



# CGC National Certified Guardian Examination Handbook



## 1. APPLY FOR CGC NCG CERTIFICATION

An online application is required prior to registering to take a CGC National Certified Guardian Certification Examination. The online application for the National Certified Guardian Certification Examination (NCG) is located on the CGC website under the session “Become Certified”. Please ensure you are eligible to sit for the CGC NCG Certification Examination by reviewing the CGC Rules and Regulations on our website.

The allotted time for the NCG Certification Examination is as follows:

First Time Testers = NCG = 2 hours

The allotted time for re-testing is as follows:

Re-Testers = NCG = 2 hours

In addition to your NCG application, CGC requires you complete and submit other supporting documents as part of the application process. These documents may be submitted through the CGC website ([www.guardianshipcert.org](http://www.guardianshipcert.org)), e-mailed ([certification@guardianshipcert.org](mailto:certification@guardianshipcert.org)) or faxed to the CGC office at (717) 238-9985. The documents needed for a completed NCG Certification Examination Application include:

Two required signature pages

Copy of current degree, certification, or licensure specifically related to guardianship

Third-party affidavit (submit to entities where you obtained your 40 hours of course work, or current or past employer having one year work related experience, or the college where you obtained your degree related to guardianship)

The CGC NCG Certification Examination Application has a fee of \$345 for first time testers. There is a \$100 non-refundable fee if you wish to cancel your application.

The CGC NCG Certification Examination Application for re-testing has a fee of \$275. There is a \$100 non-refundable fee if you wish to cancel your application. Please note there is no limit on how many times you can test on this exam.

The CGC NCG Certification Examination Application has a fee of \$100 for any exam cancelations/failed to schedule/take exam before the deadline date expired.

All payments must be submitted online through the CGC website. Please note the payment process is secure, and your credit card information will be encrypted. Credit cards accepted by CGC include: MasterCard, Visa, and Discover. Exceptions to this requirement will be made for state agencies having more than 5 applicants. All others requesting exemption must contact CGC.

To submit payment online, you must first complete the NCG Certification Examination Online Application, and proceed to select “Continue to Pay by Credit Card”, Proceed to enter your credit card billing address. After you have entered this information, please proceed to enter the credit card number and expiration date of the card. Upon successful completion of the payment process, you will receive a screen that says “Order Receipt”. We encourage you to print this page to keep in your records.

If you do not select “Continue to Pay by Credit Card”, you will not be able to enter your credit card information from the website, CGC will not receive your application and payment, and we will not be able to process your application.

Upon receipt of your completed CGC NCG Certification Examination Application and required forms, CGC will conduct education and employment verification and state criminal background checks based on the information you submitted. State criminal background checks and education verification will be conducted by a third party vendor, Certiphi, on behalf of CGC. Individuals approved to continue the application process will receive an email from Certiphi asking for completion and payment for a background check and educational verification. Until this process is complete, the applicant will not be approved to sit for the examination.

It may take a minimum of 45 Business Days to process your application and to approve you to sit for the exam. If your application is missing required information, or verification issues arise, it may result in a delay of the approval process. If, through the verification processes required by CGC, the applicant is not permitted to sit for the examination, CGC will retain the \$100.00 non-refundable application fee.

Once CGC approves your application to sit for the CGC NCG Certification Examination, you will receive an email at the email address you supplied on your application verifying your approval and relaying instructions to schedule an exam. ADA requests will be honored by CGC if the appropriate document is received. Please contact the CGC office to request an ADA form.

## **2. SCHEDULE THE NCG CERTIFICATION EXAMINATION**

Scheduling is the process for you to make an appointment to take your CGC NCG Certification Examination. CGC has contracted with a third party vendor to deliver the CGC exams online through test centers. CGC will forward your registration approval to the testing center, and you will receive an email from them advising that you are eligible to schedule your exam and instructions on how to do this.

You may schedule your exam at any test center at any time that the center has an available testing station for you. The centers add 30 minutes of time to each appointment for sign in/out activities. There may be other examinees from a wide variety of certification programs who are also taking their exams at testing centers. Appointments are made on a first-come, first-served basis, according to availability of testing stations. Centers can fill up, so if you do not schedule early, you may have to select a different testing center. To increase the likelihood that you will receive your first choice of date, time, and location, you should contact the testing center as soon as you are approved by CGC.

**Note: You must schedule an appointment and take your exam within 60 days from the date of your approval email from CGC.** After 60 days, your registration with the testing center and your CGC NCG Certification Examination Application will expire, you will forfeit your entire application and exam fees, and you will be required to register and pay the exam fees again. Neither CGC, the testing center provider, nor the exam software delivery provider are responsible for any extra fees if you do not schedule an appointment before your registration/authorization expires. If you are considered a “no-show” because you failed to schedule and take your exam before the deadline date expired, you will be charged the entire application and examination fee, plus a penalty to reschedule your appointment.

