NBCOT does not discriminate against any individual because of race, ethnicity, gender, age, creed, disability, religion, marital status, sexual orientation, or national origin. NBCOT reserves the right to amend the procedures outlined in this handbook. All documentation submitted to NBCOT, for any reason, becomes the property of the organization. This includes but is not limited to: certification eligibility, initial certification, certification renewal, reinstatement, disciplinary action, international regulatory affairs or other NBCOT matters. For the most up-to-date information/announcements concerning NBCOT certification, please visit www.nbcot.org, or contact us via phone at: 301-990-7979.
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INTRODUCTION

About NBCOT

The National Board for Certification in Occupational Therapy, Inc. (NBCOT®) is the national certification body for occupational therapy professionals in the United States.

The mission of NBCOT is to serve the public interest by advancing client care and professional practice through evidence-based certification standards and the validation of knowledge essential for effective practice in occupational therapy. NBCOT’s vision is certified occupational therapy professionals providing effective evidence-based services across all areas of practice worldwide.

Currently, 50 states, Guam, Puerto Rico, and the District of Columbia require NBCOT initial certification for occupational therapy state regulation (e.g., licensing).

NBCOT certification programs have received and maintained accreditation by the American National Standards Institute (ANSI) and the National Commission for Certifying Agencies (NCCA). NBCOT is a proud member of the Institute for Credentialing Excellence (ICE).

About This Handbook

This handbook has been developed to provide exam candidates with information to complete and successfully submit a certification exam application. NBCOT recognizes the responsibility exam candidates assume when completing their exam application. Our aim is to provide a smooth and positive application experience.

Purpose of the Exams

The primary purpose of the NBCOT certification exams is to protect the public interest by certifying only those candidates who have the necessary knowledge of occupational therapy to practice. The OCCUPATIONAL THERAPIST REGISTERED OTR® and CERTIFIED OCCUPATIONAL THERAPY ASSISTANT COTA® exams are constructed to measure entry-level competence of candidates who have met eligibility requirements for certification of the respective credential.

Exam Development

The OTR and COTA exams are constructed based on the results of practice analysis studies. The studies identify the domains, tasks, and knowledge required for occupational therapy practice relative to the respective credential. The ultimate goal of a practice analysis study is to ensure that there is a representative linkage of exam content to practice. The periodic performance of practice analysis studies assists NBCOT with evaluating the validity of the test specifications that guide content distribution of the credentialing exams.
Exam Administration

The NBCOT certification exams are administered at Prometric Test Centers (PTCs) worldwide. Prometric delivers and administers more than 7 million tests a year on behalf of approximately 350 clients in the academic, financial, government, healthcare, professional, corporate, and information technology markets. It delivers tests flexibly via the web or by utilizing a robust network of more than 8,000 test centers in more than 160 countries. For more information, please visit www.prometric.com.

Visit NBCOT on Facebook www.facebook.com/NBCOTCertification
Visit NBCOT on Twitter www.twitter.com/NBCOT
Visit NBCOT on LinkedIn www.linkedin.com/company/nbcot
Visit NBCOT on Instagram www.instagram.com/nbcot
NBCOT Candidate/Certificant Code of Conduct

Preamble
The National Board for Certification in Occupational Therapy, Inc. ("NBCOT," formerly known as "AOTCB") is a professional organization that supports and promotes occupational therapy practitioner certification. This Candidate/Certificant Code of Conduct enables NBCOT to define and clarify the standards of personal and professional conduct required for eligibility for both initial and continued certification, i.e., OCCUPATIONAL THERAPIST REGISTERED OTR® (OTR) henceforth OTR, and CERTIFIED OCCUPATIONAL THERAPY ASSISTANT COTA® (COTA) henceforth COTA. Where the term "certificant" is used, the term "applicant or candidate" is included in its scope.

It is vital that NBCOT certificants conduct their work in a professional manner to earn and maintain the confidence and respect of recipients of occupational therapy, colleagues, employers, students, and the public.

As certified professionals in the field of occupational therapy, NBCOT certificants will at all times act with integrity and adhere to high standards for personal and professional conduct, accept responsibility for their actions, both personally and professionally, continually seek to enhance their professional capabilities, practice with competence, fairness, and honesty, abide by all federal, state, and local laws and regulations, and encourage others to act in a professional manner consistent with the Practice Standards and responsibilities set forth below.

Principle 1
Certificants shall provide accurate, truthful, and timely representations to NBCOT, including, but not limited to:

- The submission of information on the exam application, certification renewal applications, or the renewal audit form;
- Answers to exam application character review questions and, once certified, the disclosure of any criminal, legal, or other disciplinary matters within 60 days of any such matter;
- Abiding by all exam related security policies;
- The submission of information requested by NBCOT for alleged violations of NBCOT’s policies, requirements, and standards; or
- The submission of information regarding his/her credential(s), professional license(s), and/or education.

Principle 2
Certificants who are the subject of a qualifications and compliance review shall cooperate with NBCOT concerning investigations and requests for relevant information.

Principle 3
Certificants shall be accurate, truthful, and complete in any and all communications, direct or indirect, with any client, employer, regulatory agency, or other parties as they relate to their professional work, education, professional credentials, research and contributions to the field of occupational therapy.
PRINCIPLE 4
Certificants shall comply with state and/or federal laws, regulations, and statutes governing the practice of occupational therapy.

PRINCIPLE 5
Certificants shall not have been convicted of a serious crime.

PRINCIPLE 6
Certificants shall not engage in behavior or conduct, lawful or otherwise that causes them to be, or reasonably perceived to be, a threat or potential threat to the health, well-being, or safety of recipients or potential recipients of occupational therapy services.

PRINCIPLE 7
Certificants shall not engage in the practice of occupational therapy while one’s ability to practice is impaired due to chemical (i.e., legal and/or illegal) drug or alcohol abuse.

PRINCIPLE 8
Certificants shall not electronically post personal health information or anything, including photos, that may reveal a patient’s/client’s identity or personal or therapeutic relationship. (All statements, regardless of intent, about a patient/client can potentially contain sufficient information for a member of a community to recognize the patient/client thus, violating the state and/or federal law (i.e. Health Insurance Portability and Accountability Act (HIPAA)).

PRINCIPLE 9
Certificants shall not misuse NBCOT’s intellectual property, certification marks, logos, or other copyrighted materials. This includes all NBCOT exam preparation tools, website or exam content. Disclosure of practice test questions or examination material content, including examination questions, is strictly prohibited.

Approved June 2002
Revised February 2003
Revised June 2006
Revised October 2008
Revised January 2010
Revised November 2011
Revised October 2013
Revised February 2014
Revised March 2014
Revised October 2016
Revised June 2018
Eligibility Requirements

To be deemed eligible to sit for the NBCOT certification exam, candidates must meet the following requirements:

- Graduate with an accredited/approved entry-level occupational therapy degree
  - Associate degree in occupational therapy – COTA exam
  - Entry-level master’s degree in occupational therapy – OTR exam
  - Entry-level doctoral degree in occupational therapy – OTR exam
- Complete all fieldwork requirements
- Submit an official final college or university transcript that indicates the date of graduation and degree title OR a NBCOT Academic Credential Verification Form (ACVF)
  - Any candidate who submits an ACVF will not have their exam pass/fail status released until NBCOT has received an official final transcript from the candidate’s college/university that confirms the degree date and degree title
- Agree to abide by the NBCOT Practice Standards and Code of Conduct.

As educational and certification standards evolve, candidates who have not attained certification within 5 years of their graduation date may be required to complete additional coursework to satisfy current standards. These candidates will have to demonstrate that they have satisfied the eligibility criteria at the time of their application in order to apply for the certification examination. This requirement applies to candidates graduating in 2016 and beyond.

