



Examinee User Guide

NACE INTERNATIONAL INSTITUTE

January 2020

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OVERVIEW

The NACE International Institute (NII) Examinee User Guide is the official Guide to policies and procedures for all NII exams. All candidates are encouraged to read this document before starting the exam registration process. It is the candidate's responsibility to make sure they have the most current version since changes to the Guide are made regularly: go to www.naceinstitute.org for the latest edition.

NII exams are administered in either a computer-based format or a paper-and-pencil format. Each method of administration has specific rules. This Guide describes the rules for each exam format. Refer to the appropriate section for each exam.

Computer-Based

Written/Theory Exams

CIP Level 1	MR0175 Certified User – CRA
CIP Level 2	Certified Coating Applicator (CCA)
CIP Bridge Specialty	Navigator
CP1 Cathodic Protection Tester ^	S-CAT Technician ^
CP2 Cathodic Protection Technician ^	O-CAT Technician ^
CP3 Cathodic Protection Technologist ^	Refining Corrosion Technologist
CP4 Cathodic Protection Specialist ^	
MR0175 Certified User – Carbon Steel	

Case-Based Exams

CP3 Cathodic Protection Technologist
CP4 Cathodic Protection Specialist

Paper-and-Pencil Written Exams

Chemical Treatment Specialist °	Protective Coating Technician
Corrosion Technician	Senior Corrosion Technologist
Corrosion Technologist	Senior Internal Corrosion Technologist
Corrosion Specialist	Protective Coating Specialist
CP2 Technician – Maritime *	
Materials Selection Design Specialist °	
Internal Corrosion Specialist °	
PCIM Technician	
Internal Corrosion Technologist	
PCIM Technologist	

Practical Exams

CIP Level 1
CIP Level 2
CP Tester ^
CP Technician ^
O-CAT Technician
S-CAT Technician
Certified Coating Applicator (CCA)

Oral Exam(s)

CIP Level 3

** These exams are taken with a training course. The registration process listed in this Guide do not apply to these exams.*

^ If the Examinee is taking the training course, the exam fees are included with the course registration, and no additional exam fees are required. However, if the Examinee is taking the exam-only option (if available), the registration process listed in this Guide and all applicable fees are required.

° As of February 2019, these exams are not being offered, until further notice.



SECTION 1

COMPUTER BASED EXAMS

(Written/Theory and Case-Based Exams)

All NACE International Institute (NII) computer-based exams are administered at approved Pearson VUE (PV) test centers.

****This section applies to the computer based written/theory exams and the case-based exams.****

CONTACT INFORMATION

Contact Pearson VUE regarding:

- Comments about the test center
- Directions to a specific test center
- Inclement weather or power failure on your scheduled exam date
- Rescheduling an exam appointment (*can also be done at My Certification Portal*)
- Acceptable forms of ID
- Admittance requirements

Visit: <https://home.pearsonvue.com>

Office Hours and Phone Numbers:

- Americas Region: 1-866-703-4223
Monday–Friday, 7:00 a.m.–7:00 p.m. CT
- Asia-Pacific Region: +852 3077 4923
Monday-Friday, 9:00 a.m.–6:00 p.m. AEST
- Europe-Middle East-Africa Region: +44 161 855 7455
Monday–Friday, 9:00 a.m.–6:00 p.m. CET

Contact NII regarding:

- Exam accommodations, including special accommodations for disabilities (*See Examinees with Disabilities Guide*)
- Registration
- Exam registration
- Exam scoring
- General information on the certification process
- Application process
- Qualifications for certification

Visit: www.naceinstitute.org

Email: niifirstservice@nace.org

Office Hours:

- Monday – Thursday: 7:00 am- 6:30 pm CT
- Friday: 7:00 am – 5 pm CT

All NII exams are confidential, secure, and protected by international copyright laws. They are to be used only for valid assessment and certification purposes.

REGISTERING FOR A COMPUTER BASED EXAM

ELIGIBILITY

Eligibility to sit for a NII exam depends on the requirements for each certification. It is your responsibility to review the requirements for each certification you are seeking.

MY NACE PROFILE

The first and last names you use to register MUST match the government-issued ID that you will provide for admission to the test center.

EXAM FEES

Most exam fees (with a few exceptions) are payable directly to NII during the course registration process or application process. NII accepts payments online via MasterCard, VISA, and American Express.

Exam “vouchers” may be issued for some CBT exams. The associated voucher number will need to be used when scheduling the exam appointment and will cover the payment portion of the exam. All vouchers must be used within one (1) year of issuance or associated course dates. If the voucher expires, the candidate is responsible for full payment of the exam fee.

Fees for each exam sitting are shown at www.naceinstitute.org. All fees are listed in US dollars.

REGISTRATION PROCESS

If a training course is required prior to an exam:

1. Go to the www.nace.org to register and pay for the specific training course.

If a training course is not required:

1. Go to naceinstitute.org and submit the appropriate application. (*See Certification Application Guide on NII Website.*)
2. Receive an “Authorization To Test” notification email from Pearson to schedule an exam.
3. Schedule the exam.
4. Receive the appointment confirmation email from Pearson VUE.

HOW TO SCHEDULE YOUR EXAM APPOINTMENT

Log into your “MY CERTIFICATION PORTAL” (from your NACE profile by visiting either www.nace.org or www.naceinstitute.org) select the “Schedule Proctored Exams” button, and follow the onscreen instructions.

You must schedule an appointment time at least one full business day (24 hours) before taking the exam.

Register for and schedule your exam as far in advance as possible for the best scheduling availability. Examinees should schedule prior to the expiration date on the “Authorization To Test” email notification, or they run the risk of forfeiting the exam fee.

APPOINTMENT CONFIRMATION LETTER

You will receive an appointment confirmation letter from Pearson VUE via email once you have successfully registered for and scheduled your exam. The letter will confirm your identity, the location of your Pearson VUE test center, the time of your appointment, and the exam you are scheduled to take. Verify that the first and last names printed on the appointment confirmation letter match your first and last names as they appear on your government-issued ID. Contact NII before exam day if the names do not match. If the names do not match, you will be required to cancel and reschedule the exam with the corrected name, which may not be the same as the original exam appointment. Bring your letter to the test center to avoid delays during the check-in process.

You can confirm the scheduled appointment through the “My Certification Portal”.

RESCHEDULING/CANCELLATIONS/ REFUNDS

NII and Pearson VUE understand that circumstances may arise that require you to reschedule or cancel your exam. You may cancel or reschedule your appointment through the “My Certification Portal”.

Appointments must be rescheduled within the authorized exam delivery period.

You must cancel and reschedule exam appointments at least 24 hours in advance of your scheduled appointment. Rescheduling less than 24 hours prior to your appointment may result in forfeiting your exam fees or voucher.

If a test center is open during inclement weather, neither NII nor Pearson VUE will refund any fees for examinees who cancel, reschedule, or fail to attend their scheduled appointment because of weather conditions.

If, on the day of your scheduled exam, there is a possibility of inclement weather, it is your responsibility to check with the specific testing center to determine if the testing center is open or closed.

If, on the day you are scheduled to test, you are unable to attend the exam for any of the following reasons, you may be allowed to reschedule without paying a rescheduling fee or may be allowed to cancel with a full refund:

- Illness, either yourself or immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

To avoid any monetary penalty in such situations, you will be required to provide reasonable documentation to NII within fourteen (14) days of your originally scheduled appointment confirming why you were unable to test as scheduled.

Applicable refunds will be processed automatically and applied to the same credit card used when registering for the exam within seven to ten (7–10) business days.

If you have an issue regarding a payment or refund, contact NII directly at +01-281-228-6223 or +01-800-797-6223. Fees associated with chargebacks, returned checks, or any form of disputed payment are the responsibility of the issuer.

EXAM ACCOMMODATIONS

NII provides reasonable and appropriate accommodations for individuals with documented disabilities within the meaning of the Americans with Disabilities Act, as amended (ADA). If you believe that you have a disability that prevents you from taking an exam under standard conditions, you may request accommodations.

Under ADA, a disability is a physical or mental impairment that substantially limits an individual's ability to perform one or more major life activities, as compared with most people in the general population.

Please note, not having the ability to read or write in the same language as the examination is **not** considered a disability.

For special accommodations, refer to the *Examinees with Disabilities* Guide on the NII website.

TEST CENTER RULES AND REGULATIONS

You will be required to sign a log-in sheet, and review and agree to comply with the *NII CBT EXAM RULES AND AGREEMENT* during the check-in process at the test center. In addition, the *NONDISCLOSURE AGREEMENT* will appear onscreen prior to beginning your exam. In order to take the exam, you must agree to comply with the agreement within five (5) minutes. If you do not accept the terms within 5 minutes or if you click "No," the exam will end and you will forfeit your appointment and exam fees.

THE DAY OF YOUR COMPUTER-BASED EXAM

Arrive at the Pearson VUE test center thirty (30) minutes before your scheduled appointment. This will give you adequate

time to complete the necessary sign-in procedures. If you arrive more than fifteen (15) minutes late for an exam and are refused admission, exam fees will be forfeited.

WHAT TO BRING

You must present one of the following IDs upon arrival at the test center:

- Valid ID issued by a government entity in the country in which you are testing
- International travel passport in roman characters from your country of citizenship

IDs must be current and include an expiration date, your name and date of birth, a recognizable photo, and your signature.

The first and last name on your appointment confirmation letter and your ID must match. To help speed up the process while checking in, bring a printed copy of your appointment confirmation email.

Only the following items are allowed into the testing room:

- The ID used during the admission process
- Key to your test center locker
- Reusable booklet or two note boards and marker supplied by Pearson VUE
- Eyeglasses (without the case)
- Light sweater or jacket

- Items included in the [Pearson VUE Comfort Aid List \(APPENDIX F\)](#).

Items not permitted in the testing room include, but are not limited to, cell phones, handheld computers/personal digital assistants (PDAs) or other electronic devices, fitness trackers, pagers, watches, wallets, purses, hats and other head coverings (unless they qualify as religious apparel), bags, coats, books, notes, pens, pencils, erasers, food, and beverages.

