



## Wellness Coach Specialty Certificate Exam Policies and Procedures

- NETA's Wellness Coach Specialty Certificate Exam is administered via remote online proctoring services provided by ProctorU.
- Prior to your exam, please view the short [What to Expect](#) video and read the article, "[Exam Day: What to Expect \(Guardian\)](#)." It is also very important that you [test your computer equipment](#) prior to the exam date to ensure your computer is configured to support remote online proctoring. **NOTE:** Google Chromebooks, iPads, and Android tablets are *not* supported for live remote proctoring.
- Effective January 1, 2023, ProctorU (Meazure Learning) will begin using their new [Guardian Browser](#). Prior to your exam date, [download](#) the Guardian Browser based on your computer's operating system (Windows OS or Mac OS). If you plan to use a computer issued by your employer, then please be aware that administrative access may be necessary to download the Guardian Browser and the proctor chat applet file (i.e., LogMeIn Rescue) that will open a chat box allowing you to interact with your proctor.
- ProctorU's privacy policy is available at <https://www.proctoru.com/privacy-policy>.
- Set-up the exam space in a private, well-lit area, free of noise and distractions. Clear the workspace of all reference materials, notes, papers, and unpermitted personal belongings.
- Food and/or beverages (other than water) will not be permitted during the exam without an approved special accommodation request.
- Non-religious head coverings that obstruct the eyes must be adjusted or removed and head coverings that obstruct the ears will be inspected. Headphones and earbuds are prohibited. Sunglasses and watches must be removed.
- The candidate should sign-in to their ProctorU account at least 5 minutes before the scheduled start time. Candidate must have a government-issued photo ID available.
- When it's time to begin, the candidate's identity will be verified, and the physical and virtual environments secured before the exam is started.
- Expect the pre-exam start-up process with the proctor to take about 10-15 minutes; however, this will not affect the exam time.
- Breaks are not permitted during the exam without an approved special accommodation request.
- No visitors or unauthorized persons are allowed in the examination area.
- Candidates are prohibited from speaking aloud during the exam.
- Candidates are permitted up to 120 minutes to complete the exam. Responses submitted after the time has ended will not be accepted.
- Should the candidate inform the proctor that he/she does not wish to continue taking the exam, the candidate will not be able to complete the exam for the remainder of the day and a mandatory 30-day retake wait period will apply.
- All candidates for certification are expected to complete the examination on their own merit. Candidates are not permitted to access or utilize study materials, notes, manuals, books, cell phones, or reference materials of any nature in any format during the examination. The certification exam must be completed independently.
- Disruptive, suspicious, or dishonest behavior is cause for immediate exam termination by the proctor.
- The exam includes 100 multiple-choice questions. A minimum score of 72 is required to pass the exam.
- If a passing score is not attained, then there is a mandatory 30-day wait period before the exam may be attempted again. Candidates are allowed a maximum of 3 attempts (initial attempt plus 2 retakes) per 12-month period. A \$129 retake fee applies for each retake attempt.
- Candidates will be charged a \$99 re-registration fee for a no-show or late cancellation received within less than 24 hours of a scheduled computer-based exam. If you are unable to keep the scheduled date/time, then please sign-in to your ProctorU account to reschedule to a future date/time.

Please direct questions to NETA at 1-800-237-6242 or [neta@netafit.org](mailto:neta@netafit.org).