Eligibility Appeal Process

If a candidate is determined to be ineligible to take the certification exam, the candidate has the right to appeal that decision in writing to the NBCOT Board of Directors. Within 21 days from the date of the ineligibility notification, the candidate may submit a letter of appeal that MUST outline the grounds for the appeal, including reason(s) why the application should be recognized and accepted by NBCOT. All letters should be sent via traceable mail (i.e., certified, UPS, FedEx) to:

NBCOT, Inc. Attn.: President and Chief Executive Officer
One Bank Street, Suite 300
Gaithersburg, MD 20878

In the case of an ineligibility due to a violation of the NBCOT Code of Conduct, please refer to the Procedures for the Enforcement of the Candidate/Certificant Code of Conduct.
APPLICATION PROCESS

Submitting the Application

Candidates can apply for the certification exam online at www.nbcot.org. The exam application must be completed by the candidate. Applications completed by anyone other than the candidate (e.g., family members, recruiters, program directors, fieldwork coordinators, other professors) are not valid. If an application is completed and submitted by anyone other than the candidate, the candidate will be deemed ineligible for one (1) year and all application fees will be forfeited.

Once the exam application is submitted, it is valid for one year. The candidate must take the certification exam within this one-year period. After one year, the application will expire and all fees will be forfeited. The candidate will need to submit a new exam application and fee.

Online Application for First-time Exam Candidates:

Step 1: Read the instructions outlined in this handbook.

Step 2: Create a MyNBCOT account.

  » For new users, visit www.nbcot.org and click Create a Profile.
  » Select the I have never been OTR or COTA certified* button.
  » Complete your account information and click Submit.
  » You will receive an email from NBCOT asking you to validate your email address in order to activate your MyNBCOT account.
  » If you already have a MyNBCOT account, log in using your unique email address and password.

Step 3: Confirm that you are eligible to take the certification exam before applying.

Once you have created and activated your MyNBCOT account, you can go to "My Dashboard" in the drop-down menu under your name for quick access to your exam application, study tools, and other services and resources.

Step 4: Apply for the Exam.

If you are unable to complete the exam application in its entirety in one session, you may click Save and quit and complete the application later. As long as the application remains in the "New" status, you may make changes to the exam application. Do not use the back browser to review the application; it may cause the application to fail.

  » Once logged in to your MyNBCOT account, click on the Start My OTR/COTA Exam Application button.
  » Complete your Profile. Make sure your contact information is current. The email and address provided will be used to communicate important information. Click Continue.
  » Review and confirm your academic information. Click Continue.
  » Honestly answer the Character Questions and submit any required documentation. Click Continue.
  » Select Yes or No for Testing Accommodations. If Yes, refer to the Testing Accommodations Handbook and submit all the required documentation. Click Continue.
  » Select your Services by clicking the appropriate Add Notice button. Click Continue.
  » Read the Attestation statement and check the box. Click Continue.
  » Review your cart and confirm your order is correct. Click Proceed to Checkout.
  » Complete Shipping information if applicable. Click Continue to Payment.
  » Complete Payment information. Click Continue to Review Order.
  » Review your order. If correct, check the box to agree to the Terms and Conditions and Refund Policy. Click Submit Order.
If you previously took and passed the COTA exam and you are now eligible for the OTR exam, log in to your existing MyNBCOT account. Go to "Student Dashboard" in the drop-down menu under your name. You will need to add an OT degree to your Profile before you can complete your OTR exam application.

**Step 5:** Submit Academic Verification Documentation. (See page 10.)

Once the exam application is submitted, candidates may make the following revisions to their application if it is still in "New" status:

- Changing testing accommodations requests
- Changing contact information
- Changing name

A fee will be assessed for any corrections made to the online exam application after the application has been moved from "New" status to "Review in Progress" or "Processed" (with the exception of address, email, or phone updates).

Candidates can also check on the status of their application by logging in to their account using the email address and password that were created when the account was initially set up. Candidates may change their mailing address, email, and password by logging in to their account and selecting from their profile menu.

**Important Note:**

An online account should only be created once. A fee will be assessed if a duplicate account is created. If a candidate has forgotten their password, they should click on the "Forget Your Password?" link on the MyNBCOT login page. **Candidates should not set up another account.**

**Character Review**

Eligible exam applicants are required to answer the following questions as part of the NBCOT® character review:

1. a. Have you ever been convicted of a felony? (NOTE: Applicants must answer affirmatively even if convictions have been pardoned, expunged, released, or sealed.)
   b. Do you currently have a felony charge or charges against you?

2. a. Have you ever had any professional license, registration, or certification denied, revoked, suspended, or subject to probationary conditions by a regulatory authority or certification board, including NBCOT?
   b. Do you currently have a professional license, registration, or certification under review for possible disciplinary action?

3. a. Have you ever been found by any court, administrative, or disciplinary proceeding to have committed negligence, malpractice, recklessness, or willful or intentional misconduct which resulted in harm to another?
   b. Do you currently have a charge(s) of negligence, malpractice, recklessness, or willful or intentional misconduct that resulted in harm to another against you?

4. a. Have you ever been suspended and/or expelled from a college or university?
   b. Are you currently under active investigation that could lead to being suspended and/or expelled from a college or university?
The NBCOT character review also consists of a background check. It is important to note that failure to answer the Character Questions honestly is a violation of Principle 1 of the NBCOT Code of Conduct.

Eligible candidates who answer "Yes" to any of the character questions on the exam application MUST submit the following required documentation when they apply:

- A detailed, written explanation regarding the incident(s). Please describe your involvement and behavior in the incident(s), including how your actions were discovered.
- If you have been on parole or probation at any point within the last seven (7) years, you must include documentation confirming your compliance with or completion of all terms and conditions imposed by the court. This can be a letter from your probation officer, or other official court documentation.

Please note that NBCOT may request additional information as needed on a case by case basis or when warranted by the results of the background check.

All information MUST be submitted to and reviewed by NBCOT before the exam application may be approved. After NBCOT has completed its review, the individual is notified in writing regarding whether he/she will be eligible to sit for the NBCOT exam, provided that all other eligibility requirements are met.

If an exam candidate answered "Yes" to a character question and was cleared for the exam, or received a favorable Early Determination Review prior to applying, the candidate MUST answer the appropriate character question(s) on the exam application affirmatively when applying or reapplying for the exam. If the affirmative response is in reference to the same issue that NBCOT previously reviewed, and no further incidents have occurred, the candidate MUST send written confirmation of this to professional.conduct@nbcot.org after reapplying. The candidate will not need to resubmit any previously submitted documentation.

If there have been additional incidents or further legal action resulting in an additional affirmative answer to one or more of the character questions, the candidate MUST answer the appropriate character question(s) affirmatively and submit information regarding the new incident to NBCOT for review. If the candidate fails to inform NBCOT, disciplinary action may result. Notifications should be sent to professional.conduct@nbcot.org.

If an exam candidate received a favorable review from the Early Determination Review process, the candidate will be required to undergo another background check as part of their exam application.

If a candidate answers "Yes" to a character question in error, the answer can be changed provided that the application is still in "New" status. If the application has moved beyond the "New" status, the candidate should send an email noting the error to professional.conduct@nbcot.org.

Testing Accommodations

In compliance with the Americans with Disabilities Act as amended, NBCOT provides reasonable and appropriate Testing Accommodations (TA) for qualified individuals with a disability who submit appropriate documentation. Candidates approved for testing accommodations are provided with a testing accommodations advocate by Prometric. The advocate will provide assistance to the candidate throughout the exam scheduling and administration process.

For details on requesting TA and to view a list of pre-approved personal items that do not require a request for testing accommodations, refer to the Testing Accommodations Handbook. Direct specific questions to: accommodations@nbcot.org.

Please note, a request for testing accommodations may increase the amount of time it takes to process an exam application.
Academic Verification Documentation

After submitting the exam application and payment, candidates **MUST** arrange to submit to NBCOT one of the following academic verification documentation regarding their occupational therapy degree:

1. An official final college or university transcript that indicates the date of graduation and degree title, OR
2. An Academic Credential Verification Form (ACVF) within six (6) months of receiving their associate or master's degree or within one (1) year of receiving their doctoral degree.

Candidates approved through the Occupational Therapist Eligibility Determination (OTED) process are not required to submit another transcript.

