt. An attempt is counted once the candidate has access to the exam including face to face administration which is as soon as they receive the exam booklet.

When withdrawing after signing into the session, it is the responsibility of the candidate to notify the proctor, provide an explanation in writing to the CCA Program Administration, and re-register for another exam date. Exam proctors will report absences and withdrawals from the exam to the CCA Program Administration but will not re-register the candidate.

Candidates have a total of three (3) attempts to pass the exam within a 12-month period once they have been deemed eligible to write. If the candidate is unable to write the exam (including their possible two rewrites) in the 12-month period due to extenuating life-changing circumstances, they must apply, within the 12-month period, for an extension directly with the CCA Program Administration by completing the a Extension of Eligibility to Write Exam form. Extensions will be handled on a case-by-case basis.

Exam fees will not be refunded, but credit towards the next exam session may be provided if written notification of cancellation is given five (5) business days prior to the exam date. It is the responsibility of the candidate to notify the CCA Program Administration as soon as a reason for the absence or cancellation is known.

Candidates who do not attend the exam and do not notify the CCA Program Administration within the five (5) business days will forfeit their registration fee. Credit will not be provided for future exam dates. In the event of failure to notify of withdrawal in the appropriate time frame, the candidate will be required to pay the registration exam fee of $150.00 plus HST ($172.50) for their next exam sitting, payable to the Health Association Nova Scotia via cheque, money order or etransfer (deposits@healthassociation.ns.ca). See Registering for Exam Rewrites section.

What is the passing score?

The pass mark and the candidate's number grade will not be released. The pass mark for each exam may vary according to the decisions of a panel of experts, but the expectations of the candidates will remain the same. Prior to an exam, a panel of experts are asked to evaluate each exam question's difficulty resulting in individual judge's scores for each question. An average across all judges is calculated to provide an Angoff rating for each question. The Angoff rating for all questions is then averaged to create a reliable and psychometrically-sound pass mark score for the exam. This method results in a fair and valid process and is widely used in certification testing across North America.

The pass mark for each exam may be adjusted based on an analysis of the answer results for each question. If a question(s) is determined to be flawed, the pass mark for the exam will be adjusted. Any adjustments to the pass mark are always in the favour of the candidate.

All exams across the province are marked electronically in a central location. This method ensures that the exam is secure and confidential, and that all exams are treated in the same manner. The exams results are analyzed by software to calculate the total score and ensure exam fairness. All the exam questions are reviewed for any issues or flaws. If a candidate is on the border between passing and failing, his/her exam is reviewed in detail to ensure accuracy of the electronic marking. All questions on

the exams are thoroughly examined for accuracy and possible errors before any final decisions are released.

How are results communicated?

Within one (1) week after the exam writing, candidates will receive the Information Release Form via a survey link. Candidates must update all contact information and grant or deny permission in releasing contact information and certification confirmation. Results **cannot be** released, until this document is completed and submitted to the CCA Program Administration.

- This link also contains a Student Satisfaction Questionnaire, a survey about experiences in the classroom, placements, and with the exam. This survey is confidential to the CCA Program, and names are not required, but it is important that candidates respond to all the questions.

Using the contact information confirmed on the Information Release Form, candidates will receive notice of their exam results: passed (at which time the student will receive a certificate) or failed (at which time the student will receive a notification letter and information about rewriting). Education providers receive notification of exam pass/fail results.

Results will be made available by mail approximately **6 weeks** after the testing date. Results will not be released by the CCA Program Administration by phone or by email. The results will be sent to the address on file for each candidate. Via the Information Release Form link sent noted above, the exam candidates are asked to provide their current contact information (mailing address, email, and phone number); should his/her contact information change, it is the candidate's responsibility to contact the CCA Program Administration in writing to update the records.

Exam results are confidential, and scores will only be used internally by the CCA Program Administration to further develop, improve, and refine the exam and individual questions. The pass/fail results of an individual candidate will not be made available to employers without the candidate's express written consent. No identifying information will be disclosed, although aggregated and summarized reports will be produced that incorporate individual results anonymously and provided to the education providers.

What happens if a candidate fails?

For candidates who do not pass their first exam writing, they are eligible for two (2) attempts to rewrite the exam, for a total of three (3) attempts at passing the Certification Exam. All three attempts to pass the certification exam (first writing and two rewrite opportunities) must be made within 12 months of becoming eligible to write the exam (eligibility begins with the first available exam date after completion of the course).   If the candidate is unsuccessful, they will be notified of their future opportunity(s) to rewrite the exam and their eligibility timeframe.