You must store all belongings not permitted in the testing room in designated areas outside the testing room. Most test centers have small lockers. You must turn off all electronic devices before storing them in a locker. The test center is not responsible for lost, stolen, or misplaced personal items.

APPROVED COMFORT ITEMS

Comfort aids, such as braces (neck, back, ankle, etc.), hearing aids, eye drops, and mobility devices, will be allowed in the testing room upon visual inspection by test center staff. Test center staff will conduct the visual inspection by examining the item but will not physically touch you or the item.

Earplugs and noise reducing headphones are only considered a comfort aid in **Pearson Professional Centers**; for other testing channels an accommodation approval will be required.

Any items that do not appear on the *PEARSON VUE APPROVED COMFORT AID LIST* (APPENDIX F) must be requested as a testing accommodation during the exam registration process and approved prior to scheduling your exam.

REFERENCE MATERIALS

Refer to www.naceinstitute.org to view the Examination Preparation Guide (EPG). Each EPG lists specific information regarding the reference materials that are available for each exam.

If there are reference materials available during the exam, the materials will be embedded into the exam and available for online use at any time during the exam.

TESTING ENVIRONMENT

All NII-approved Pearson VUE test centers provide a consistent testing environment for all examinees. To ensure a high level of security throughout the testing experience, you will be monitored at all times. Both audio and video may be recorded.

You are prohibited from eating, drinking, chewing gum, smoking, and making noise that creates a disturbance for other examinees during the exam.

Other individuals taking non-NII exams are likely to be testing at the same time as you, and neither NII nor Pearson VUE has control over keyboarding noises that

may be associated with such exams if they include essay questions. A test proctor may be able to provide you with noise-canceling headphones or earplugs if you encounter such a situation.

CHECK-IN PROCESS

A Pearson VUE representative will confirm that the only items in your possession are ones allowed into the testing area. These items include your ID, the key to your test center locker (if applicable), eyeglasses (without the case), a light sweater or jacket, and any approved comfort items.

After completing the check-in process and placing any unapproved items in a test center locker (if available), you will be escorted into the testing area, where a proctor will confirm your identity.

After verifying your identity and the exam you will be taking, the proctor will answer any questions you might have, provide you with a reusable booklet or note boards and marker for scratch work, escort you to your workstation, and launch the exam. Upon entering the testing room, you may not communicate with other examinees.

THE EXAM APPOINTMENT

Prior to beginning an exam, you will be given 5 minutes to review and agree to comply with the *NONDISCLOSURE AGREEMENT*. If you do not read and agree to comply with this agreement within 5 minutes, the exam appointment will end and all associated fees will automatically be forfeited.

After agreeing to comply with the *NONDISCLOSURE AGREEMENT*, you will be provided a 5-minute tutorial to review how to advance through the exam questions, flag items for review, access the reference material, and do other exam-related tasks.

Reusable (dry-erase) booklets and a fine-tip dry erase marker may be issued at the time of check-in, depending on the exam. Additional reusable booklets are available at any time during the exam by raising your hand and notifying the proctor. The proctor will take and review your booklet before issuing a new one.

Notify the test administrator immediately if you experience any problems with the computer or software, dry erase marker/booklet, or encounter any other issue. The test administrator is not allowed to answer questions related to exam content.

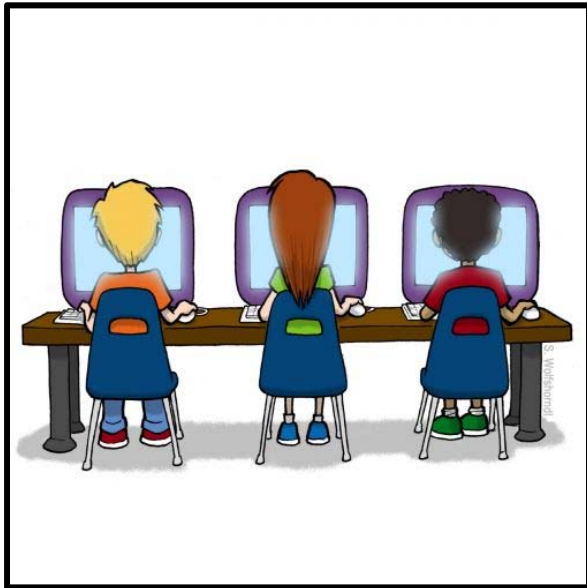
EXAM FORMAT

Refer to www.naceinstitute.org to view the Examination Preparation Guide (EPG) for specific information for each exam.

BREAKS

You may take **unscheduled** breaks at any time during the exam by raising your hand to notify a proctor. However, the amount of time you take for unscheduled breaks will be deducted from your testing time. You are not allowed to exit the building during unscheduled breaks.

While you are taking an **unscheduled** break, you are permitted to access only these personal items that you stored during the exam: beverages, food, and items on the Pearson VUE Comfort Aid List. You may also access medication required at a specific time, with the prior permission of the test administrator. You are not permitted to access any other personal items during an unscheduled break.



EXIT PROCEDURES

Raise your hand to notify the proctor when you have completed the exam. The proctor will confirm that the exam has ended properly, gather your reusable booklet and marker, and escort you to the reception area.

You will be given your exam results on the screen immediately upon completion of the exam. Upon check-out, a printed score report will be provided by the test center staff.

In order to be provided your score report and check-out, you must show a valid photo ID and return the locker key (if applicable).

EXAM IRREGULARITIES

Fraud, deceit, dishonesty, unprofessional behavior, and other irregular behavior in connection with taking any NII exam are

strictly prohibited. Irregular behavior includes but is not limited to the following: failing to work independently; impersonating another individual or permitting such impersonation (surrogate testing); possessing prohibited items; communicating with other examinees or any outside parties by way of cell phone, personal computer, the Internet, or any other means during an exam; disrupting other examinees; creating safety concerns; and possessing, reproducing, or disclosing nonpublic exam questions, answers, or other information regarding the content of the exam before, during, or after the exam administration. Evidence of an exam irregularity may be based on your performance on the exam, a report from an administrator or a third party, or other information.

The test administrator is authorized to take appropriate action to investigate, stop, or correct any observed or suspected irregular behavior, including discharging you from the test center and confiscating prohibited devices or materials. You must cooperate fully in any investigation of a suspected irregularity. NII reserves the right to pursue all available remedies for exam irregularities, including canceling scores and pursuing administrative, civil, financial recompense, and/or criminal remedies.

If you are involved in an exam irregularity, the following may occur: invalidation of results, forfeiture of exam

fees, restrictions on future testing, and possible revocation of other NII certifications. Some violations may incur additional consequences, to be pursued at the discretion of the NII.

APPEALS

If your exam results are invalidated and you believe NII should review that decision, you may appeal to NII within 30 days from the date of the decision. You must send your appeal in writing by email, mail, or fax to the NII Certification Director.

See APPENDIX G for more information regarding appealing an exam.

EXAMINEE COMMENTS

Provide any comments or concerns regarding the test center to a Pearson VUE representative before leaving the test center.

EXAM RESULTS

Exam results for computer-based exams are typically available immediately after you take the exam. You will receive a print out of the official exam results, or you can access at "My Certification Portal" through your NACE profile.

All results are reported as pass or fail. If you fail the exam, you will receive a diagnostic report showing your performance for each of the major

topics covered on the exam. The diagnostic report is provided to help identify the knowledge areas where improvement is needed before retaking the exam. The purpose of this report is to provide general information on performance; it is not designed or intended to be used for any other purpose.

A sample diagnostic report is provided in the APPENDIX D of this Guide.

The diagnostic report can also be accessed by visiting My Certification Portal, clicking "Schedule Proctored Exams" link and then "View Score Report."

RETAKING THE EXAM

Refer to APPENDIX H.

SCORING

Your exam results are based on the total number of correct answers that you selected. There are no deductions for wrong answers. The score is then converted to a scaled score, which adjusts for any minor differences in difficulty across the different exam forms. This scaled score represents an examinee's ability level and is compared to the minimum ability level for that exam, which has been determined by subject-matter experts through psychometric statistical methods. NII does not publish the passing score.

NII scores each exam with no predetermined percentage of examinees that should pass or fail. All exams are scored the same way. First-time takers and repeat takers are graded to the same standard.

WHEN AN ERROR OCCURS

NII and Pearson VUE endeavor at all times to ensure that registrations are properly processed and exams are properly prepared, handled, and scored. In the unlikely event that an error occurs, NII will, if possible, correct it.

If NII determines corrective action is warranted, you will be permitted either to retest at a reduced fee or to receive a partial or full refund of your testing fees, as determined by NII.

The remedies described above are the exclusive remedies available for errors in registration, exam information, scoring (including reporting of exam results), or testing disruptions not caused by the examinee.

DISRUPTIONS IN TESTING AND POTENTIAL COMPROMISES

The following situations may prompt NII to consider invalidating or canceling exam results even though you may have had no responsibility for the event in question:

- Unanticipated cancellation or interruption of testing or deviation from required testing

procedures, due to a weather event or other external cause

- Possible advance access to exam content by one or more examinees
- Other disruptions or compromises to the normal testing process

If NII concludes that corrective action is warranted in one of these situations, you may be offered the option to either retest at no additional fee or to receive a full or partial refund of your registration fee provided that you did not cause and were not involved in the conduct that resulted in corrective action. These remedies are your exclusive remedies for such disruptions in testing and potential compromises. If you choose to retest, you must retake the entire exam to produce valid exam results.

If you are found to have caused or been involved in the conduct that resulted in corrective action, NII may treat the matter as an exam irregularity and may pursue all available remedies as described elsewhere in this guide.

EXAM CONTENT

NII conducts a content review for each exam every three to five years. This process includes a combination of subject matter expert content review, interviews, focus groups and the development of a content survey that is administered to all of those who are currently certified. This is a detailed process. Each step contains checks and

balances to ensure that the resulting exams are fair to examinees and to potential certification holders with an adequate measure of each examinee's competency.

Current exam specifications can be found in the EPGs (Exam Preparation Guide), which are located online at www.naceinstitute.org.