The application process is not complete until this documentation is on file with NBCOT. Candidates may log in to their MyNBCOT account to check on whether NBCOT has received a transcript or an ACVF.

The transcript or ACVF should be sent after the candidate submits the exam application and payment. Transcripts or ACVFs that are sent before the exam application is submitted will be destroyed after 30 days from date of receipt.

**Official Final Transcript**

The candidate’s official final transcript must be sent directly from the registrar’s office, or a secure document transcript service or clearinghouse. A mailed transcript must be placed in an envelope that either has a return address for the registrar’s office OR is marked with a registrar’s stamp, the registrar’s initials, or “Transcripts Enclosed” on the back flaps.

Transcripts may be sent to NBCOT in batch mailings (i.e., send transcripts for multiple candidates in one mailing). All included candidates **MUST** already have submitted their completed application and payment to NBCOT. Batch mailings **MUST** be sent directly from the registrar’s office and **MUST** include a cover letter on the college/university registrar’s letterhead that lists all exam candidates by name. The letter should be signed by the registrar. All documents **MUST** be placed in an envelope that either has a return address of the registrar’s office OR is marked with a registrar’s stamp, the registrar’s initials, or “Transcripts Enclosed” on the back flaps.

Transcripts should be mailed to:

NBCOT, Inc.
One Bank Street, Suite 300
Gaithersburg, MD 20878

NBCOT will accept transcripts electronically that are transferred using a secure and verifiable transcript service or clearing house. The documents should be sent to transcripts@nbcot.org.

The official final transcript **MUST** include ALL of the following:

- Candidate’s full name
- Candidate’s social security number OR student identification number
- Name of the institution awarding the occupational therapy degree
- Listing of all courses completed and required for the ACOTE-accredited entry-level degree
- Identification of the major: either “occupational therapy” or “occupational therapy assistant”
- Title of the entry-level degree awarded in occupational therapy
- The date on which the degree was awarded/conferred. The degree must have been awarded. Transcripts with a graduation date that is after the transcript issue date will not be accepted.
- The registrar’s official seal, stamp, or signature
If the transcript does not contain all of the above information, NBCOT will notify the candidate via email that the application cannot be processed until the information is received.

The following will not be accepted: a transcript marked "unofficial copy," a photocopy, or a letter from the school.

**Academic Credential Verification Form (ACVF)**

Candidates may submit an ACVF if they have successfully completed all academic coursework, fieldwork and college/university requirements, and will graduate from an ACOTE-accredited occupational therapy program. Section 1 of the form must be completed by the candidate and Section 2 must be completed by the Program Director. **An ACVF may be submitted to NBCOT by mail or email, and by the Program Director or candidate within six (6) months of the candidate’s anticipated graduation date from an associate or master’s degree program, and within one (1) year of the candidate’s anticipated graduation date from a doctoral program.**

Any candidate who submits an ACVF will not have their exam pass/fail status released until NBCOT has received an official final transcript from the candidate’s college/university that confirms the degree date and degree title.

**Reporting Services**

NBCOT offers the following reporting services to candidates applying for the certification exam:

- Eligibility Confirmation Notice
- Score Transfer

The candidate is responsible for contacting the occupational therapy state regulatory board or employer to determine which service(s) is required. Candidates may log in to their MyNBCOT online exam application to add services at any time, under the “Services” section of the application.

**Eligibility Confirmation Notice**

This service confirms that a candidate has applied for and been deemed eligible to take the NBCOT certification exam. Certification candidates who wish to have a confirmation notice sent to a state regulatory board, employer, or themselves can select this service when applying for the exam. After the exam application has received final approval, the notice is sent electronically in 2-3 business days if sent to a state regulatory board. Notices going to an employer or the candidate are sent via postal mail within 2 weeks.

There is a $40 fee for each notice requested. Candidates may log in to their MyNBCOT account to check on when the Eligibility Confirmation Notice has been sent. Ordered items cannot be cancelled or refunded after the request has been submitted.

The notice includes:

1. Confirmation that the candidate’s exam application and fees have been processed
2. Confirmation that NBCOT has received and accepted the candidate’s official final transcript or **Academic Credential Verification Form (ACVF)**
3. Confirmation that the candidate is approved to schedule his/her test date with Prometric Test Center
4. The candidate’s exam history: a listing of the candidate’s exam dates from 1997-present

**Important Note:**

**Score Transfer**

Candidates may request that NBCOT send an electronic Score Transfer to a state regulatory board. A state regulatory board will **NOT** automatically receive a score unless a Score Transfer service has been ordered. **All states accept scores except Hawaii.** There is a $40 fee for each score transfer request. A score transfer to a state may not be removed or substituted for a score transfer to another state.

Score transfer requests may be requested when applying for the exam, after the exam application has been submitted, or after the exam has been taken. If the candidate orders the service prior to sitting for the exam, the score will be sent electronically within 2-3 business days of the exam being scored. If the candidate orders the service after taking the exam, the score will be sent electronically within 2-3 business days of receipt of the request. Candidates may log in to their MyNBCOT account to check on when the Official Score Transfer has been sent. Ordered items cannot be cancelled or refunded after the request has been submitted.

Please note that completion of the NBCOT Certification Exam Application is not the same as applying for state licensure. Sending a score transfer to a state regulatory board does not automatically initiate the process to obtain a license or permit to work in that state. Certification by NBCOT is independent, different, and separate from any state or jurisdiction’s law/licensure. Almost all jurisdictions, including the District of Columbia and Puerto Rico, have some form of regulation of occupational therapists and occupational therapy assistants. Before a candidate begins practicing in any state or comparable jurisdiction, it is essential that all requirements of that jurisdiction are met. To practice without a license or permit is against the law.

**Fees**

Payment for exam applications, and any additional services such as eligibility confirmation notices and score transfers, must be made by credit card (MasterCard, Visa, Discover, or American Express). Candidates applying for the exam (OTR or COTA) **MUST** pay the fee at the time the application is submitted. No off-line payments will be accepted. An application cannot be processed until all fees are paid in full.

After an exam application has been submitted, a fee may be assessed for requests to have changes or corrections made to the application.
APPROVED APPLICATIONS

Authorization to Test (ATT) Letter

Within three (3) business days after NBCOT approves a candidate’s exam application, the candidate will receive an Authorization to Test (ATT) letter by email. It is, therefore, important for the candidate to keep their email address current with NBCOT. The ATT letter can also be accessed in the candidate’s MyNBCOT account.

The ATT letter authorizes the candidate to schedule and take the certification exam. It will include details on how to schedule the exam directly with Prometric, as well as information on how to reschedule or cancel an exam, if necessary. Prometric’s contact information will also be included. If a candidate has been approved for testing accommodations, the ATT letter will contain instructions on how to proceed.

The ATT letter is active for 90 days. If the candidate does not take the exam within this time period, the ATT letter will expire and the candidate will have to request to reissue the ATT letter for an additional 90 days. The ATT letter can be reissued as many times as necessary during the one-year exam application period, with the understanding that in order to successfully reissue a letter, the candidate must cancel any previously scheduled exam appointments. Once a candidate submits a request to reissue an ATT letter, the original ATT letter is voided. The candidate may no longer test on the original ATT letter. If an exam application is more than one year old, the ATT letter can no longer be reissued; a new exam application and full application fee MUST be submitted.

If necessary, an ATT letter reissue may be requested online by selecting I Need to Reissue My ATT Letter through the candidate’s MyNBCOT account. The fee to reissue an ATT letter is $85.

Reasons ATT letters are reissued include:

• A name change
• Current ATT letter has expired
• Intending to schedule exam beyond the current ATT letter expiration date
• Cancellation of exam less than 30 business days prior to scheduled exam date and inability to reschedule within current ATT letter eligibility dates
• Failure to appear for a scheduled exam
• Arrival at the test center more than 15 minutes after scheduled exam start time
• Arrival at the test center without the proper ID

It is the candidate’s responsibility to check their email and MyNBCOT account to see whether the ATT letter has been sent to them. Candidates can view and print a copy of their current ATT letter from their MyNBCOT account.