If the candidate is unable to write the exam (including his/her possible two rewrites) in the 12 month period due to extenuating circumstances, they must apply for an extension directly with the CCA Program Administration by completing the a [Extension of Eligibility to Write Exam](#) form. Extensions must be requested before the 12-month period has ended and will be handled on a case-by-case basis.

There are three (3) exam sessions offered each year giving candidates ample time to become certified. For example, if the candidate completes their course in May and their first eligible exam date is June or July. They are permitted to write any of their three attempts in June/July, October/November, March, and the following June/July but the following October/November is beyond their eligibility timeframe.

In the second and third attempts to rewrite the exam, the exam will not be the same version as the initial attempt. Instead, the exam will cover the same range of material with different questions, and candidates will still be held to the same standards to achieve a passing mark.

Candidates must register and pay five (5) weeks in advance of the exam date. To register, use the Exam Rewrite Registration Form provided in notification letter. The fee to rewrite the exam is $150.00 plus HST ($172.50). The fee can be paid by cheque, money order or etransfer (deposits@healthassociation.ns.ca) to the Health Association Nova Scotia (2 Dartmouth Rd., Bedford, NS, B4A 2K7).

All three exam writing opportunities must be made within 12 months of becoming eligible to write the exam; there will be four exam sessions during the eligibility period for the candidate to write their three attempts if required. An attempt counts once the candidate gains access to the exam through a link or receives the exam booklet. Registration fees for missed exam dates will not be refunded, but credit may be provided for future exam sessions with written notification of withdrawal (see "What if a

candidate can't attend the exam, after being registered?" section). It is the candidate's responsibility to contact the CCA Program Administration if they cannot attend.

If the candidate fails an exam writing (first and/or second), the CCA Program recommends they seek additional support from their education provider before attempting another writing. If the candidate fails a third writing of the exam, they are no longer eligible for CCA Certification. If the candidate does not write and pass the Certification Exam within the 12-month timeframe and does not apply for an extension, they are no longer eligible for CCA Certification; opportunity for reinstatement to exam eligibility is available in this case.

Can candidates review the exam and their answers?

For exam security purposes, candidates are not permitted to review exam content. If a candidate fails any attempt, they will receive feedback about their general performance on the exam based on the Curriculum Standards modules. The report will highlight their strengths and weaknesses.

What happens if my 12-month exam eligibility period expires?

CCA graduates[3] whose exam candidacy[4] status has expired may be eligible for reinstatement of candidacy. Successful completion of this process reinstates exam candidacy. Reinstatement allows the exam candidate access to the balance of his/her exam sittings (exams writing opportunities not accessed) within 12 months of approval. For more information see Reinstatement of CCA Certification Exam Candidacy Policy. Apply for reinstatement by submitting the attached Reinstatement of CCA Certification Exam Candidacy form with the appropriate documentation.

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[3] CCA Graduate: Has successfully completed the program through a NS CCA licensed education provider.
    Exam candidacy: The eligibility period (time frame) in which a graduate from a licensed education provider is eligible to write the CCA Certification Exams. The time frame is 12 months from the first available exam after graduation.

Appendix A: Sample of CCA Exam Expectations

Exam Expectations:

According to our records, attached is a list of current students from courses starting prior to (date). We anticipate these students are close to exam ready for the (date) exam sitting.

- Please confirm student status including the intent (pre-registration) to write exam on (date).
- Please confirm student contact information including preferred email address (email to be used for exam communications).

As the education provider we expect you to communicate the exam requirements to your students. As we move forward, we will continue to compile tools that will assist you in supporting your students through the CCA certification process. Here is a link to Yardstick FAQ for the exam sitting.

Students who complete all components of the CCA program are eligible to become exam candidates. To become an exam candidate, the educator must submit the required exam documents (see below) to the CCA Program a minimum of 4 weeks prior to the exam. **The deadline to have all documentation submitted is (date) for the (date) exam.** The education provider is required to submit documents for students to become exam candidates, we will not accept documents submitted by students.

- The Education Provider's final Evaluation as primary instructors evidence the student has successfully complete the program, met all course components, and has reached entry-level competent.

- A copy of the Overall Mentorship Performance section (pages 9, 10 and 11) of the Mentorship: CCA Student Competency Assessment as evidence from the placement partner the student has been successful in practicum component of the course. ⁺Note, the Comment Section on page 11 must be submitted even if blank. If missing, the student will not be permitted to write the exam.

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- Please ensure the email address we have on file is up to date.
- Please note exam candidates cannot register for the exam until they receive an invitation from Yardstick Measures.