NII constructs an exam using the subsequent exam blue print from the job role analysis. This ensures that each exam form is equal in terms of content representation. This means that all examinees for a particular exam are required to answer the same number of questions; however, no examinees will have the same set of questions. NII conducts a beta test of all questions for statistical analysis so that the exam versions are assembled to ensure that the exams and questions are the same relative level of difficulty.

Questions on most exams are in traditional multiple-choice format.

- Multiple correct options — allows multiple choices to be correct
- Multiple-multiple option- allows multiple choice questions to have multiple correct answers (i.e. select all that apply)
- Point and click — requires examinees to click on part of a graphic to answer
- Drag and drop — requires examinees to click on and drag items to match, sort, rank, or label

- Fill in the blank — provides a space for examinees to enter a response to the question

All exams include a limited number of items referred to as “pretest items” that will not be scored and will not have an impact on your results. This is common practice within high-stakes testing and allows NII to evaluate the pretest items for potential use in future exams. These items are randomly placed within the exam and are not identifiable as pretest items.

SECTION 2

PAPER - AND - PENCIL EXAMS

PAPER - AND - PENCIL EXAMS

CONTACT INFORMATION

CONTACT NII REGARDING:

- Acceptable forms of ID
- Admittance requirements
- Exam accommodations
- Exam development
- Exam registration
- Exam scoring
- General information on the certification process

Visit: www.naceinstitute.org

Email: niifirstservice@nace.org

Office Hours:

- Monday – Thursday: 7:00 am- 6:30 pm CT
- Friday: 7:00 am – 5 pm CT

All NII exams are confidential, secure, and protected international copyright laws. They are to be used only for valid assessment and licensing purposes.

REGISTERING FOR A PENCIL-AND-PAPER EXAM

Before registering for a NII exam, review the certification requirements at www.naceinstitute.org.

ELIGIBILITY

Eligibility to sit for an NII exam varies by certification program. It is your responsibility to review the requirements

at <http://www.naceinstitute.org> before registering for an exam.

MY NACE PROFILE

The first and last names you use to register MUST match the government-issued ID that you will provide for admission to the test location.

EXAM FEES

Exam fees for paper and pencil exams are payable either during the course registration process or application process. NII accepts payments online via MasterCard, VISA, and American Express.

Fees for each attempt are shown at <https://naceinstitute.org/>. All fees are listed in US dollars.

REGISTRATION PROCESS

If the training course is required:

1. Go to the <http://www.nace.org> to register and pay for the specific training course.

If a training course is not required:

1. Review the certification requirements.
2. Create a NACE Profile account.
3. Complete and submit the certification application.
4. You will receive an automated email, confirming the submission

PAPER - AND - PENCIL EXAMS

of the application and upon approval.

5. Once the certification application is approved, you are able to register and schedule the exam.
6. A NII staff person will contact you to assist you in locating a proctor in a convenient, agreed-upon location and an exam date.
7. Staff will provide the proctor with the examination materials and Non-Disclosure agreement prior to the scheduled exam date.

EXAM CONFIRMATION

You will receive a confirmation email from NII once you have successfully completed the registration process.

CANCELLATIONS AND REFUNDS

If you cancel the exam at least thirty-five (35) calendar days in advance, you will receive a full refund less \$100 service fee. If cancelled between thirty-four (34) and seven (7) days prior to the exam, you are eligible to receive a 50% refund. If you cancel less than seven days prior to the exam, no refund is available. You can transfer to another exam event, by paying a \$200 transfer fee. Transfers are not available within three (3) days prior to the exam.

All cancellation requests must be received in writing. The candidate should send the cancellation requests to niifirstservice@nace.org.

EXAM ACCOMMODATIONS

NII provides reasonable and appropriate accommodations for individuals with documented disabilities within the meaning of the Americans with Disabilities Act, as amended (ADA). If you believe that you have a disability that prevents you from taking an exam under standard conditions, you may request accommodations.

Under ADA, a disability is a physical or mental impairment that substantially limits an individual's ability to perform one or more major life activities, as compared with most people in the general population.

Please note, not having the ability to read or write in the same language as the examination is **not** considered a disability.

For special accommodations, refer to the *Examinees with Disabilities* Guide on the NII website.

TEST-SITE RULES AND REGULATIONS

You must agree to abide by the NII CANDIDATE AGREEMENT FOR PENCIL-AND-PAPER EXAMS at all times. The agreement is located in APPENDIX C of this Guide.

TESTING ENVIRONMENT

NII strives to provide a consistent testing environment for all examinees.

THE DAY OF YOUR EXAM

WHAT TO BRING

- Acceptable form of identification
- Reference materials

IDENTIFICATION

You must present one of the following IDs upon arrival at the exam site:

- ID issued by a government entity in the country in which you are testing
- International travel passport in roman characters from your country of citizenship

IDs must be current and include an expiration date, your name and date of birth, a recognizable photo, and your signature. The first and last name on the examinee's ID and exam authorization must match.

SNACKS

If the exam is scheduled for four or more hours, you are allowed to bring snacks (e.g., hard candies, candy bars, gum) and nonalcoholic drinks, as long as having them does not disturb other examinees.

Note: Any exam item that is not readable due to spilled food or beverage, will count as an incorrect answer. Exam fees will be forfeited and no refunds are available for any exam that gets spilled on and is not readable.

REFERENCE MATERIALS

Some NII exams are open-book and reference materials are allowed. Refer to www.naceinstitute.org to determine which exam is open-book.

Writing tablets and legal pads are not allowed. You may tab reference books before the exam with sticky notes and flags, but pads of sticky notes and flags are not permitted in the exam room.

CHECK-IN PROCESS

Upon arrival at the exam site, you will be required to present your exam confirmation email and acceptable identification to a proctor prior to being beginning the exam.

Computers, lap-tops, cell phones, smartwatches, fitness trackers, or any other electronic devices are not allowed in the exam room at any time. If you have these devices in your possession after the exam begins, you will be dismissed from the exam room, your exam will be invalidated, and you will forfeit your exam registration fee.

Items permitted in the exam room are

- ID used during the admission process
- Exam Authorization (one copy)
- Wristwatches and small clocks
- NII Approved Calculator (APPENDIX E)
- Eyeglasses (no case)
- Earplugs
- Handheld, non-electronic magnifying glass (no case)

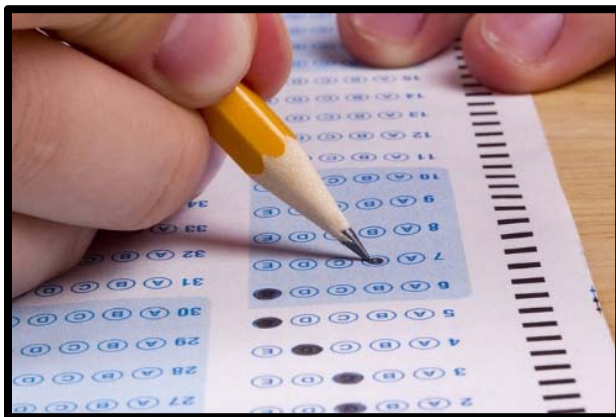
PAPER - AND - PENCIL EXAMS

- Head coverings worn as religious apparel
- Snacks (such as hard candies, candy bars, gum) and nonalcoholic drinks

Items not permitted in the exam room include but are not limited to

- Computers, lap tops, Cell phones, smartwatches, fitness trackers, and other prohibited electronic devices
- Loose paper, legal pads, and unbound or improperly bound notes
- Hats with brims, hoods (on hooded sweatshirts, for example)
- Calculators
- Weapons of any kind
- Tobacco products
- Personal chairs

Review the NII CANDIDATE AGREEMENT FOR PENCIL-AND-PAPER EXAMS for complete information about items allowed or prohibited in the exam room.



After everyone is seated, a proctor will begin reading the exam instructions. Once the proctor begins reading the

instructions, examinees will no longer be admitted into the exam room.

BREAKS

Unscheduled breaks may be taken at any time during the exam. The exam timer will not stop for unscheduled breaks. You may not leave the building during an unscheduled break.

To leave your seat, you must raise your hand and wait for the proctor to assist you. Only the following items may be accessed during an unscheduled break:

- Beverages (if exam is longer than 4 hours, you are allowed to bring beverages into the exam room)
- Food (if exam is longer than 4 hours, you are allowed to bring snack food into the exam room)
- Items included in the NII Comfort Aid List APPENDIX F.
- Medication required at a specific time with prior approval of the test administrator

NO other items may be accessed.

EXIT PROCEDURES

Raise your hand to notify the proctor when you have completed the exam. The proctor will collect the exam book and answer sheet before dismissing you.

EXAM IRREGULARITIES

Fraud, deceit, dishonesty, unprofessional behavior, and other irregular behavior in connection with taking any NII exam are strictly prohibited. Irregular behavior includes but is not limited to the following: failing to work independently; impersonating another individual or

permitting such impersonation (surrogate testing); possessing prohibited items; communicating with other examinees or any outside parties by way of cell phone, personal computer, the Internet, or any other means during an exam; disrupting other examinees; creating safety concerns; and possessing, reproducing, or disclosing nonpublic exam questions, answers, or other information regarding the content of the exam before, during, or after the exam administration. Evidence of an exam irregularity may be based on your performance on the exam, a report from an administrator or a third party, or other information.

The proctor is authorized to take appropriate action to investigate, stop, or correct any observed or suspected irregular behavior, including discharging you from the test center and confiscating any prohibited devices or materials. You must cooperate fully in any investigation of a suspected irregularity. NII reserves the right to pursue all available remedies for exam irregularities, including canceling scores and pursuing administrative, civil, financial recompense, and/or criminal remedies.

If you are involved in an exam irregularity, the following may occur: invalidation of results, forfeiture of exam fees, and restrictions on future testing. Some violations may incur additional consequences, to be pursued at the discretion of NII.

APPEALS

If your exam results are invalidated and you believe NII should review that decision, you may appeal to NII within 30 days from the date of the decision. You must send your appeal in writing by email, mail, or fax to the NII Certification Director.

See APPENDIX G for more information regarding appealing an exam.