Scheduling the Certification Exam

After the ATT letter has been received, candidates can schedule their testing appointment directly with Prometric. Candidates SHOULD NOT contact Prometric until they have received the ATT letter.

A list of Prometric test centers can be found online at www.prometric.com. Candidates are encouraged to locate a test center and schedule their exam online. If a candidate chooses to call Prometric instead, the call center should be contacted rather than the individual test center. Prometric’s contact information will be included on the candidate’s ATT letter. NBCOT cannot schedule or confirm individual exam appointments. All exams must be scheduled a minimum of 48 hours in advance of the appointment time.

Candidates approved for testing accommodations CANNOT schedule their exam online. They MUST call Prometric to schedule their exam with the assistance of a Prometric testing accommodations advocate. Instructions on how to contact Prometric will be included in the ATT letter.
**Biometric Candidate Notice during Scheduling/Registration**

Whether scheduling the exam online or via phone, the candidate will be presented with a biometric-enabled check-in notice. This notice will explain the collection and usage of biometric information. If scheduling the exam online, the candidate **MUST** acknowledge having read the statement by selecting “agree” or “disagree” — either selection will allow the candidate to proceed with registration.

If scheduling the exam over the phone, the Prometric customer service representative will read a brief statement about biometrics and direct the candidate to the Prometric website for further information. Upon completion of the scheduling process, an exam confirmation email will be sent to the candidate containing a link to the website featuring further information about biometric-enabled check-in.

**Name and/or Address Changes**

The name (first and last) that was provided on the exam application is the name that is printed on the Authorization to Test (ATT) letter.

Candidates are required to present two forms of identification when arriving at the Prometric Test Center. Both forms of ID **MUST** match the first and last name indicated on the ATT letter. The middle name/initial does not appear on the ATT letter and is not required for ID purposes.

If the identification does not match the ATT letter, the candidate will not be admitted to test; the exam will be forfeited and the ATT letter will be voided. The candidate will need to request to have an ATT letter reissued.

For more information about acceptable forms of ID, refer to admission to the test center procedures on page 23.

**Name changes cannot be made at the test center.**

**Name Change**

- Candidates who have had a legal name change **MUST** notify NBCOT of their new name.
- Log in to your MyNBCOT account and select Name Change in the drop-down menu under your name.

<table>
<thead>
<tr>
<th>First-time Candidates</th>
<th>Repeat Candidates</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the ATT letter has not yet been issued, first-time candidates may request a name change free of charge.</td>
<td>Candidates who need to retake the exam and who have had a legal name change since the last exam administration should complete an online name change request prior to reapplying for the exam.</td>
</tr>
<tr>
<td>If the ATT letter has already been issued, a fee will apply to have the new ATT letter reissued with the new name.</td>
<td>If a candidate reapply for the exam prior to submitting an online name change request, the application will be approved in the previous name and a fee will apply to have a new ATT letter reissued with the new name.</td>
</tr>
</tbody>
</table>

- NBCOT requires legal documentation in order to process a name change. Please upload copies of your official documents that reflect the name change and select "Add to Cart". A scanned copy or a picture taken with a smartphone are both acceptable.
- Accepted government-issued ID documents include: driver's license, state-issued ID, military ID, passport, or social security card.
- The following documents will not be accepted as proof of a name change: student ID, marriage certificate, or divorce decree.
- You must go to your cart and continue to checkout to submit the order even if there is no fee for the name change.
• Upon receiving a candidate’s completed request form, required documentation, and appropriate fees (if applicable), the record will be updated. Candidates will be notified by email when the name has been updated. Please allow up to three (3) business days for processing.

**Address Change**

• A candidate can update their address online at any time by logging in to their MyNBCOT account and selecting *Edit Profile* in the drop-down menu under their name. The address that is on file when scoring takes place will be the address used to send certificates to candidates with a passing score. If an address changes after this time, the candidate should set up a forwarding address with the post office so that correspondence from NBCOT can be forwarded to the new address.

**Application Withdrawal and Refund for Personal and/or Medical Emergencies**

Candidates whose exam has been scheduled, and who experience a personal or medical emergency, **MUST** notify NBCOT in writing. Documentation verifying the event/circumstance **MUST** be provided. Requests for rescheduling the exam will be considered on a case by case basis.

Approved candidates who withdraw their exam application will receive a partial refund. Since the exam application remains active for one year, in order to receive a partial refund, the candidate **MUST** completely withdraw the exam application within one year of the application date by submitting the request, with a brief explanation, via email to info@nbcot.org. Refunds will be processed within 30 days from the date NBCOT approves the refund request. Candidates who withdraw their exam application will be ineligible to apply for the exam for one year from the date of the withdrawal request.

**Cancellation, Rescheduling, Late Arrival, or No Show for Scheduled Exam**

The following fees apply to exam candidates who reschedule, cancel, arrive late, or do not appear for their scheduled exam:

<table>
<thead>
<tr>
<th>Category</th>
<th>Cancellation/Reschedule Period</th>
<th>Cancellation/Rescheduling Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>30 or more business days before scheduled exam date with intent to reschedule within current ATT letter activation period</td>
<td>No fee. A Request to Reissue ATT Letter form is not required.</td>
</tr>
<tr>
<td>2</td>
<td>29 or fewer business days before scheduled exam date with intent to reschedule within current ATT letter activation period</td>
<td>$35.00 Prometric fee. A Request to Reissue ATT Letter form is not required.</td>
</tr>
<tr>
<td>3</td>
<td>• 5 or more business days before scheduled exam with intent to reschedule beyond current ATT letter activation period; or • Less than 5 business days before scheduled exam date; or • Fails to appear for a scheduled exam; or • Arrives at the Test Center more than 15 minutes after scheduled exam start time and is refused admission; or • Arrives at the Test Center without the proper ID</td>
<td>$85.00. Submit a Request to Reissue ATT Letter form, available through your MyNBCOT account. The form, with payment, <strong>MUST</strong> be submitted to NBCOT before the exam can be rescheduled.</td>
</tr>
</tbody>
</table>

Candidates with Category 1 or 2 changes **MUST** make and confirm all cancellations/changes through direct contact with Prometric’s Candidate Services Contact Center (CSCC) personnel. Leaving a message on a recorder or a voice mail is **NOT** an acceptable means to confirm cancellation or exam date change.
NBCOT EXAM PRODUCTS AND SERVICES REFUND POLICY

There are no refunds, returns, or exchanges for products or services except in cases of duplicate payments, overpayments, or exam application withdrawals. There is a $40 processing fee for all refunds.

Withdrawals of the exam application must be requested in writing (email accepted: info@nbcot.org) by the candidate for consideration of a partial refund. If the refund is granted, a candidate cannot apply for the exam for one full year from the date of the refund request.

Any refund granted will be refunded by the same payment method and to the same party as the original transaction.
EXAM

PREPARING FOR THE EXAM

Exam

Content for the exams is derived from the results of practice analysis studies and developed to measure the knowledge required for practicing as an entry-level OTR or COTA.

The following charts present the domain areas and proportion of test items established for the OTR and COTA blueprints of the certification examination content outlines through 2018.

<table>
<thead>
<tr>
<th>OTR Domain Descriptions (effective through December 2018)</th>
<th>Percent of Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 Acquire information regarding factors that influence occupational performance throughout the occupational therapy process.</td>
<td>17%</td>
</tr>
<tr>
<td>02 Formulate conclusions regarding client needs and priorities to develop and monitor an intervention plan throughout the occupational therapy process.</td>
<td>28%</td>
</tr>
<tr>
<td>03 Select interventions for managing a client-centered plan throughout the occupational therapy process.</td>
<td>45%</td>
</tr>
<tr>
<td>04 Manage and direct occupational therapy services to promote quality in practice.</td>
<td>10%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COTA Domain Descriptions (effective through December 2018)</th>
<th>Percent of Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 Assist the OTR to acquire information regarding factors that influence occupational performance throughout the occupational therapy process.</td>
<td>32%</td>
</tr>
<tr>
<td>02 Implement interventions in accordance with the intervention plan and under the supervision of the OTR to support client participation in areas of occupation throughout the occupational therapy process.</td>
<td>60%</td>
</tr>
<tr>
<td>03 Uphold professional standards and responsibilities to promote quality in practice.</td>
<td>8%</td>
</tr>
</tbody>
</table>

Validated Domain, Task, and Knowledge Statements for the Exams

Within each domain area of the exam, there are a number of associated task and knowledge statements. All items on the NBCOT exams are classified according to these domain, task, and knowledge statements. The OTR Validated Domain, Task, and Knowledge Statements and COTA Validated Domain, Task, and Knowledge Statements for the exams are available online.