The online certification exam requires exam candidates to individually book their certification exam. The educator cannot book the exam for the exam candidate. Each exam candidate must have access to either a laptop or desktop computer with a microphone and camera and have the capacity to allow Proctor-U (division of Yardstick) to run, the day of the exam (this program live streams). Mobile device such as iPad, phones, Chromebooks will not work for the CCA certification exam.   Firewalls may also be an issue if in place.

Exam candidates are required to write in a private room with no other exam candidates/people in the room. They must test the computer system in which they plan to write the exam; preferably as soon as they get the booking confirmation which contains the appropriate information.   Once the exam is written and submitted, the exam candidate will get notice the exam has been successfully submitted and the results will be communicated within 6 weeks after the exam date; exam results are mailed out, as normal. Exam results will not be posted on Yardstick.

As educators, we are looking to have you communicate the exam expectations to your exam candidates and support them in registering for the exam. If educators wish to support exam candidates by providing a computer, Wi-Fi, and/or a space to write, please reach out to us a few weeks in advance of the exam for assistance.

Appendix B: Invitation to Register for exam (booking window opens soon)

Dear Exam candidate,

Welcome to Yardstick Meazure! The Continuing Care Assistant Program of Nova Scotia has confirmed your intent to register for the September 1st, 2021 administration of the Exam.

In order to complete your online exam registration, you are required to reset your password to gain access to your candidate portal. Your username is: (email username)

Please note that the booking window will open on August 10th, 12:00 AM AST.

Please login to your candidate portal to proceed with scheduling your online exam. This can be done by navigating into the "Exams" page from the top navigation menu and clicking "Book".

For images and step-by-step instructions detailing the booking process, please click here.

There is a Platform Tutorial available to help you become familiar with the online exam setting.

If you have any questions or concerns about booking your exam, the Exam Day process, or Online Proctored Exams, please visit our FAQ page for more information.

Sincerely,
The Continuing Care Assistant Program of Nova Scotia
& The Yardstick Team

Appendix C: Exam Candidate Directions to Book the Exam

CONTINUING CARE ASSISTANT PROGRAM

Exam Candidate Directions to Book the Exam

Log In https://continuingcareassistantnovascotia.ysasecure.com/login

The first time you log in, you need to click forgot password.

A link will be sent for you to reset your password. Once logged in: this is what you will see:

To Book Exam – Click the "Book" button beside CCA Certification Exam

By clicking "Book", it takes you to a new screen. Please ensure that you have clicked the option "**Remote Proctoring**"

Location   Remote Proctoring

Select a Time Zone

Select a time zone:
(-04:00) Halifax, Canada

Select the date of CCA Certification Exam, example:

Select the time you wish to write:

Select a time:
10:10

Confirm your booking

Submit Booking

You will get a confirmation of booking with booking number:

Booking Number	0001030017
Exam Name	CCA Certification Exam
Exam Start Time	12/15/2020 10:10 AST
Exam End Time	12/15/2020 12:10 AST
Exam available in:	11d 18h 39m 50s

If something happens and you need to change your time for the exam, please return to your exam booking Follow directions for Withdraw from this booking.

Withdraw from this booking
Transfer this booking

Appendix D: Exam Booked Email

CONTINUING CARE ASSISTANT PROGRAM

Congratulations! You have successfully scheduled your exam!

Hello Exam Candidate,

This is a confirmation of your booked exam appointment. Your reservation details are as follows:

Exam Name: CCA Exam September 2021
Exam Date and Time: 07/20/2021 10:30 AST
Exam Site: https://continuingcareassistantnovascotia.ysasecure.com/login

Important: Preparing your Workstation

These steps must be completed prior to Exam Day

1. Google Chrome is the recommended browser for Online Proctored Exams. Please complete the installation of this program on your computer PRIOR to the examination date

2. Before launching your exam, disable the pop-up blocker in your Chrome browser.

3. Ensure that you have the ability to download and install programs on the computer you intend to write the examination on. You will be **required** to install a program upon connecting to a proctor — it is not available prior to Exam Day!

4. Please ensure you use a functioning free standing or integrated webcam with microphone or independent microphone before the examination date. You will use this for the entire exam and to pan the examination room/environment (you will have to move this around).

5. You are only allowed to have 1 monitor running during the exam. If you have more than one monitor being used, please disconnect the other monitor and ensure it is turned around so that the screen is not facing you upon connection to the proctor.