EXAM RESULTS

You will be notified when your results are available in accordance with the certification procedures. The method of notification and length of time it takes to receive your results vary by exam. You may receive your exam results either via email from NII or by logging into your NACE profile within 7-10 business days of receipt of exam at NII Headquarter office.

SCORING

All answer sheets are scanned as they are received from the exam sites. Scanners are calibrated before and during scoring.

RETAKE THE EXAM

APPENDIX H

WHEN AN ERROR OCCURS

NII endeavors at all times to ensure that registrations are properly processed and exams are properly prepared, handled,

and scored. In the unlikely event that an error occurs, NII will, if possible, correct it.

If NII determines corrective action is warranted, you will be permitted either to retest at no additional fee or to receive a partial or full refund of your testing fees, as determined by NII.

The remedies described above are the exclusive remedies available for errors in registration, exam information, scoring (including reporting of exam results), or testing disruptions not caused by the examinee.

DISRUPTIONS IN TESTING AND POTENTIAL COMPROMISES

The following situations may prompt NII to consider invalidating or canceling exam results even though you may have had no responsibility for the event in question:

- Unanticipated cancellation or interruption of testing or deviation from required testing procedures, due to a weather event or other external cause
- Possible advance access to exam content by one or more examinees
- Other disruptions or compromises to the normal testing process

If NII concludes that corrective action is warranted in one of these situations, you may be offered the option either to retest at no additional fee or to receive a full or partial refund of your exam fee,

provided that you did not cause and were not involved in the conduct that resulted in corrective action. These remedies are your exclusive remedies for such disruptions in testing and potential compromises. If you choose to retest, you must retake the entire exam to produce valid exam results.

If you are found to have caused or been involved in the conduct that resulted in corrective action, NII may treat the matter as an exam irregularity and may pursue all available remedies as described elsewhere in this Guide.

SECTION 3

PRACTICAL EXAMS

CONTACT INFORMATION

CONTACT NII REGARDING:

- Acceptable forms of ID
- Admittance requirements
- Exam accommodations
- Exam development
- Exam registration
- Exam scoring
- General information on the certification process

Visit: www.naceinstitute.org

Email: niifirstservice@nace.org

Office Hours:

- Monday – Thursday: 7:00 am- 6:30 pm CT
- Friday: 7:00 am – 5 pm CT

All NII exams are confidential, secure, and protected by international copyright laws. They are to be used only for valid assessment and licensing purposes.

With some certifications a hands-on, practical exam is required to complete the certification, and in those cases NII the practical exam is given in conjunction with a NACE course. The corresponding NACE course(s) can be found on the NACE website at www.nace.org.

REGISTERING FOR A PRACTICAL EXAM

In order to register for a practical exam, the candidate must be registered for the corresponding NACE course. Exam

registration is automatic upon course registration.

To register for a re-take of a practical exam, refer to the re-take policy, in APPENDIX H.

ELIGIBILITY

Eligibility to sit for an NII exam varies by certification program. It is your responsibility to review the requirements at www.naceinstitute.org before registering for an exam.

MY NACE PROFILE

The first and last names you use to register MUST match the government-issued ID that you will provide for admission to the test center.

EXAM FEES

If the practical exam is taken with the course, the practical exam fee is included in the course fee.

If you are taking the practical exam as part of an exam - only option, the fee for the practical exam is included in the exam fee. No other fees are required for the practical exam portion. For example, if the exam consists of a paper- and - pencil exam and a practical exam, the fees collected will cover both portions of the exam and are payable at once.

NII accepts payments online via MasterCard, VISA, and American Express.

Fees for each attempt are shown at www.naceinstitute.org. All fees are listed in US dollars.

EXAM CONFIRMATION

You will receive a confirmation email from NII once you have successfully completed the registration process.

CANCELLATIONS AND REFUNDS

If you cancel the exam at least thirty-five (35) calendar days in advance, you will receive a full refund less \$100 service fee. If cancelled between thirty-four (34) and seven (7) days prior to the exam, you are eligible to receive a 50% refund. If you cancel less than seven days prior to the exam, no refund is available. You can transfer to another exam event, by paying a \$200 transfer fee. Transfers are not available within three (3) days prior of the exam.

All cancellations requests must be received in writing. The candidate should send the cancellation requests to niifirstservice@nace.org.

EXAM ACCOMMODATIONS

NII provides reasonable and appropriate accommodations for individuals with documented disabilities within the

meaning of the Americans with Disabilities Act, as amended (ADA). If you believe that you have a disability that prevents you from taking an exam under standard conditions, you may request accommodations.

Under ADA, a disability is a physical or mental impairment that substantially limits an individual's ability to perform one or more major life activities, as compared with most people in the general population.

Please note, not having the ability to read or write in the same language as the examination is **not** considered a disability.

For special accommodations, refer to the *Examinees with Disabilities* Guide on the NII website.

TESTING ENVIRONMENT

NII strives to provide a consistent testing environment for all examinees.

TEST-SITE RULES AND REGULATIONS

You must agree to abide by the NII CANDIDATE AGREEMENT FOR PENCIL-AND-PAPER EXAMS at all times. The agreement is located in APPENDIX C of this Guide.

THE DAY OF YOUR EXAM

WHAT TO BRING

You must present one of the following IDs upon arrival at the exam site:

- ID issued by a government entity in the country in which you are testing
- International travel passport in roman characters from your country of citizenship

IDs must be current and include an expiration date, your name and date of birth, a recognizable photo, and your signature. The first and last name on the examinee's ID and exam authorization must match.

Computers, lap-tops, cell phones, smartwatches, fitness trackers, or any other electronic devices are not allowed in the exam room at any time.

Items permitted in the exam room are

- ID used during the admission process
-
- Wristwatches and small clocks
- NII Approved Calculator (See Appendix E)
- Eyeglasses (no case)
- Earplugs
- Handheld, non-electronic magnifying glass (no case)
- Head coverings worn as religious apparel

Items not permitted in the exam room include but are not limited to

- Computers, lap tops, cell phones, smartwatches, fitness trackers,

and other prohibited electronic devices

- Loose paper, legal pads, and unbound or improperly bound notes
- Hats with brims, hoods (on hooded sweatshirts, for example)
- Calculators
- Weapons of any kind
- Tobacco products
- Personal chairs

After everyone is ready, a proctor will begin reading the exam instructions. Once the proctor begins reading the instructions, examinees will no longer be admitted into the exam room.

EXAM INSTRUCTIONS

- To receive credit on practical exams, a candidate's handwriting must be legible to the NII grader.
- Follow the instructions on the practical exam booklet. The booklet will provide the number of stations and number of minutes allowed at each station.

BREAKS

Unscheduled breaks may be taken at any time during the exam. The exam timer will not stop for unscheduled breaks. Examinees may not leave the building during an unscheduled break.

To leave their seat, you must raise your hand and wait for the proctor to assist you. Only the following items may be accessed during an unscheduled break:

- Beverages (*if exam is less than 4 hours*)

- Food (*if exam is less than 4 hours*)
- Medication required at a specific time with prior approval of the test administrator

NO other items may be accessed.

EXAM IRREGULARITIES

Fraud, deceit, dishonesty, unprofessional behavior, and other irregular behavior in connection with taking any NII exam are strictly prohibited. Irregular behavior includes but is not limited to the following: failing to work independently; impersonating another individual or permitting such impersonation (surrogate testing); possessing prohibited items; communicating with other examinees or any outside parties by way of cell phone, personal computer, the Internet, or any other means during an exam; disrupting other examinees; creating safety concerns; and possessing, reproducing, or disclosing nonpublic exam questions, answers, or other information regarding the content of the exam before, during, or after the exam administration. Evidence of an exam irregularity may be based on your performance on the exam, a report from an administrator or a third party, or other information.

The proctor is authorized to take appropriate action to investigate, stop, or correct any observed or suspected irregular behavior, including discharging you from the test location and confiscating any prohibited devices or materials. You must cooperate fully in any investigation of a suspected irregularity. NII reserves the right to pursue all available remedies for exam

irregularities, including canceling scores and pursuing administrative, civil, and/or criminal remedies.

If you are involved in an exam irregularity, the following may occur: invalidation of results, forfeiture of exam fees, and restrictions on future testing. Some violations may incur additional consequences, to be pursued at the discretion of NII.

APPEALS

If your exam results are invalidated and you believe NII should review that decision, you may appeal to NII within 30 days from the date of the decision. You must send your appeal in writing by email, mail, or fax to the NII Certification Director.

See APPENDIX G for more information regarding appealing an exam.

EXAM RESULTS

You will be notified when your official results are available in accordance with the certification procedures. The method of notification and length of time it takes to receive your results vary by exam. You may receive your exam results by logging into your NACE profile within 7-10 business days of receipt of exam at NII Headquarter office.

RETAKE THE EXAM

APPENDIX H

WHEN AN ERROR OCCURS

NII endeavors at all times to ensure that registrations are properly processed and that exams are properly prepared, handled, and scored. In the unlikely event that an error occurs, NII will, if possible, correct it.

In cases where an error occurs and any part of the testing service is not delivered or completed, NII may permit you either to retest at no additional fee or to receive a partial or full refund of your testing fees.

The remedies described above are the exclusive remedies available to an examinee for errors in registrations, exam information, scoring (including reporting of exam results), or testing disruptions not caused by the examinee.

DISRUPTIONS IN TESTING AND POTENTIAL COMPROMISES

The following situations may prompt NII to consider invalidating or canceling exam results even though you may have had no responsibility for the event in question:

- Unanticipated cancellation or interruption of testing or deviation from required testing procedures, due to a weather event or other external cause
- Possible advance access to exam content by one or more examinees

- Other disruptions or compromises to the normal testing process

If NII concludes that corrective action is warranted in one of these situations, you may be offered the option either to retest at no additional fee or to receive a full or partial refund of your exam fee, provided that you did not cause and were not involved in the conduct that resulted in corrective action. These remedies are your exclusive remedies for such disruptions in testing and potential compromises. If you choose to retest, you must retake the entire exam to produce valid exam results.