In 2017 NBCOT completed a revalidation of the OTR and COTA exam content outlines. These content outlines will become effective for examinations administered from January 2019 onward. Candidates who plan to take the OTR or COTA examinations any time after December 2018 should refer to the NBCOT website to review the updated exam content outline for their respective examination.

2017 OTR Exam Content Outline 2017 COTA Exam Content Outline
### Format of Test Items on the Examinations

<table>
<thead>
<tr>
<th>The computer-based examinations contain:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OTR</strong></td>
<td>3 clinical simulation test (CST) items and 170 four- and three-option single response multiple choice items</td>
</tr>
<tr>
<td><strong>COTA</strong></td>
<td>200 items comprising four- and three-option single response multiple choice items, and six-option multi-select items</td>
</tr>
</tbody>
</table>

### Four- and Three-Option Single Response Multiple Choice Items

Each single response multiple choice item starts with a stem or premise. This is usually in the form of a written statement or question. Either three or four possible response options are listed beneath the stem. From the options listed, there is only **ONE** correct response; the other options are incorrect responses.

Candidates need to decide the **ONE** best response based on the information presented in the stem. Highlight and strike out features are available on the computer to assist the candidate during their decision-making process.

Candidates will use the computer mouse to click the open circle (radio button) to the left of the **ONE** answer choice presented on the computer screen to indicate their selection. Candidates can change selected responses by clicking the open circle to the left of a different answer option. Candidates are awarded a score for selecting a correct answer choice. Scores are not deducted for selecting incorrect answer responses.

**Example:**

**Example: Three-option multiple choice question**

During which task would a stereognosis deficit secondary to a CVA be **MOST EVIDENT**?

- Getting coins from a pocket
- Pouring water into a cup
- Putting on a pair of socks

*(Bolded response is the correct answer.)*

**Example: Four-option multiple choice question**

During which task would a stereognosis deficit secondary to a CVA be **MOST EVIDENT**?

- Getting coins from a pocket
- Pouring water into a cup
- Putting on a pair of socks
- Opening a pill bottle

*(Bolded response is the correct answer.)*

### Six-Option Multi-Select Items (COTA Exam Only)

Each six-option multi-select item includes a question stem followed by six response options. Of the six response options provided, there are **THREE** correct responses; the other three options are incorrect responses. Highlight and strike out features are available on the computer to assist the candidate during their decision-making process.

The candidate must select **THREE** response options in order to proceed to the next question on the examination.
Example: Six-Option Multi-Select Item

A client has right homonymous hemianopsia secondary to a CVA several months ago. Deficits in the client’s right visual field interfere with the client’s ability to participate in IADL. One of the client’s goals is to improve visual perceptual skills to be able to resume a hobby of cooking meals using recipes from a favorite cookbook. Which adaptive strategies should the COTA teach the client to use in order to achieve this goal?

Select the three **BEST** responses.

☑ Place boundary markers on the right side of the printed recipe.
☑ Mark off each step of the recipe instructions as it is completed.
☐ Use a fluorescent pen to highlight key words in the recipe instructions.
☑ Place a ruler under each line of print that is being read on the recipe.
☐ Scan the page to search for the first letter of each word in the recipe.
☐ Direct eye gaze towards the left margin of the recipe instruction page.

(Bolded responses are the correct answers.)

Clinical Simulation Test (CST) Items (OTR Exam Only)

OTR exams include CST items. Each CST consists of an opening scene, a series of four sections each with section headers, and a list of decision or action statements. The CST items will function as illustrated below:

Example: CST section header, partial list of options, and feedback boxes
(Note: This image is provided for illustrative purposes only.)

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐</td>
</tr>
</tbody>
</table>

Ask the parents if they have observed the student displaying autistic behaviors at home or at play.

The parents have not observed any behavioral traits that are consistent with the sibling’s diagnosis. The student is social and enjoys running and climbing on playground equipment with friends.

☐   | ☑

During a session in the designated OT room, have the student copy several words from an age-appropriate book.

The student has difficulty sitting still for more than a few minutes during activities. When seated, the student leans forward resting the head on the desktop.

☑   | ☑

Observe the student during typical classroom activities.

The student is at the 95th percentile on the growth chart.

☐   | ☑

Ask the school nurse if the student has had a recent routine visual acuity exam.

The student has difficulty sitting still for more than a few minutes during activities. When seated, the student leans forward resting the head on the desktop.

☑   | ☑

Compare the student’s corrected age to a developmental growth chart.
Candidates will respond to all options in the CST sections by selecting either a "Yes" or "No" for EACH option. Note: ALL options must have a "Yes" or "No" selected in order to progress through the CST problem.

Selecting a "Yes" response will result in a feedback box appearing to the right of the action statement. Feedback is not provided when a "No" response is selected. The feedback provides additional information related to the outcome of the actions identified in the clinical simulation. It does not give information on whether the candidate's response was positive or negative.

Once an action has been selected, it cannot be de-selected. After answer choices have been selected for each action statement within a section, the candidate clicks the “Next” button at the bottom of the computer screen to proceed to the next section.

Candidates are able to navigate back to see previous screens in the same CST item, however answer options cannot be changed on previous screens once the candidate has progressed to a new screen.

The candidate’s score for each CST is based on correctly identifying “Yes” to the positive actions and correctly identifying “No” to the negative actions in the sections of each item. One point is awarded each time the candidate correctly selects a “Yes” or “No” response. Zero points are awarded or deducted if a candidate incorrectly selects a “Yes” or “No” response.

To see more information about these item types and functionality of the exam in a computer-based testing environment, candidates are encouraged to visit www.nbcot.org.

**Warning:**

Once an action statement has been selected with either a “Yes” or “No” response, it cannot be de-selected.
Do NOT hover the mouse cursor over an action statement as this may accidentally select an undesired statement option.

**Highlight and Strike Out Features**

During the examination, candidates will be able to highlight text in the passage area and in the questions that they feel is important to refer back to as they progress through the exam. A strike out feature is also available to help candidates visually eliminate possible options from consideration. For details on these features, as well as additional functionality of the exam in the computer-based testing environment, view the online exam tutorial(s).
Study Tools: NBCOT Aspire® offers a variety of optional study tools and exam prep resources to assist candidates with their exam preparation, including the validated domain, task, and knowledge statements; exam blueprints; entry-level self-assessment tools; online practice tests; study guides; and study packages. The tools are designed to help candidates customize a study plan that fits their style, assess their exam readiness, focus study efforts in appropriate areas, and become familiar with the areas tested on the exam.

Click here to access NBCOT's study tools. All study tools are available for purchase through your MyNBCOT account, from the Study Tools section.

**NBCOT Exam Prep Flashcards**

With the NBCOT Exam Prep Flashcards, you will be able to study for the NBCOT exam anywhere, at any time. The mobile and tablet-friendly flashcards contain over 500 terms and definitions across the domain areas of the exam blueprint. The flashcards are simple to use and are filled with practice-relevant content that will truly enhance your overall exam prep strategy.

Features include:

- Flexibility to study terms representing the domain areas of the exam blueprint
- Use the Reset mode to start at the beginning of the deck at any time
- Customize your settings to enable learning in a study or quiz mode
- Sort option that allows you to place cards in "Study It" pile or "Know It" pile

**Entry-level Knowledge Match Game**

Test your speed and recall ability with the NBCOT Entry-level Knowledge Match Game. This tool has a fun and interactive game environment where you can test your OT knowledge.

