

NACC PSW Examinations

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Approved by: Vice President Operations

Executive(s) Responsible: Assistant Vice President Academic

Administrator(s) Responsible: Academic Director; Program Lead; Student Success

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Background and Scope

The Ontario Institute of Health and Innovation (OIHI) delivers the Personal Support Worker Certificate Program developed by The National Association of Career Colleges (NACC hereafter). All students must complete a standard examination to graduate. This policy applies to all students in the PSW certificate program.

Purpose of the Policy

This policy outlines the details of NACC PSW exams and how to approach rewriting failed exams.

Policy Statements

1. ALL students MUST write and pass the NACC exam to satisfy a graduation requirement before receiving OIHI PSW certificate. The final exam can only be taken after completing all modules, tests, performance demonstrations and both practical placements.
2. The NACC final theory examination has the following details:
 - 2.1. The exam is a digital examination scheduled by OIHI.
 - 2.2. The exam is 2.5 hours in length.

- 2.3. Students must score 65% to pass.
- 2.4. Students have 12 months after successfully completing the practical placement to pass the NACC final exam.
- 2.5. The exam is invigilated through an automated system called Proctorio.
- 2.6. The exam is marked electronically by a computer program.
- 2.7. If academic integrity is found to be deficient during the final exam, OIHI will be notified by the NACC office. The student must write the exam again at OIHI campus; and must be invigilated by a college staff member who is not a PSW Instructor and who remains in the test room with the student(s) for the entire 2.5 hours of the exam. This will ensure that the student is given ample opportunity to avoid another academic integrity incident.
3. For a student to be eligible to participate in the Examination System:
 - 3.1. OIHI must be a member of NACC and provide proof of program approval from the provincial ministry.
 - 3.2. OIHI is responsible to login to the exam system to set up the exam(s) (instructions are available by contacting the NACC Exam Coordinator).
 - 3.3. The student must have an email address identified to receive a digital credential (their college institutional email address).
 - 3.4. The exam fee **MUST** be paid prior to the release of the exam mark.
4. The examination cost is set for each candidate writing the examination for the first time, as shown on the current NACC Exam Fee Schedule.
 - 4.1. The fee includes the examination, marking, NACC certificate, and NACC pin.
 - 4.2. Payments for the examination(s) may be made online through a secure third-party portal.
 - 4.3. After the student submits their exam, the school will receive an electronic invoice. Accepted payment methods include VISA, MasterCard, and cheque payable to NACC. Cheques are to be sent to the remittance address identified on the invoice. Exam results are available from OIHI exam portal once the invoice has been paid.

- 4.4. Should a student require the opportunity to re-write the exam, the fee is identified on the NACC Exam Fee Schedule.
5. NACC has specific requirements for the conduct and marking of examinations.
 - 5.1. The student has a maximum of three (3) attempts to pass the NACC Final Exam.).
 - 5.2. The maximum time the student is allowed to write the examination is 2.5 hours. If the student has not finished, the exam will automatically close at the end of 2.5 hours.
 - 5.3. Each college is responsible for the cost of invigilating the examination. The invigilator must NOT be a PSW Instructor and must remain in the test room with the students for the entire 2.5 hours of the exam.
 - 5.4. Once the students are logged into the online examination system, the invigilator collects their logins and passwords to destroy.
 - 5.5. Tests and exams are not open books; therefore, the following items are not permitted in the test room: dictionaries, thesaurus, cell phones, laptops, tablets, earbuds, headphones, translation devices, textbooks, notebooks, paper, or pens.
 - 5.6. Once the student submits the exam, the computer marks it. Please note that when the student hits the submit button, the online system will ask if the student is sure they want to submit.
 - 5.7. The passing mark is 65%.
 - 5.8. There is no appeal process if a student does not achieve a minimum mark of 65%. The student must complete a rewrite.
6. NACC Exam Re-writes follow these policies:
 - 6.1. A student who fails to pass the NACC PSW examination on the first attempt may re-write at the fee mentioned earlier.
 - 6.2. If the student fails to pass the examination rewrite, the school must submit a training plan to NACC with the rewrite application and provide verification that the student completed the training plan prior to the second rewrite attempt.

- 6.3. If the student fails the second re-write, the student WILL NOT be permitted any further re- write privileges. The student must re-register as a new student for the full program, complete the program in full and attempt the NACC exam again.
7. NACC will maintain a database of marks by student name, college, and graduate number. Graduate verification is available from the NACC website.
8. NACC will issue PSW certificates and Pins:
 - 8.1. NACC will issue a digital credential to all students who pass the PSW examination.
 - 8.2. The number identified on the certificate is for security purposes.
 - 8.3. OIHI will receive a copy of all credentials sent to graduating students who have successfully met all graduation requirements.
 - 8.4. If a graduate requires a replacement NACC certificate, a charge of \$50 plus HST will be payable to NACC before the release of the digital credential. Students can order a replacement directly from NACC using an order form.

Related Legislation

- NACC PSW Distance Education Program 2022 Program Delivery Manual