If you are found to have caused or been involved in the conduct that resulted in corrective action, NII may treat the matter as an exam irregularity and may pursue all available remedies as described elsewhere in this Guide.

SECTION 4

ORAL EXAMS

CONTACT INFORMATION

CONTACT NII REGARDING:

- Acceptable forms of ID
- Admittance requirements
- Exam accommodations
- Exam development
- Exam registration
- Exam scoring
- General information on the certification process

Visit: www.naceinstitute.org

Email: niifirstservice@nace.org

Office Hours:

- Monday – Thursday: 7:00 am- 6:30 pm CT
- Friday: 7:00 am – 5 pm CT

All NII exams are confidential, secure, and protected by international copyright laws. They are to be used only for valid assessment and licensing purposes.

At this time, the only oral exam available through the NACE Institute, is the CIP Level 3 Peer Review Examination.

REGISTERING FOR AN ORAL EXAM

Before registering for a NII exam, review the certification requirements at www.naceinstitute.org.

Please note: You are strongly encouraged to complete and submit the application (subject to approval) for CIP Level 3 at least sixty (60) days prior to your scheduled oral exam.

In order to register for the CIP Level 3 Peer Review exam, you must view the schedule on the NACE website at www.nace.org and follow the on-screen instructions to register.

ELIGIBILITY

Eligibility to sit for an NII exam varies by certification program. It is your responsibility to review the requirements at www.naceinstitute.org before registering for an exam.

MY NACE PROFILE

The first and last names you use to register MUST match the government-issued ID that you will provide for admission to the test center.

EXAM FEES

The oral exam fee for CIP Level 3 is payable at the time of registration. NII accepts payments online via MasterCard, VISA, and American Express.

Fees for each attempt are shown at www.naceinstitute.org. All fees are listed in US dollars.



REGISTRATION PROCESS

1. Review the certification requirements.
2. Create a NACE Profile account.
3. Complete and submit the certification application.
4. The Candidate will receive an automated email, confirming the submission of the application and upon approval.
 - a. It is strongly recommended to have an approved application prior to scheduling and submitting payment for the exam.
5. The examinee can schedule a Peer Review at any available date/time/location.

When scheduling your Peer Review, you will be provided a provisional time slot. Note that you are required to arrive at least an hour prior to your time slot, or earlier if possible. If you are not present when the board is ready for you, the board may advance to the next scheduled candidate.

EXAM CONFIRMATION

You will receive a confirmation email from NII once you have successfully completed the registration process.

CANCELLATIONS AND REFUNDS

If the exam is canceled at least thirty-five (35) calendar days in advance, the examinee will receive a full refund less \$100 service fee. If cancelled between thirty-four (34) and seven (7) days prior to the exam, the examinee is eligible to receive a 50% refund. If the examinee cancels less than seven days prior to the exam, no refund is available. The examinee can transfer to another exam event, by paying a \$200 transfer fee. Transfers are not available within three (3) days prior of the exam.

All cancellations requests must be received in writing. The candidate should send the cancellation requests to niifirstservice@nace.org.

EXAM ACCOMMODATIONS

NII provides reasonable and appropriate accommodations for individuals with documented disabilities within the meaning of the Americans with Disabilities Act, as amended (ADA). If you believe that you have a disability that prevents you from taking an exam under standard conditions, you may request accommodations.

Under ADA, a disability is a physical or mental impairment that substantially

limits an individual's ability to perform one or more major life activities, as compared with most people in the general population.

Please note, not having the ability to read or write in the same language as the examination is **not** considered a disability.

For special accommodations, refer to the *Examinees with Disabilities* Guide on the NII website.

TESTING ENVIRONMENT

NII strives to provide a consistent testing environment for all examinees.

THE DAY OF YOUR EXAM

WHAT TO BRING

- Exam confirmation
- Acceptable form of identification

EXAM CONFIRMATION

To avoid delays while checking in, bring a printed copy of your exam confirmation.

IDENTIFICATION

You must present one of the following IDs upon arrival at the exam site:

- ID issued by a government entity in the country in which you are testing
- International travel passport in roman characters from your country of citizenship

IDs must be current and include an expiration date, your name and date of birth, a recognizable photo, and your signature. The first and last name on the examinee's ID and exam confirmation must match.

CHECK-IN PROCESS

Upon arrival at the exam site, you will be required to present your exam confirmation email and acceptable identification to a proctor prior to beginning the exam.

Computers, lap-tops, cell phones, smartwatches, fitness trackers, or any other electronic devices are not allowed in the exam room at any time. If you have these devices in your possession after the exam begins, you will be dismissed from the exam room, your exam will be invalidated, and you will forfeit your exam registration fee.

Items permitted in the exam room are

- ID used during the admission process
- Exam confirmation (one copy)
- Wristwatches and small clocks
- Eyeglasses (no case)
- Handheld, non-electronic magnifying glass (no case)

- Head coverings worn as religious apparel

Items not permitted in the exam room include but are not limited to

- Computers, lap tops, cell phones, smartwatches, fitness trackers, and other prohibited electronic devices
- Loose paper, legal pads, and unbound or improperly bound notes (*Paper will be provided to you in the exam room, you are not allowed to bring your own.*)
- Hats with brims, hoods (on hooded sweatshirts, for example)
- Calculators
- Weapons of any kind
- Tobacco products
- Personal chairs

WHAT TO EXPECT WHEN ON-SITE

Be flexible and expect schedule changes to occur. Changes occur due to: cancellations, no-shows, CIP 2 exam failure, early exam finish, etc.

The final schedule is determined by the Peer board after they arrive on-site. If you have any issues regarding the schedule after the start of the first exam day, you should contact the lead peer examiner.

If you provided your contact information during the scheduling process, make yourself available to answer phone calls from NACE staff or the Peer Review team regarding schedule changes.

EXAM IRREGULARITIES

Fraud, deceit, dishonesty, unprofessional behavior, and other irregular behavior in connection with taking any NII exam are strictly prohibited. Irregular behavior includes but is not limited to the following: failing to work independently; impersonating another individual or permitting such impersonation (surrogate testing); possessing prohibited items; communicating with other examinees or any outside parties by way of cell phone, personal computer, the Internet, or any other means during an exam; disrupting other examinees; creating safety concerns; and possessing, reproducing, or disclosing nonpublic exam questions, answers, or other information regarding the content of the exam before, during, or after the exam administration. Evidence of an exam irregularity may be based on your performance on the exam, a report from an administrator or a third party, or other information.

The proctor is authorized to take appropriate action to investigate, stop, or correct any observed or suspected irregular behavior, including discharging you from the test center and confiscating any prohibited devices or materials. You must cooperate fully in any investigation of a suspected irregularity. NII reserves the right to pursue all available remedies for exam irregularities, including canceling scores and pursuing administrative, civil, financial recompense, and/or criminal remedies.

If you are involved in an exam irregularity, the following may occur: invalidation of results, forfeiture of exam

fees, and restrictions on future testing. Some violations may incur additional consequences, to be pursued at the discretion of NII.

APPEALS

If your exam results are invalidated and you believe NII should review that decision, you may appeal to NII within 30 days from the date of the decision. You must send your appeal in writing by email, mail, or fax to the NII Certification Director.

See APPENDIX G for more information regarding appealing an exam.

EXAM RESULTS

You will be notified of your results upon completion of the exam. You may also receive your exam results by logging into your NACE profile within 7-10 business days of receipt of exam at NII Headquarter office.

Exam results are reported as pass or fail.

SCORING

Each panel member uses a scoring guide to independently score the responses. After completion of the exam, the expert panel reviews the scoring guide for consistency and makes a pass/fail decision.

RETAKE THE EXAM

APPENDIX H

WHEN AN ERROR OCCURS

NII endeavors at all times to ensure that registrations are properly processed and that exams are properly prepared, handled, and scored. In the unlikely event that an error occurs, NII will, if possible, correct it.

In cases where an error occurs and any part of the testing service is not delivered or completed, NII may permit you either to retest at no additional fee or to receive a partial or full refund of your testing fees.

The remedies described above are the exclusive remedies available to an examinee for errors in registrations, exam information, scoring (including reporting of exam results), or testing disruptions not caused by the examinee.

DISRUPTIONS IN TESTING AND POTENTIAL COMPROMISES

The following situations may prompt NII to consider invalidating or canceling exam results even though you may have had no responsibility for the event in question:

- Unanticipated cancellation or interruption of testing or deviation from required testing procedures, due to a weather event or other external cause
- Possible advance access to exam content by one or more examinees

- Other disruptions or compromises to the normal testing process

If NII concludes that corrective action is warranted in one of these situations, you may be offered the option either to retest at no additional fee or to receive a full or partial refund of your registration fee, provided that you did not cause and were not involved in the conduct that resulted in corrective action. These remedies are your exclusive remedies for such disruptions in testing and potential compromises. If you choose to retest, you must retake the entire exam to produce valid exam results.

If you are found to have caused or been involved in the conduct that resulted in corrective action, NII may treat the matter as an exam irregularity and may pursue all available remedies as described elsewhere in this Guide.

EXAM CONTENT

View the Exam Preparation Guide at www.naceinstitute.org for more information.

PEER REVIEW PROCEDURES

Upon entering the exam room, the examinee is required to read and sign acknowledgment forms of the following procedures:

- The Peer Review is given in front of a three-member panel. The panel will ask the examinee a set of ten (10) questions, during the two (2) hour oral exam. The first set of questions consist of six technical questions, with ten minutes response time. The second set of questions consist of four practical questions, with fifteen minutes allowed for each response.
- A timekeeper is present to monitor the time and to keep the examinee informed when approximately half of the time has passed.
- A custodian/guardian is present to read each technical question aloud. The practical questions will not be read aloud by the custodian/guardian.
- The examinee will be provided with paper and pen to utilize in preparation of the response.
- The peers giving the exam are allowed to ask any clarifying questions that may be necessary.
- Role play may be used to address questions or answers.

For more detailed procedures, see APPENDIX I.

APPENDIX A

NII CBT EXAM RULES AND AGREEMENT



Pearson VUE Candidate Rules Agreement

Please review and sign the following exam rules, and ask the administrator if you have questions.