Features include:

- Ability to select from a list of topics to challenge your OT knowledge
- Match the knowledge statement to the correct category while being timed
- Receive immediate feedback throughout game play with progress readily visible
- Easily move to the next topic or choose to challenge your score by replaying
**NBCOT Study Guide**

A complete resource for exam preparation, the NBCOT Study Guides are developed to cover all the information on the exam content outlines. Study guides are available in hard copy and electronic formats.

Here is some of what you will find in the NBCOT Study Guides:

- **Comprehensive Overview:** Each guide contains information about the format of the examination, what to expect on the test day, and how the examinations are scored.

- **Proven Strategies:** Ideal for learning effective study habits, the study guides contain information about using adult learning strategies to set study goals, and using resources effectively when preparing for the examination.

- **Sample Practice Items:** The sample practice items mirror the format and flow of items candidates see on the actual examination and include answer keys, rationales, and references to help develop a personal study plan. An OTR clinical simulation test item is also included for candidates to work through along with the answer key and related reference.

**NBCOT Practice Tests**

NBCOT offers online OTR and COTA multiple-choice practice tests, consisting of 100 items reflecting current certification exam content. The tests are available for you to purchase and take 24 hours a day wherever Internet access is available. The practice tests are offered in either a 2-hour version, simulating certification exam timed conditions, or a double-time 4-hour version. At the end of the multiple-choice practice test, candidates will instantly receive an online feedback report indicating their overall test results and domain-level performance.

**OTR Clinical Simulation Practice Test**

One section of the OTR certification exam includes clinical simulation (CS) problems. NBCOT offers 45-minute CS practice tests that allow candidates to experience the format and flow of OTR clinical simulation problems. Each CS practice test consists of three clinical simulation problems. Candidates taking a CS practice test work through a clinical simulation problem from the opening scene all the way through the accompanying sections of the problem. At the end of the CS practice test, candidates receive feedback related to their section-level responses.

**OTR and COTA Examination Tutorials**

Candidates can view a free online tutorial in advance of their testing appointment to familiarize themselves with the format of the examination items and the functionality of the examination screens in the computer-based testing environment. Both tutorials can be accessed here.

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**Important Note:**

NBCOT does not require, approve, or endorse any preparatory courses or study materials relating to the NBCOT certification exams. Individuals that participate in the development of NBCOT Aspire study tools have no access to confidential examination content.
EXAM DAY: QUESTIONS & ANSWERS

What are the requirements for admission to the test center?

- You **MUST** arrive 30 minutes prior to your scheduled appointment with two forms (two primary forms, or one primary and one secondary form) of acceptable identification.
- The first and last name on both IDs **MUST** match the first and last name on the ATT letter.
- All forms of ID **MUST** be original and **MUST** have a signature that matches the first and last name of the ATT letter. If there is a discrepancy caused by a recent name change, a copy of the marriage license/certificate or divorce decree will **NOT** be accepted at the test center and you **WILL NOT BE PERMITTED TO TAKE THE EXAM** – refer to name change procedures on page 14.

Acceptable forms of primary identification include:

Currently valid government-issued photo ID with legal name and legible signature.

<table>
<thead>
<tr>
<th>Primary ID</th>
<th>Requirement</th>
<th>Requirement</th>
<th>Requirement</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver's License</td>
<td>Current issue date</td>
<td>Legal name</td>
<td>Signature</td>
<td>Photograph</td>
</tr>
<tr>
<td>Passport</td>
<td>Current issue date</td>
<td>Legal name</td>
<td>Signature</td>
<td>Photograph</td>
</tr>
<tr>
<td>State-issued ID</td>
<td>Current issue date</td>
<td>Legal name</td>
<td>Signature</td>
<td>Photograph</td>
</tr>
<tr>
<td>Permanent Resident/Green Card</td>
<td>Current issue date</td>
<td>Legal name</td>
<td>Signature/barcode</td>
<td>Photograph</td>
</tr>
<tr>
<td>Military ID</td>
<td>Current issue date</td>
<td>Legal name</td>
<td>Signature/barcode</td>
<td>Photograph</td>
</tr>
</tbody>
</table>

Acceptable forms of secondary identification include:

Unexpired ID from the secondary list must contain both printed name and legible signature.

- Current major credit card with expiration date (Visa, MasterCard, American Express, or Discover)
- ATM card
- Employee ID card
- Voter registration card or letter
- Student ID card

*Social security cards are not accepted.

Will I be fingerprinted or photographed at the testing center?

Prometric employs biometric-enabled check-in services at all of its test sites. This procedure consists of a number of steps to verify your eligibility to test, including taking an electronic record of your ID, photo imaging, and a digital fingertip record. You are required to undergo fingertip analysis any time you leave and re-enter the testing room for validation purposes. There is video surveillance in all candidate-accessible areas of the testing center.

What items are prohibited while taking the exam?

Prohibited items include ANY electronic device (cell phones, personal digital assistants [PDAs], or any type of camera device), any type of watch, any jewelry outside of wedding and engagement rings, weapons, or any hard copy documentation. These items are not allowed in any area of the testing facility, including, but not limited to, the lobby, bathroom, test administration check-in and/or waiting rooms, or the test administration room.
Candidates undergo metal detector scanning for prohibited items. Prometric also conducts inspections of any and all eyeglasses, jewelry, and other accessories. Candidates may be asked to remove these items for inspection. Questionable items should not be brought into the test center. Questionable items brought into the test center may need to be placed in your locker. To avoid delays at check in and upon return from breaks, candidates may wish to take the necessary steps to leave such items at home or in your car.

If you are found accessing a cell phone, using an electronic device, in possession of any type of camera device or referencing exam-related material during any part of the test administration process, the Testing Center Administrator (TCA) will require you to step out of the test administration area. The TCA will inform you that you have violated test center rules and a detailed Center Problem Report (CPR) will be filed with NBCOT. You will be dismissed and the exam terminated. Any type of camera device will be confiscated by Prometric. Your future exam eligibility status will be determined by NBCOT.

**Can I use earplugs?**

You may bring your own earplugs as long as they are not connected with a string or wires. Earplugs are subject to inspection by the TCA. Headphones are available at all Prometric Testing Center locations.

**What clothing am I allowed/not allowed to bring into the testing room?**

A light sweater or jacket may be worn in the testing room, and may be taken on or off as needed. Heavier jackets or coats are not allowed to be worn in the testing room. Once in the testing room, you will not be allowed to take off your shoes. Head coverings of any kind are not allowed in the testing room unless it is being worn for religious purposes (such as hats, turbans, scarves, and yarmulkes). If the item is worn for religious purposes, it will be visually inspected before you are admitted into the testing room and MUST remain in full view at all times. If you need to reposition or take off the head covering or religious item, you will be asked to step out of the testing room and into the waiting area. All types of hair accessories, ties and bowties are subject to inspection and you may be prohibited from wearing them in the testing room. Jewelry outside of wedding and engagement rings is prohibited in the testing room. Please visit Prometric’s website for additional information about Prometric’s test center security policies.

**Do I have to request a testing accommodation to bring a hearing aid, cochlear implant, or insulin pump into the testing room?**

If the device makes any kind of noise, you must request and be approved for testing accommodations in advance. If the device does not make any noise, no testing accommodation is required. All devices will be visually inspected before you are admitted into the testing room. If the device needs to be readjusted after the exam has begun, you will be asked to step into the waiting area. A list of pre-approved personal items that do not require a request for testing accommodations is available here.

**How much time will I have for the exam?**

The appointment time for the OTR and COTA exams is 5 hours and 15 minutes. The exams themselves are only 4 hours long. The extra appointment time is to allow you to complete administrative, tutorial, and survey information.

**Will there be other candidates testing at my test center?**

It is likely that there will be other candidates taking different exams at your test center during your exam appointment. The layout of the testing cubicles ensures you have ample workspace and privacy from other test takers.
Can I take a break during the exam?