6. To test your computer's capability, please conduct a check on the terminal you will be using on exam day by checking the requirements

7. To perform a System Readiness Check, please navigate to the Exams Page and click on the "Test it Out" link available at the bottom. This will launch a new window in ProctorU where it will test your camera, your speaker and microphone, and your internet speed, as well as confirm if there are any external devices connected to your computer.

8. A hardwired connection is preferred, a wireless connection can be used, but can sometimes be unstable with an increased risk of disconnection during the exam. If you choose to use wireless, we recommend a speed of **at least 10 Mbps**. You may want to test your internet speed before the module. You can do so by using one of the following tests:
   - http://speedtest.googlefiber.net/
   - http://beta.speedtest.net/
   - https://fast.com/

9. Confirm your username and password combination prior to your scheduled connection time.
   - There will be no food allowed during the exam sitting.
   - A virtual notepad will be available when you write your exam.
   - There will be technical support available the day of exam as indicated in the FAQ.

Note: Technical issues encountered during the exam, which are a result of the candidate requiring a rebooking of the exam, may result in additional exam fees payable by the candidate.

Exam Orientation Experience:

- A countdown timer will be visible until the scheduled start time of your exam. You cannot connect to the exam or to a proctor prior to this time.

- At the scheduled connection time, your exam status will change to "launch exam". Click this to begin the exam setup process.

- You will be taken to the ProctorU platform. The series of events that follow are as such:

1. You will be prompted to complete the computer system checks
2. You will be prompted to download the LogMeIn app
3. You will be connected to a proctor

- The proctor will ask you to show your identification, pan the examination room (ensure your camera is small and lightweight so you can move this around your working station).

- Once this verification process is complete, the proctor will release your exam and you can begin writing.

NOTE: Connection and registration times do **not** count towards your examination time.

Watch a three-minute video of how the process works on exam day.

Permissible Items:

- Beverage in a clear spill proof container.
- Washroom breaks are NOT allowed during the examination. It is recommended you use the washroom prior to your examination start time

Late Admittance:

- Attending your scheduled connection time is critical to a successful exam. The "Launch Exam" button becomes available at the scheduled connection time. If you attempt to connect sooner, you will see a countdown timer.
- If 30 minutes or more have passed since your scheduled connection time, you will be denied access to the examination and the exam will show "expired."
- All candidates who miss their examination sitting will be redirected to the CCA Program for next steps.

Additional Details:

If you have any questions or concerns about booking your exam, the Exam Day process, or Online Proctored Exams, please visit our FAQ page for more information.

Sincerely,
The Continuing Care Assistant Program of Nova Scotia
& The Yardstick Team

Yardstick Measure, the examination platform used for your CCA Certification Exam

Appendix E: Reminder: Booking Window closes soon

CONTINUING CARE
ASSISTANT **PROGRAM**
CCA

Dear Exam Candidate,

Welcome to Yardstick Measure! The Continuing Care Assistant Program of Nova Scotia has confirmed your intent to register for the September 1st, 2021 administration of the Exam.

If you have already booked your exam, then please ignore this email.

In order to complete your online exam registration, you are required to reset your password to gain access to your candidate portal. Your username is: (email username)

Please note that the booking window will close on August 18th, 11:59 PM AST.

Please login to your candidate portal to proceed with scheduling your online exam. This can be done by navigating into the "Exams" page from the top navigation menu and clicking "Book".

For images and step-by-step instructions detailing the booking process, please click here.

There is a Platform Tutorial available to help you become familiar with the online exam setting.

If you have any questions or concerns about booking your exam, the Exam Day process, or Online Proctored Exams, please visit our FAQ page for more information.

Sincerely,
The Continuing Care Assistant Program of Nova Scotia
& The Yardstick Team

Appendix F: How to Test your System

Yardstick FAQ

> Quick Link:
> Start by updating Google Chrome.
>
> Navigate to your exam link and login
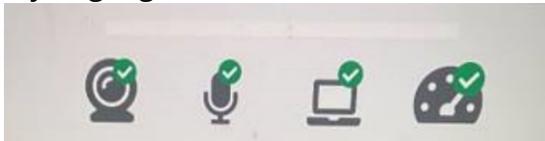> Login (ysasecure.com)
>
> Then click the "test it out" icon

> Allow ProctorU access to your system (this is a pop up)
>
> If you get green check marks across the board, you are good to go.

Please direct inquiries to:

Continuing Care Assistant Program
Vanda Newton, CCA Administration
2 Dartmouth Road, Bedford, Nova Scotia, B4A 2K7
T: (902) 832-8500 ext. 249 · F: (902) 832-8505
vanda.newton@healthassociation.ns.ca