1.	I will not take the following types of personal items into the testing room: cellular phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats (and other head coverings), bags, coats, books and notes. Studying is not allowed in the test center.
2.	I will store these items in a secure area indicated by the administrator. Cellular phones, pagers, and other electronic devices must be turned off prior to placing them in the designated secure area. The testing center is not responsible for lost, stolen or misplaced personal items.
3.	If I am given an erasable note board or exam-specific materials, I will not use them until after the exam has started. I will not remove these items from the testing room at any time during the exam, and I will return them to the administrator immediately after the exam.
4.	The administrator will log me in to my assigned workstation, verify that I am taking the intended exam and start the exam. I will sit in my assigned seat until escorted out by a Test Administrator. I understand that eating, drinking, smoking, chewing gum and making noise that creates a disturbance for other candidates are prohibited during the exam.
5.	The administrator will monitor me continuously while I take my exam. The session may be videotaped or otherwise recorded for security or other purposes.
6.	If I experience problems that affect my ability to take the exam, I will notify the administrator immediately .
7.	The administrator cannot answer questions related to exam content. If I have questions of this nature, I will contact the exam sponsor after I leave the testing center.
8.	Break policies are established by the exam sponsor. Some exams may include scheduled breaks , and instructions will appear on the computer screen at the appropriate time; whether or not the exam timer stops depends on the sponsor's policy. If I take an unscheduled break at any other time, the exam timer will not be stopped. The administrator will set my workstation to the break mode, and I will take my ID with me when I leave the room. The administrator will check my ID before I return to my seat and will then restart my exam.

9. While I am taking a **scheduled break**, I am permitted to access personal items that I stored during the exam. While I am taking an **unscheduled break**, I am NOT allowed access to personal items other than medication required at a specific time and with the approval of the test administrator. Items not permitted include but are not limited to: cellular phones, exam notes and study guides, unless specifically permitted by the exam sponsor.

10. I will not try to remove copies of exam questions and answers from the testing center, and I will not share or discuss the questions or answers seen in my exam with other candidates.

11. After the exam ends, the administrator will come to my workstation and ensure my exam has ended properly. The exam sponsors **may** display my score on the screen after the exam or **may** provide a printed score report. If a printed score report is provided, I will receive it **after** returning the erasable note board and other materials to the administrator.

Your Privacy: Your exam results will be encrypted and transmitted to Pearson VUE and to the exam sponsor. The testing center does not keep any information other than when and where your exam was taken. The Pearson VUE Privacy Policy Statement provides additional information regarding this; you can obtain this by visiting the Pearson VUE Web site (www.pearsonvue.com) or by contacting a Pearson VUE Call Center.

Candidate Statement: *By signing below or providing a digital signature, I give Pearson VUE my explicit consent to retain and transmit my personal data and test responses to Pearson VUE and to the exam sponsor (either of which may be outside of the country in which I am testing). I understand the information provided above and agree to follow the Rules. If I do not follow the Rules, or I am suspected of cheating or tampering with the computer, this will be reported to Pearson VUE and the exam sponsor, my exam may be invalidated, the sponsor may take other action such as decertifying me, and I will not be refunded my exam fee.*

Name (Please print): _____ Date: _____

Signature: _____

Exam: _____

APPENDIX B

NONDISCLOSURE AGREEMENT

All NACE International Institute exams (“Exams”) are the intellectual property of the NACE International Institute (NII). Each time a candidate takes the Exam, he or she must also enter into this Candidate Confidentiality and Non-Disclosure Agreement (“Agreement”) pledging, among other things, not to disclose any Exam questions or Exam question content. Disclosure of Exam questions or content is considered cheating and a violation of the NACE International Institute’s copyright. In addition to the sanctions described below, where warranted, the NACE International Institute will pursue all legal remedies available to recover monetary damages caused by such conduct and to enjoy violations of its rights with respect to the Exam.

Disclosure to anyone by the internet or through any other means—electronic, written or verbal—of the substance or details of any Exam questions or alleged answers is strictly prohibited. Disclosure includes, but is not limited to, any attempt to remove Exam content from the testing room, whether by removal of scratch paper or other notes in any form, or by use of devices (including without limitation cell phones, cameras, audio or video recording devices, scanners, or other data recording equipment) to record or transmit Exam content at or from the testing room, or by any other means.

Disclosure also includes any attempt, including internet website and chat room postings, to reproduce, paraphrase, summarize, or describe any Exam content from memory after leaving the testing room, whether by means of a recitation or description of the content or details of any Exam question, the depiction or description of Exam questions, the description or depiction of alleged answers to Exam questions, or other means.

Improper disclosure includes both the initial disclosure by an Exam taker and the further dissemination of Exam content by others.

A candidate or anyone else who willfully obtains or seeks to obtain NACE International Institute Exam content disclosed by others is also subject to sanctions.

These prohibitions on disclosure also apply to forwarding, re-posting, or other disclosure of NACE International Institute content that others have disclosed.

Candidate Acknowledgement

The undersigned acknowledges the following:

- Determinations regarding cheating shall be made in accordance with NACE International Institute policies and procedures, which the NACE International Institute may amend at its sole discretion.
- In the event of a determination by NACE International Institute of cheating, the Institute has the right to pursue all costs, up to \$100,000, associated with replacing an Exam due to cheating or divulging exam details to anyone in any way, to invalidate exam results, fail an applicant, and/or prohibit an applicant from pursuing any NACE International Institute certification or taking a NACE International course/exam or NACE International Institute certification exam for a time period determined appropriate by the NII. Further, the Institute may take such other action as provided for by NACE International Institute policies and procedures.

APPENDIX C

NII CANDIDATE AGREEMENT FOR PENCIL-AND-PAPER EXAMS

All certification candidates qualified to take any NII pencil-and-paper exam are encouraged to review this agreement and the *NII Examinee Guide* before sitting for the exam.

Full compliance is required.

Admission Requirements

For exam admission, examinees must present one of the following kinds of identification: (1) ID issued by a government entity in the country in which you are testing; or (2) international travel passport in roman characters from your country of citizenship. All IDs must be current and include an expiration date, your name and date of birth, a recognizable photo, and your signature. The first and last name on the examinee's ID and Exam Authorization email must match.

Grounds for Dismissal from the Exam and/or Invalidation of Exam Results

- Having loose papers, legal pads, writing tablets, or unbound notes in your possession
- Having a device with copying, recording, or communication capabilities in your possession. These include but are not limited to cameras, pagers, PDAs, radios, headsets, tape players, calculator, calculator watches, smartwatches, electronic dictionaries, electronic translators, transmitting devices, and digital media players such as iPods.
-
- Copying from another examinee's answer sheet or colluding with other examinees
- Beginning the exam before the proctor instructs you to do so
- Failing to stop writing immediately when time is called
- Writing on anything other than your exam booklet or answer sheet
- Removing pages from your exam booklet
- Leaving the exam area without authorization
- Violating any other terms stated in this agreement that are cause for dismissal or exam invalidation

If any prohibited item is found in an examinee's possession after the exam begins, the item will be confiscated and sent to NII. No refund will be provided to examinees dismissed from the exam.

Exam to Be Scored

On exam day, examinees will receive only the exam listed on their exam confirmation email and will not be allowed to sit for a different exam. NII will score only the exam listed on the exam confirmation email.

Reference Materials

Some of the NII exams are open-book exams. Examinees must bring their own reference materials. Examinees may tab reference books before the exam with Post-it type notes and flags, but pads of Post-it notes and flags are not permitted in the exam room.

Personal Items

Personal items are the sole responsibility of the examinee. Neither NII, the exam proctors, nor the site facility are responsible for any lost, misplaced, or stolen items.

- Examinees may bring snacks (e.g., hard candies, candy bars, and gum) and nonalcoholic drinks, as long as having them does not disturb other examinees. *(For exams that are scheduled for four (4) or more hours.)*
- Examinees may wear wristwatches or place them on the floor.
- Examinees may not wear hoods (on hooded sweatshirts, for example) or hats with brims during the exam. Head coverings that qualify as religious apparel are permitted.
- Examinees may not place crates, boxes, or bookends on the desktop.
- Examinees may not bring weapons of any kind.
- Examinees may not bring tobacco products or personal chairs.

Items Permitted on the Desktop

Examinees may have these items on the desktop during the exam:

- Exam confirmation email and ID
- Exam booklet and answer sheet
- Reference material, if applicable
- Small snacks *(For exams that are scheduled for four (4) or more hours.)*
- Eyeglasses (no case)
- Hand-held, non-electronic magnifying glass (no case)

Exam Irregularities

Fraud, deceit, dishonesty, unprofessional behavior, and other irregular behavior in connection with taking any NII exam is strictly prohibited. Irregular behavior includes but is not limited to copying or allowing the copying of exam answers; failing to work independently; possessing prohibited items; communicating with other examinees or outside parties by telephones, personal computers, the Internet, or any other means during the course of an exam; surrogate testing or other dishonest conduct; disrupting other examinees; creating any safety concerns; beginning the exam before instructed to do so; failing to cease work on the exam when time is called; and possessing, reproducing, or disclosing nonpublic exam questions, answers, or other information regarding the content of the exam without authorization, before, during, or after the exam administration. NII will conduct an analysis each exam administration to identify incidents of copying or collusion.

The proctor is authorized to take appropriate action to investigate, stop, or correct any observed or suspected irregular behavior, including discharging examinees from the exam site for prohibited activities and confiscating any prohibited devices or materials. Examinees must cooperate fully in any investigation of a suspected irregularity. NII reserves the right to pursue all available remedies for exam irregularities, including canceling results and pursuing administrative, civil, and/or criminal remedies. Examinees or other persons implicated in an irregularity will be identified to the NII Policy and Practices Committee, which may invoke additional sanctions. Examinees implicated in an irregularity will not receive exam results and will not be eligible for a refund of exam fees.