Yes, you may take breaks during the exam. However, the exam clock will continue to run while you are on the break. You will be required to complete all check-in procedures to re-enter the testing room. This may require waiting for other test takers to complete check-in procedures. Please note that candidates may not exit the test center building while taking a break. Exiting the test center during your exam could result in you being dismissed and the exam terminated. Exam fees could be forfeited and your future exam eligibility status will be determined by NBCOT.

Is computer knowledge necessary?

No. The optional tutorial(s) that accompany the exams walk you through the process of selecting answers and progressing through the exam on the computer. Tutorial time does not count toward your allotted exam time. You can repeat the tutorial(s) if you wish. You can also view the exam tutorial(s) online in advance by clicking here.

Can I make notes during the exam?

Note taking is not allowed during the tutorial, or at any time before test time starts to count down. You can request to use a wet marker board from the TCA during your exam. If you require additional materials, you will need to wait for the TCA to clean the originally-issued wet marker board before reusing.

Can I eat/drink in the testing room?

No. Beverages and snacks, however, can be stored in lockers located in the testing center waiting area. You may eat or drink in the waiting area only.

Does Prometric have a policy regarding conduct in the testing center?

Yes. Candidate conduct is addressed in Prometric's Test Center Regulations form, which is provided to candidates at the test center. The form is also posted on Prometric's website here. Any candidate who does not follow test center regulations may be dismissed from the test center and the exam terminated. Exam fees could be forfeited and your future exam eligibility status will be determined by NBCOT.

What can I do if the computer malfunctions while I am taking the exam?

You MUST alert the TCA immediately. Staff will make every effort to remedy the situation as soon as possible. The time spent to remedy the problem will not count as part of your exam time. Due to the nature of the exam delivery system, no previously entered exam data can be lost. If the problem cannot be remedied within 30 minutes, you have the right to reschedule the exam for another day within your eligibility period.

What happens if I experience an administrative or technical issue during my exam?

The following procedures must be followed in order for your complaint to be reviewed.

Administrative or Technical Complaints Checklist:

1. ☐ I, the examination candidate, MUST file a Center Problem Report immediately with the TCA at Prometric or before leaving the test center. (I understand that I may or may not be issued a "ticket" number based on the nature of the issue.)

2. ☐ I MUST request a customer care card with Prometric's contact information.

3. ☐ I MUST follow up with Prometric by email or phone within 24 hours after the incident occurred and provide the case summary and ticket number, if applicable.

4. ☐ I MUST contact NBCOT by email at credentialingservices@nbcot.org within 24 hours after the incident occurred and provide the case summary and ticket number, if applicable. Note that the same email may be sent to both Prometric and NBCOT.
5. ☐ NBCOT will confirm initial receipt of the complaint and will provide a formal response within 21 days of receipt of the complaint.

NBCOT cannot address any administrative or technical complaints with Prometric if you did not first file a Center Problem Report at the test center. Administrative or technical complaints submitted after your pass/fail status is posted will not be acknowledged.

Examples of administrative or technical issues include: computer screen freezing, power failure, physical disruption within the testing center, or the exam or approved testing accommodation is not available at the scheduled time.

Please note that all exam scores are held until the exam complaint has been fully investigated and resolved. As a result, the posting of pass/fail status to the NBCOT website and the release of exam results to a state board(s) may be delayed.

NBCOT will provide a response within 21 days of receipt of the complaint. After you receive a decision from NBCOT regarding the administrative or technical complaint, you have the right to appeal. You can only appeal AFTER (1) you have already submitted a complaint, (2) NBCOT has reviewed the complaint, and (3) a decision has been rendered.

### Important Notes:

ALL exam scores are held when an exam complaint is submitted. Exam results will NOT be posted or released until the complaint has been fully investigated and resolved.

If you wait until AFTER your pass/fail status has been posted to submit your exam administrative or technical complaint, your exam complaint will NOT be acknowledged.

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**What is my obligation to maintain confidentiality after I take the exam?**

The NBCOT certification exams and the items contained therein are protected by federal copyright law. No part of an exam may be copied, reproduced, or shared in any manner, in part or whole, by any means whatsoever, including memorization, verbal, written, and/or electronic transmission, which includes, but is not limited to, Facebook, Twitter, cell phone, blogs, and discussion forums. Posting exam or study tool questions to social media or other networking sites constitutes a test security and copyright violation as noted in Principle 9 of the NBCOT Candidate/Certificant Code of Conduct. Infringements of the NBCOT Code of Conduct are investigated to determine appropriate disciplinary action.
How are the exams scored?

For information on how the certification exams are scored, please review the *Foundations of the NBCOT Certification Exams*, which can be accessed at [www.nbcot.org/foundations](http://www.nbcot.org/foundations).

How will I get my exam result?

After the administration of the exam, your exam will be scored by NBCOT. Additional information regarding scoring schedules can be accessed online. You can view your results through your online account after the exam has been scored.

**Candidates with a passing score:** You will be notified via email when your exam result has been posted online. You will also receive a congratulatory letter, an official NBCOT certificate and wallet card verifying OCCUPATIONAL THERAPIST REGISTERED OTR or CERTIFIED OCCUPATIONAL THERAPY ASSISTANT COTA certification and information about your certification benefits. These documents will be mailed to you within four to six (4-6) weeks after your exam is scored. If you do not receive your initial certificate package, it is your responsibility to contact NBCOT within two (2) months of your exam score date to be reissued a certificate at no additional cost.

**Candidates with a failing score:** You will be notified via email when the exam result has been posted online. Your downloadable PDF feedback report will include the overall score along with domain-level performance information and an explanation for interpreting your overall and domain-level performance. The information on the domain areas is provided for diagnostic purposes only. The feedback report also includes answers to frequently asked questions about the feedback report and preparing to retake the exam. Refer to the “Retaking the Exam” section of this handbook for additional information about reapplying to take the exam.

If you are a U.S.–educated candidate who takes the exam within one year of graduating, NBCOT will report aggregate pass/fail information (without names) to the U.S. occupational therapy education program from which you graduated. NBCOT only provides program directors with a list of the names of candidates who pass the OTR® or COTA® Certification Exams.

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**Important Notes:**

- Upon receipt of the feedback report, candidates who hold a state-issued limited or temporary permit(s) or license(s) that allows them to practice are advised to immediately contact the regulatory agency in that jurisdiction to determine whether their limited or temporary permit/license remains valid. Since the laws and regulations of each jurisdiction vary, it is essential that the regulatory agency is contacted directly.

- Score information will not be released to anyone via telephone, fax, or email. Certification numbers can be accessed through your MyNBCOT account.

- A candidate’s name and score will not be released to any third party without the candidate’s prior written consent unless required by law.
Can I appeal my exam result?

You may appeal your exam result by following the procedures listed below.

Exam Appeal Procedures Checklist:

1. ☐ I, the examination candidate, **MUST** file a written appeal letter that specifically states the reason(s) for the appeal and why the appeal should be granted.
2. ☐ I understand that failing the exam alone is not sufficient grounds for an appeal.
3. ☐ The appeal letter **MUST** be sent to NBCOT by traceable mail with signature confirmation and received within 14 days of the date of the online exam pass/fail results at the address below. I understand that NBCOT will not accept correspondence received after this date or submitted via email.
4. ☐ I understand that NBCOT will not discuss my appeal by phone or email until the written appeal is received.
5. ☐ I understand that NBCOT will address communications to me only unless NBCOT receives written authorization to do so with a third party. This authorization must include name, telephone number, email address and how long this authorization is in effect.
6. ☐ I understand that the examination and examination items are the sole property of NBCOT. Any content pertaining to the examination will not be released under any conditions as part of the appeal process.
7. ☐ I understand that I will receive a response from NBCOT within 21 days of NBCOT's receipt of the appeal letter.