Please note: You will be required to show proof of **a valid government-issued identification with signature** such as: Picture ID – Valid Driver’s License, Valid Military ID, and Valid Passport. The only items you are permitted to have with you during testing are your keys, your valid form of ID, and confirmation letter from the testing center. The testing centers may videotape all examinees during the exam process.

### **TEST CENTER SCHEDULES**

Most test centers are open five or six days per week during normal business hours, based on local conditions, throughout the year. You can schedule your exam at any time that the testing center is open and has testing stations available.

## TEST CENTER LOCATIONS

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination.

## APPOINTMENT CONFIRMATION LETTER

Upon completion of the scheduling process, the testing center will email an exam appointment confirmation to you, which will confirm your appointment and provide information about the location of the test center. Print this letter and take it to the test center with you when you go to take your exam.

## CHANGES TO YOUR APPOINTMENT

Once you make an appointment, you will be allowed to re-schedule your exam without penalty 2 or more calendar days prior to your appointment. If you do not cancel at least 2 days in advance and do not appear for your exam at your scheduled location on your scheduled date and time, you will be considered a “no-show”. If you are considered a “no-show” you will be charged the entire application and examination fee, plus a penalty to reschedule your appointment.

## TEST CENTER CLOSINGS DUE TO WEATHER OR OTHER EMERGENCY

If severe weather or other local emergency requires a test center to be closed, every attempt will be made to contact you. However, if you are unsure if your test center is open on the day of your exam, you should call the testing center where you have scheduled your appointment. If the center is open, it is your responsibility to keep the appointment. If the center is closed, you will be given the opportunity to reschedule without penalty.

## 3. TAKING THE NCG CERTIFICATION EXAMINATION

### ARRIVE AT THE TEST CENTER EARLY

The exam appointment confirmation letter will provide you with the location of your testing center. Plan your travel carefully so that you will arrive at the test center at least 30 minutes before the scheduled appointment time. We encourage you to arrive at the test center less than 30 minutes before your scheduled appointment for your examination, you may be denied access to the test center and considered a “no-show.” You will not be admitted to the test center if you arrive after your scheduled starting time. If you are considered a “no-show” you will be charged the entire application fee, plus a penalty to reschedule your appointment.

### BRING YOUR EXAM APPOINTMENT CONFIRMATION WITH YOU

You should bring the exam appointment confirmation email that you received from the testing center with you to the examination location. This letter contains important information that will allow the test administrator to locate your record and be able to admit you to the exam.

### BRING PERSONAL IDENTIFICATION

Testing requires very strict security measures. One level of security involves your identification. **You must present at least one form of valid government-issued identification bearing a photo and signature.**

Acceptable forms of official photo identification include:

- Driver’s license with photo
- Passport
- Military ID
- State ID
- Resident alien ID

ID cards with a physical description but no photo generally are not acceptable. IDs are only valid through the expiration date printed on them. No photocopies or faxes will be accepted. **If you do not present acceptable identification, you will not be allowed to take your exam and you will be considered a “no-show” even though you appeared at the exam site.** If you are considered a “no-show” you will be charged the entire application and examination fee, plus a penalty to reschedule your appointment. You will not be permitted to sit for the exam if you do not have a current ID at the exam location.

## **BREAKS**

**There are no scheduled breaks during the exam.** You are allowed to take a restroom break, but any time taken for breaks counts towards the overall time allotment for that exam part. You will need to check out/in with the exam proctor if you leave the testing room.

## **4. FINISHING**

When you finish the exam, leave the testing room quietly. The test center staff will dismiss you after completing all necessary procedures. Please do not ask the proctors any questions concerning the exam contents or exam scores as they will not be able to assist you.

**You will not receive your exam scores at the test center.** Your exam results will be emailed to you from CGC in approximately 30 days. An overall average score of 75% is required to pass the CGC NCG Certification Examination. Your exam results will not include the exam scores only pass/fail information.

## **RETAKE THE NCG CERTIFICATION EXAMINATIONS**

If you do not achieve an overall passing score of 75%, you are required to retake the entire NCG Certification Examination. You can apply online to complete the NCG Certification Examination Application, submit payment of \$275, and fax in the two required signature pages.

## **EXAM MISCONDUCT NOTICE**

Test center staff is trained to watch for unusual behavior and incidents during the exam. Exam sessions may be audio/videotaped to document the occurrence of any unusual activity, and candidate misconduct will be reported to CGC for investigation.

If you violate any of the testing rules, attempt to remove test items from the center, or are disruptive to other candidates, your exam may be terminated and/or your test scores invalidated.

CGC considers candidate misconduct related to the certification process a serious breach of the CGC Rules and Regulations. If evidence of misconduct is discovered after a candidate has been awarded CGC certification, the certification may be revoked. CGC may also take other actions to the extent permitted by law.

## **REPORTING EXAM CONCERNS**

If you have questions, comments, or concerns regarding the testing experience or with exam questions, please e-mail them to [certification@guardianshipcert.org](mailto:certification@guardianshipcert.org).

**IMPORTANT REMINDER – Your application is only current for two years. After the two year deadline, if you have not passed the exam, you would have to start the entire process over again with an exam fee of \$345.**