NII Response to Testing Errors, Disruptions in Testing, and Potential Compromises

In the unlikely event that a mistake occurs in printing, handling, or processing test materials or in scoring or reporting scores, the test administrator, after consultation with NII, will correct the error, if possible, or permit the affected examinees either to retest at no additional fee or to receive a refund of the exam fee. These are the sole and exclusive remedies available to examinees for errors in handling or processing registration materials; in printing, handling, or processing exams, answer sheets, and solution pamphlets; in determining or reporting results; and/or in investigating or responding to suspected irregularities.

NII, jurisdictions, and testing agents also take steps that are intended to ensure standardized administration on test day. If events occur that cause testing to be canceled or interrupted, involve a mistiming on any part of the test, result in a deviation from required testing procedures, raise concerns about possible advance access to exam content by one or more examinees, or otherwise disrupt or compromise the normal testing process, NII will determine whether corrective action is warranted, which could include canceling results or not scoring answer documents. If NII determines that corrective action is necessary, affected examinees may have the option to retest at no additional fee or to receive a refund of the exam fee, unless the affected examinees caused or were involved in the conduct that resulted in the need for corrective action, in which case the jurisdiction that authorized seating for the exam will have the right to withhold either or both of these options. If a jurisdiction offers a retest and an examinee selects that option, the examinee may be required to retake the entire exam in order to produce a valid result. These are the sole and exclusive remedies available to any examinee who is affected by disruptions in testing or a potential exam compromise.

Special Testing Accommodations

NII must receive testing-accommodation requests by the registration deadline. All testing accommodations must be approved by NII for each exam administration. Information about accommodations and the process for requesting accommodations are posted in the *NII Examinees with Disabilities Guide* on the NII website.

Intellectual Property Rights and Exam Security

All NII exams are copyrighted works. Examinees are strictly prohibited from copying or disclosing any exam questions, problems, or answers, orally or in writing. This prohibition includes not discussing or disclosing any exam questions or problems on Internet blogs or chat rooms or through any other means.

Additional Information

Current exam specifications, preparation materials, scoring methods, and other exam information are available at www.naceinstitute.org.

APPENDIX D

SAMPLE DIAGNOSTIC REPORT FOR COMPUTER-BASED EXAMS

NII provides all examinees with a diagnostic report to help them identify the knowledge areas in which they need to improve before retaking the exam. The purpose of this report is to provide general information on the performance of the examinee; it is not designed to be used for any other purpose. The report shows the knowledge area and the examinee's performance in terms of a bar graph.

The performance comparison chart is not shown to scale and simply indicates the relative performance to assist the examinee in preparing to retake the exam.

Please see the sample diagnostic report for the Coating Inspector Level 1 exam on the following pages.

For more information on the knowledge areas included in the Coating Inspector Level 1 exam, download the exam preparation Guide at www.naceinstitute.org.

Diagnostic Report

The purpose of the diagnostic report on the next page is to provide feedback about your exam performance and to help focus your preparations for retaking the exam. The report **cannot** be used to determine the passing score.

Each exam may include a limited number of **pretest items** that will not be scored and will not have an impact on your results. This is common practice within high-stakes testing and allows NII to evaluate the pretest items for potential use in future exams. These items are randomly placed within the exam and are not identifiable as pretest items. Any pretest items you get on your exam will not be reflected on the diagnostic report.

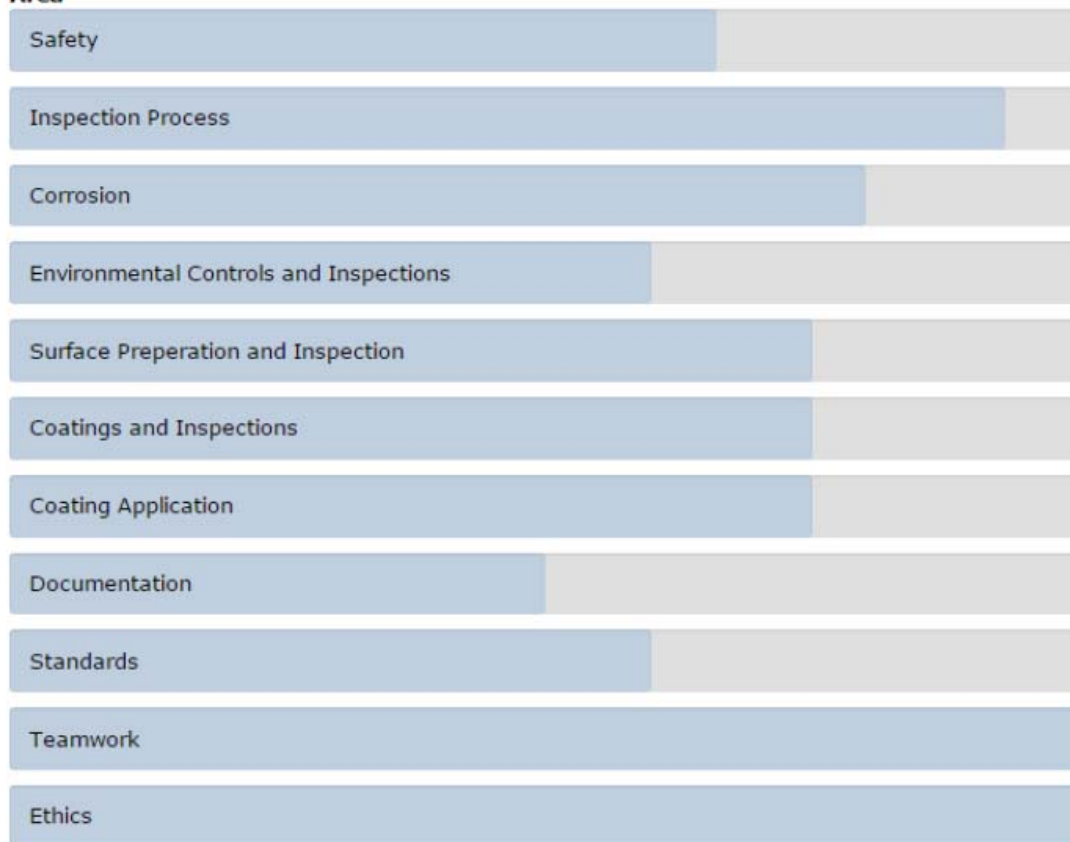
Please note: If you want to print the bar graph, you must first take a screen shot in order for the bar graph to print. You can do so by pressing the "Ctrl" and "Prt Sc" keys on your keyboard, and paste to a blank document.



Candidate name: Candidate Name **Delivery date:** 15th March 2017, 8:18:28am
Exam title: Coating Inspector Level 1 **Grade:** PASS
Candidate ID: 12345

This report is an indication of your overall strengths and weaknesses. This report is not for calculating detailed scores.

Area



This exam was delivered at a Pearson VUE authorised testing centre.

You may authenticate this certificate by going to: <http://www.pearsonvue.com/authenticate>.

You will need the Registration Number and Validation Number as listed below.

Registration ID:

Validation ID: 157315406

APPENDIX E

NII ACCEPTABLE CALCULATORS AND CALCULATOR POLICY

To protect the integrity of its exams, NII limits the types of calculators you may use during each exam.

- **COMPUTER BASED EXAMS** – the exams contain a built-in calculator. Refer to exam specific exam's Examination Prep Guide (www.naceinstitute.org) for additional details regarding the calculator available.

- **PAPER – AND – PENCIL EXAMS** – The only calculator models acceptable for use during exams are as follows:
 - Casio: All fx-115 and fx-991 models (And Casio calculator must have “fx-115” or “fx- 991” in its model name)
 - Hewlett Packard: The HP 33s and HP 35s models, but no others.
 - Texas Instruments: All TX-30X, TI-108, and TI-6X models (Any Texas Instruments calculator must have “TI-30X”, TI-108”, or “TI-36X” in its model name)
 - Basic handheld calculator

APPENDIX F

PEARSON VUE APPROVED COMFORT AID LIST

** Please note: This list is taken directly from the Pearson VUE website. Pearson VUE holds the right to change this list at any time, without notice. For the most up to date list, refer to the Pearson VUE website.

Pearson VUE Comfort Aid List

The below items are comfort aids and do **not** require pre-approval. They will be allowed in the testing room upon visual inspection by the Test Center staff. Visual inspection will be done by examining the item without directly touching it (or the candidate) and without asking the candidate to remove the item, unless otherwise stated below.

Medicine & Medical Devices
Auto-injectors; such as EpiPen
Bandages
Braces- Neck, Back, Wrist, Leg or Ankle Braces
Casts - including slings for broken/sprained arms and other injury-related items that cannot be removed.
Cough Drops - must be unwrapped and not in a bottle/container.
Eye Drops
Eye Patches
Eyeglasses (without the case), including tinted lenses – must be removed for visual inspection
Glucose Tablets (does not include hard candy) - must be unwrapped and not in a bottle/container.
Handheld (non-electronic) magnifying glass (without the case)

Medicine & Medical Devices
Hearing aids/Cochlear implant
Inhaler
Medical Alert Bracelet
<p>Medical device: Must be attached to a person's body, must be inaudible, and must not include a remote-control device. Examples include but are not limited to:</p> <ul style="list-style-type: none"> -Insulin pump -Continuous glucose monitor <li style="padding-left: 40px;">-Note: If the insulin pump or continuous glucose monitor includes an accompanying remote-control device, the remote-control device may not be taken into the testing room. If there is a need to take the remote-control device into the testing room, Candidates must apply and be approved for an accommodation to do so. -TENS Unit -Spinal Cord Stimulator
Medical/Surgical face mask
Nasal drops/spray
Oxygen Tank
Pillow/Cushion
<p>Pills - i.e. Tylenol or aspirin must be unwrapped and not in a bottle/container.</p> <p>Candidates may bring pills that are still in the packaging if the packaging states they MUST remain in the packaging, such as nitro glycerin pills that cannot be exposed to air. Packaging must be properly inspected.</p>
Mobility Devices:
Canes

Medicine & Medical Devices
Crutches
Motorized Scooters/Chairs
Walkers
Wheelchairs
Other approved items (must be provided by Testing Center):
Tissues/Kleenex
Earplugs and Noise Reducing Headphones (only considered a comfort aid in Pearson Professional Centers, for other testing channels an accommodation approval will be required)

APPENDIX G

APPEALING A FAILED EXAM

The NII makes every effort to maintain confidentiality of the persons who are subject to allegations of any sort during the due process. Confidentiality cannot be guaranteed. Due process requires that the name(s) of person(s) filing the complaint be shared with the person defending him or herself against the allegations; rare exceptions may be made at the discretion of the NII Executive Director.