Appeal letters must be sent to NBCOT by traceable mail with signature confirmation to:

**NBCOT Director, Credentialing Services**  
One Bank Street, Suite 300  
Gaithersburg, MD 20878
RETAKING THE EXAM

Any candidate who fails the exam may reapply for another exam administration. The following information relates to the reapplication process:

- There is a 30-day waiting period after the last examination date before the candidate may test again.
- The candidate MUST submit a new exam application in order to retest. The candidate should log in to their existing MyNBCOT account and follow the steps to reapply. Do NOT create a new account. A fee will be assessed for duplicate accounts.
- New fees will be assessed for the exam application, score transfer requests, eligibility confirmation notices, and any other services.
- If the candidate has had a name change since the last exam administration, he/she MUST complete a Name Change Request through their MyNBCOT account. This should be done prior to reapplying for the exam. To ensure that you have acceptable forms of ID to be admitted to the test center, refer to page 23.
- Any candidate who previously provided an official final transcript to NBCOT does not need to submit another transcript, unless requested by NBCOT to do so.
- Candidates who previously tested with Testing Accommodations should refer to the Testing Accommodations Handbook for details on how to reapply with accommodations.
- If an exam candidate previously answered “Yes” to a character question and was cleared for the exam, the candidate MUST answer the appropriate character question(s) on the exam application affirmatively each time a new application is submitted. If the affirmative response is in reference to the same issue that NBCOT previously reviewed, and no further incidents have occurred, the candidate MUST send written confirmation of this to professional.conduct@nbcot.org after reapplying. The candidate will not need to resubmit any previously submitted documentation. If there have been additional incidents or further legal action resulting in an additional affirmative answer to one or more of the character questions, the candidate MUST answer the appropriate character question(s) affirmatively and submit information regarding the new incident to NBCOT for review. If the candidate fails to inform NBCOT, disciplinary action may result. Notifications should be sent to professional.conduct@nbcot.org.
- After eligibility has been approved, the candidate will receive a new ATT Letter, with a new 90-day testing eligibility period. (The eligibility will begin no sooner than 30 days from your previous test date.)
- After receiving the ATT Letter, candidates should schedule their exam directly with Prometric as instructed in the ATT Letter. (See "Scheduling the Exam" section on page 13.)
Upon initial NBCOT certification, a certificant’s credential is valid for a period of three (3) years. The certification renewal season occurs between January and March annually, regardless of the month initial certification was received. Certification renewal is required to maintain active certification.

The requirements for certification renewal are:

- Accrual of required units: Certificants must accrue 36 units in the three (3) years between their initial certification date and the date that they renew their certification
- Abidance by the NBCOT Practice Standards/Code of Conduct
- A completed Certification Renewal Application
- The appropriate renewal application fee

Fulfilling the certification renewal requirements entitles a certificant to continue using the OTR® or COTA® credential.

Why Renew?

When an OTR or COTA renews their national certification, it shows that they place value in professional development and evidence-based practice. One benefit of certification renewal is the continued use of the NBCOT credential. The OTR and COTA credentials are representative of practitioners who satisfy national standards in education, experience, and professional conduct, and demonstrate that they possess the knowledge and skills to be accountable for the delivery of professional services.

Another benefit of certification is continual access to the latest evidence-based research through the new NBCOT Navigator® Suite. The NBCOT Navigator is a set of interactive tools that enable you to demonstrate knowledge of contemporary practice and sharpen your skills using interactive case simulations, games, and mini practice quizzes. By renewing your certification you will also receive 24/7 access to ProQuest® and RefWorks® in order to stay on top of current developments and trends in occupational therapy research. For more information on the Navigator Suite, visit www.nbcot.org/navigator.

How to Renew Certification

There are two ways to renew certification:

1. Log in to your MyNBCOT account online.
2. Complete and mail in a paper application.

Prior to a certificant’s renewal due date, NBCOT sends a courtesy reminder notification and renewal instructions. For this reason, it is essential that certificants keep all of their contact information updated with NBCOT. You can update your information at any time by logging in to your MyNBCOT account. Upon renewal, all certificants receive an updated certificate and wallet identification card. For complete details on the renewal process, visit the renewal section of the website.
## SUMMARY OF EXAM CANDIDATE SERVICE REQUESTS

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<thead>
<tr>
<th>Service Request</th>
<th>Service Requirements</th>
<th>Page Reference</th>
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<tr>
<td>Name change</td>
<td>Log in to your MyNBCOT account and select <em>Name Change</em> in the drop-down menu under your name. Upload a copy of one form of government-issued ID reflecting the name change (e.g., driver's license, state-issued ID, military ID, passport, or social security card). Proceed through checkout and pay any necessary fees as applicable.</td>
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<tr>
<td>Repeating exam candidates</td>
<td>A new application and fee must be submitted. New fees will also be assessed for score transfers, eligibility confirmation notices, or any other services.</td>
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<td>Mailing address change</td>
<td>A candidate can update their address online at any time through their MyNBCOT account. The address that is on file when scoring takes place is the address that will be used to send certificates and score reports. If an address changes after this time, the candidate should set up a forwarding address with the post office so that correspondence from NBCOT will be forwarded to the new address.</td>
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</tr>
<tr>
<td>Email address change</td>
<td>Candidates can update their email address through their MyNBCOT account. It is the candidate's responsibility to keep their email address current with NBCOT.</td>
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<tr>
<td>Reissue of ATT letter</td>
<td>ATT letter is active for 90 days. If candidate does not take exam within the 90-day period, the ATT letter can be reissued for additional 90 days. An additional fee is required. Reissue of an ATT letter may be requested online through the MyNBCOT portal.</td>
<td>13</td>
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<tr>
<td>Score Transfer request to state regulatory boards</td>
<td>Request by logging in to your MyNBCOT account and selecting the service. Fee is $40 per request.</td>
<td>12</td>
</tr>
<tr>
<td>Eligibility Confirmation Notice</td>
<td>Request by logging in to your MyNBCOT account and selecting the service. Fee is $40 per notice.</td>
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</tr>
<tr>
<td>If an exam candidate has been convicted of a felony at any time before or after issuance of an Authorization to Test (ATT) letter</td>
<td>Based on <em>Practice Standards/Code of Conduct</em> that the candidate must agree to when signing the exam application attestation statement, the candidate must notify NBCOT of a felony conviction. If the candidate fails to inform NBCOT, disciplinary action may result.</td>
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APPENDIX

CONTENTS

Exam Application Procedures Checklist
Completing the NBCOT Exam Application and Submitting Fees:

1. I have read the NBCOT Certification Exam Handbook.
2. Graduates with an accredited U.S. entry-level occupational therapy degree: I am cleared for graduation (i.e., graduation is certain) or I have been awarded the degree, and I have completed the required fieldwork BEFORE submitting my exam application.
3. If applying online for the first time, I have set up a new account with my working email address and password. If I have an existing online account from a previous application, I have logged in with my email and password and I will follow the steps to reapply.
4. If I want NBCOT to send a Score Transfer or Eligibility Confirmation Notice to a regulatory entity or employer, I have indicated so on my application.
5. I have paid all applicable fees.
6. I have printed out the receipt/invoice for my records as proof of successfully submitting the application.
7. If I have had a name change at any time prior to taking the certification exam, I have submitted a Name Change Request, uploaded the appropriate legal documentation, and paid any applicable fees.

Graduates with an Accredited U.S. Entry-level Occupational Therapy Degree:

8. I have requested my registrar to mail my official final transcript to NBCOT in a sealed envelope. Note: This must be requested AFTER the application has been submitted.
9. If submitting an ACVF, I or my Program Director has sent my ACVF to NBCOT within six (6) months of receiving my final associate or master's degree or within one year of receiving my final doctoral degree. (See page 10.)

Requesting Testing Accommodations

10. I have read the NBCOT Testing Accommodations Handbook.
11. If I have a professionally-diagnosed disability covered by the Americans with Disabilities Act (ADA) and I wish to request testing accommodations, I have submitted all required documentation.

Character Review

12. If I answered “Yes” to a character question, I have submitted the required documentation and initiated the process for a background check.

Scheduling the Exam with Prometric

13. I have contacted Prometric online or by phone to schedule my appointment. Note: An exam date cannot be scheduled without an ATT Letter.
14. If I need to cancel/reschedule my exam date, I will follow the procedures outlined in the cancellation policy. (See page 15.)