Please note: An appeal is not synonymous with a request to re-grade an examination, which is covered in the Internal Operations Staff Manual.

- 1.0 The following procedures will be followed in handling an appeal of a failed Institute examination with the exception of the Coating Inspector Level 3 examination. Please note that an appeal is not synonymous with a request to re-grade an examination, which is covered in the Internal Operations Staff Manual. When a candidate appeals an examination, the basis for an appeal must be the procedures were not followed. Appeals that are made by candidates that disagree with examination items or results will not be sustained.
- 1.1 To appeal, the candidate must submit a written appeal to the Certification Director stating the basis of the appeal and providing all information the appellant wishes considered. The appeal must be delivered to the NII within sixty (60) days of the postmark date of the failure notification.
 - 1.1.1 The Certification Director shall appoint an appeal panel of three (3) members. All three (3) members shall have passed an Institute examination in the same technology area at the same or higher level as the examination that is being appealed. The appeal panel may contact the appellant, the proctor, or support staff to gather additional information.
 - 1.1.1.1 In the case of CIP Level 3 Peer Review appeal, the Certification Director shall appoint an appeal panel of three (3) Institute- Certified Coating Inspector Level 3 members to consider the appeal. To gather additional information, the appeal panel may contact the

appellant or any member of the peer review board that examined the candidate.

- 1.1.1.2 A two-thirds (2/3) vote of the appeal panel shall be required to sustain the appeal. Should the appeal be sustained, the candidate shall be allowed to retake the examination at no charge. Travel and any other expenses shall be the responsibility of the candidate.
- 2.0 The only basis for sustaining an appeal is that (a) material deviations from stated procedures occurred when the appellant took the examination and that the panel concludes that the deviations resulted directly in the failing grade; or (b) granting partial credit for work shown results in a passing grade. Material deviations may include, but are not limited to, the following example: the examination period is short of the official examination period allowed by Institute examination procedures for that certification.
 - 2.1 An appeal may not be sustained based on an appellant's disagreement with the content of the examination.
 - 2.2 Should the appeal be denied, the decision of the appeal panel may be appealed to the Commission, where a two-thirds (2/3) vote shall be required to overturn the decision of the appeal panel. The appeal must be delivered to the NACE International Institute Headquarters within sixty (60) days of the postmark date of the written notification of the appeal panel's decision.
- 3.0 The only basis for overturning the decision of the appeal panel shall be that material deviations from stated procedures occurred when the appeal panel performed its deliberations.

APPENDIX H

EXAMINATION RETAKE POLICY

All Computer Based Exams:

- As of August 18, 2019, there is a thirty (30) day waiting period for the first re-take.
 - A four (4) month waiting period is required for the second re-take and any additional re-takes thereafter.
- Examinees are allowed to re-take only the failed portion of the exam (i.e. CBT exam, including all domains or the practical exam).
- Re-take examinees are not allowed to observe the course at any time prior to the exam.

Coating Inspector Program

- Exam authorizations are valid for eighteen (18) months from the date of purchase.
- If the examinee fails the exam three (3) times, the examinee is required to re-take the course at the full registration course price.
 - For the written exam:
 - Must be paid for and scheduled through "My Certification Portal"
 - A manual is available for purchase for all retakes, for \$250 plus shipping. Contact First Service if interested.
 - For the practical exam:
 - Contact First Service to schedule a course exam date.
 - Examinees will receive a course manual if re-taking the practical exam.
 - There is no waiting period between practical exams.

CP Cathodic Protection Program

- Exam authorizations are valid for four (4) years from the date of purchase.

- There is no limit on the number of re-takes, however you have four years to successfully complete the exam. If you are not successful in four years, you must start the application process again.
 - For the written exam:
 - Must be paid for and scheduled through "My Certification Portal"
 - A manual is available for purchase for all retakes, for \$250 plus shipping. Contact First Service if interested.

All other Computer Based Exams)

- Exam authorizations are valid for four (4) years from the date of purchase.

All Paper – and – Pencil Exams:

- The re-take option is only available for up to two (2) re-takes.
- There is no waiting period for the first re-take.
 - There is a four (4) month waiting period for the second re-take.
- Where applicable: Examinees are required to retake all portions of the exam.
- Where applicable: The practical exam re-take must be taken on the course scheduled exam day.
 - Courses are limited to 2 exam only re-take registrants.
- A manual is available for purchase for all re-takes. The cost is \$250 plus shipping.
 - If the examinee is re-taking the course, a manual is automatically provided at no additional cost.
- Re-take examinees are not allowed to observe the course at any time prior to the exam.

Oral Exams:

Coating Inspector Program (CIP Level 3 only)

- Contact First Service to schedule.
- There is a thirty (30) day waiting period for the first retake attempt.
- Candidates are encouraged to wait at least four months before attempting any subsequent retakes but is not required.
- The oral examination is only allowed one time per scheduled Peer Review and may not be taken multiple times per session.

APPENDIX I

PEER REVIEW PROCEDURE OUTLINE & ACKNOWLEDGEMENT

Candidate: _____

Date: _____

Instructions: Please read and acknowledge each of the following items by checking each box and signing at the bottom. Ask your peer board for clarification of any items that are unclear and sign only after you fully understand each item.

Review of 1st hour - Technical Section:

Acknowledged:

- Objective of 1st hour: Your thorough and complete response to six (6) technical questions represented by the set number _____ that you have drawn. Each question has a maximum time duration of 10 minutes. A question may not take the entire 10 minutes to complete.
- Role of Timekeeper: Responsible for monitoring the 10-minute time limit for each question. The time keeper will inform you when roughly half of the time (4-5 minutes), has been used. A time check may be requested at any time.
- Role of Custodian (Guardian) of Questions: The Guardian will read the question aloud, you will then be allowed to read the question and begin preparing your thorough and complete response to the question. A one-time deferral of a question may be used. After a question is read, you have a choice of deferring that question. However, the question will be answered at the end of the technical portion of the review. Once the question is taken after being read, a response will be required.
- In preparation for your response, you have been provided paper and pen. We recommend that time be spent preparing your thorough and complete response. You are free to approach this review in a manner that is suitable for you.
- Your responses should be as thorough and complete as you can make them. Focus on what information is needed to respond to the question being asked. If you provide information that is outside the intent of the questions, time will be lost.

and you will be assessed on the entire body of information presented. THINK BEFORE YOU SPEAK.

- When you are ready to present your information, please begin speaking. When you have completed your response, please acknowledge that you are complete. Time should be allowed after your response for peers to ask any clarifying questions that may be necessary.
- Upon completion of the first hour, you may choose to take a short break or to continue to the Practical section of the Peer Review.

Review of 2nd hour – Practical Section:

- The objective of the 2nd hour: Your successful response to four (4) practical questions or scenarios. These scenarios are much like the case studies you had in class and are considered to be actual industry occurrences. Each question has maximum time duration of 15 minutes.
- Timekeeper: Responsible for monitoring the 15-minute time limit for each question. A time check may be requested at any time. The timekeeper will let you know just before half way mark, roughly the 6-7 minute time frame. If you have not begun your response when the timekeeper announced that half of the time has been used, it is advisable that you begin your reply.
- Role of Custodian (Guardian) of Questions: The Guardian will not read the questions during this part of the review. The Guardian will assure that you are reading the correct question and provide additional information to you.
- In each of the practical questions/scenarios, you will be required to resolve the situation that has been presented to you. You will act as the NACE trained 3rd Party Inspector, unless otherwise specified. You will have all of the normal inspection tools, inspection authority, guides, publication, and communication devices to perform normal inspection work.
- We will recommend that you spend time developing your response. You will call upon your technical experience, practical experience, and logic to resolve the situation that has been presented. When you are ready to present your information, please begin speaking.

- We may role play with you during this portion of the review. This may involve modifying the scenario to test your ability to respond to new circumstance.
- Upon completion of this second hour, you will have at that time completed the review. Leave your notes and step outside to allow us to complete our ballot process. You will then be called back to the room and presented with the results of your peer review.

General Items:

- During your review if you need to have the clock stopped for any reasonable reason, such as restroom use, tension release, coffee, etc., notify us and we will stop the clock. Clock stoppage should be limited to 5 minutes. Upon your return, we will restart the clock and review.
- During your review, we may from time to time, converse quietly. However, if you wish that we do not converse, please tell us and we will remain silent.
- Finally, for the integrity of the Coating Inspector Program, you are reminded that you have executed, and are legally bound by, a Non-Disclosure agreement with NACE that includes severe penalties for any disclosure of exam content. If you have not already signed the Candidate Confidentiality and Non-Disclosure Agreement form, you are advised to ask your peer board to read a copy, which can also be printed for your reference at www.naceinstitute.org under "Documents and Policies." Your exam is confidential and you may not discuss what transpired in this room, including the exam questions.

By signing below, I confirm my complete understanding and agreement with the above listed items.

APPENDIX J

PROPOSED COMPUTER BASED TESTING CONVERSION SCHEDULE

It is the goal of NII to convert all paper and pencil exams to the computer-based testing delivery model. NII is dedicated to making the transition over a period of time. It is the responsibility of the examinee to be prepared for the delivery model at the time of the taking the exam.

This schedule is subject to change at the discretion of NII, without notice.

Please refer to the NII Website to see the current listing and conversion schedule.

APPENDIX K

EXAM TAKING TIPS

- Get a good night's sleep before the test.
- Eat healthy food prior.
- Stay hydrated, to reduce brain fog.
- Try to maintain a positive attitude while preparing for the exam and during the exam.
- Being well prepared for the exam is the best way to reduce exam anxiety.
- Stay relaxed, if you begin to get nervous take a few deep breaths slowly to relax yourself and then get back to work.
- Focus on the question at hand. Don't let your mind wander on other things.
- Read through the entire question before answering.

