



# **CERTIFIED LEGAL TRANSCRIPTIONIST CERTIFICATION TEST**

## **RULES, POLICIES, AND PROCEDURES**

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# NATIONAL VERBATIM REPORTERS ASSOCIATION® CERTIFIED LEGAL TRANSCRIPTIONIST CERTIFICATION TEST RULES, POLICIES, AND PROCEDURES

This manual has been developed to provide current and prospective NVRA members thorough and complete information regarding NVRA's CLT certification testing rules, policies, and procedures. Should you have additional questions, please direct your inquiries to NVRA Member Services at [Membership@nvra.org](mailto:Membership@nvra.org). This manual will be updated periodically. Further information can be found on our Web site at [www.NVRA.org](http://www.NVRA.org).

## CLT CERTIFICATION TEST

### CRITERIA FOR CLT CERTIFICATION

- The test for Certified Legal Transcriptionist (CLT) is comprised of a complete transcript production of a twenty-minute dictation of a proceeding that must be passed with 98% accuracy (72 errors allowed). The dictation includes an opening statement, jury charge, question and answer testimony, and a closing argument.

In addition, a 100 question multiple choice Written Knowledge Test must be passed with a minimum score of 80% that will consist of questions concerning the following:

- Transcript format
- Transcript production
- Spelling
- Vocabulary
- Legal Terminology
- Medical Terminology

### REQUIREMENTS TO TEST

- You must have a high school diploma or equivalency.
- You must be a Student, General, Military, Honorary or Associate member of NVRA in good standing. NVRA's membership year runs for one year from the date your membership is processed. Dues are to be paid in U.S. funds. If you are not currently a member, you may complete and submit the NVRA membership application contained in the test registration packet or join online at [www.NVRA.org](http://www.NVRA.org).

### TEST FEES

- CLT Skills Test \$150
- CLT Written Knowledge Test \$125

## TEST REGISTRATION

Separate registration fees are required for the CLT Skills Test and CLT Written Knowledge Test.

REGISTER ONLINE: The registration forms for the CLT Skills Test and the CLT Written Knowledge Test may be completed online at [www.NVRA.org](http://www.NVRA.org).

### Additional registration information:

- Upon registration, you must provide the documentary proof required under “Requirements to Test” as stated above.
- Please refer to the testing section at [www.NVRA.org](http://www.NVRA.org) for applicable deadlines. You may still register after the deadline date, if space is available. A \$50 late registration fee will be assessed. Space may be limited and reservations are held for paid registrants only.
- After registration and payment are received and processed, a registration confirmation letter will be e-mailed to you. This confirmation letter must be presented, along with photo identification, for admission to the certification test. Please call NVRA, 601.582.4345, or e-mail [Membership@nvra.org](mailto:Membership@nvra.org) after the registration deadline if you have not received your Registration Confirmation Letter, Acknowledgment Form, Word List, and Examination Security Form.

## CANCELLATION/REFUND POLICY

- NVRA reserves the right to cancel the test. Registrants will be notified if the test is canceled, and fees will be refunded.
- Should you need to cancel for any reason, you must notify the NVRA office in writing, either by U.S. mail or e-mail. If cancellation notice is received five (5) calendar days or more prior to a testing event, the registrant will receive one (1) non-transferrable voucher that is valid for one (1) future testing event. The submission of the voucher for a subsequent test must be accompanied by a \$50 processing fee. The voucher must be used within one year of the test date for which the voucher was issued.
- Cancellations received four (4) calendar days or fewer prior to the test will not receive a voucher or a refund. In the event of an emergency, registrants may make a written appeal to the Test Administration Committee for additional review and consideration.
- If cancellation notice is NOT received prior to the day of the test event, all funds for the event will be forfeited by the individual and a voucher will not be issued.

# PART 1: TRANSCRIPTION SKILLS TEST

## WHAT TO BRING

- **REQUIRED** items for the Transcription Skills Test:
  - NVRA registration confirmation letter and photo ID
  - Completed Acknowledgment Form and Examination Security Form
  - Transcription equipment (e.g. computer, transcriber, foot pedal, headphones, etc.)
  - Power strip
  - Heavy-duty extension cord
  - One flash drive to be turned in. Flash drives available for purchase at test sites.
  - Marker appropriate for writing on flash drive
- **SUGGESTED** items to bring for the Transcriptionist Skills Test:
  - *Merriam-Webster's Collegiate Dictionary, 11th Edition*
  - *The Gregg Reference Manual*

## GENERAL INFORMATION

- By signing in on test day for any NVRA-administered test, you acknowledge that you understand and agree to abide by the rules, policies, and procedures contained in this manual. Failure to follow these or any NVRA rules, policies, and procedures may result in disqualification and in being barred from participating in NVRA-administered tests for one year, or permanently, depending on the nature of the violation.
- The date and time of the Transcriptionist Skills Test will be shown on the online information packet. Under normal circumstances, these examinations will be held on Saturday, beginning promptly at 4:00 p.m. Consult the hotel desk for the room assignment.
- You may attend as many certification tests as necessary to achieve CLT certification. A passing grade on the skills test will be retained provided your NVR000A membership does not lapse.
- Information contained in this manual will not be repeated after the Transcriptionist Skills Test has begun.
- Participants must sign in with the test registrar stationed at the registration table before entering the test room. Photo identification and the registration confirmation letter on NVRA letterhead are required to gain entrance to the test room. Participants will not be allowed to enter the test room without these documents.
- For purposes of the Transcriptionist Skills Test, each participant will be given a test identification number. This number is composed of a randomly assigned two-digit number followed by the participant's four-digit NVRA membership number, which can be found on the participant's registration confirmation letter. This unique six-digit test identification number

MUST appear as a header on a transcript submitted for grading. In addition, it must appear on every flash drive, scratch paper, and any other materials used during the day.

- Upon signing in, each participant will be given a plastic test packet with his/her test identification number written on the outside. This plastic test packet will be used for submission of all test materials.
- The doors to the test room will open at 3:45 p.m. for equipment setup. No one will be allowed in the test room prior to that time.
- When you enter the test room, choose a seat and begin setup of your equipment. All cell phones and other electronic equipment must be turned off and left in closed briefcases or handbags and placed in the area designated by the test administrator for storage of personal belongings.
- Once a participant registers and enters the test room, leaving the test room is not permitted until all testing materials have been submitted to the registrar. Unauthorized departure from the test room shall be cause for disqualification.
- Anyone not completely set up and ready to test at 4:00 p.m. will be required to leave the test room, and no refund of test fees will be given.
- Once the doors close, no talking will be permitted among participants at any time throughout the test event. One verbal warning will be given to any participant who violates the no-talking rule. No further warning will be given. If the talking continues, the participant(s) will be asked to leave the test room and will be disqualified from the test.
- All questions must be addressed to the test administrator during any general question-and-answer period or outside the test room prior to the beginning of the Transcriptionist Skills Test. Should you need to signal a test administrator, please raise your hand. An administrator will be with you as soon as possible. Rest room and smoke breaks will be allowed on a periodic basis by the test administrator.
- Computer spell-check functions, dictionaries, and other reference materials may be used during the transcription of the test. All spelling, hyphenation, and compound word determinations shall be based on *Merriam-Webster's Collegiate Dictionary, 11th Edition*. All punctuation determinations shall be based on *The Gregg Reference Manual*.
- Cell phones and other electronic equipment must be turned off. Placing in airplane or vibrate mode is not sufficient. Devices must be completely powered down. Failure to do so may be cause for disqualification.
- Internet access is not permitted at any time in the test room and may be grounds for disqualification. Internet-based dictionaries are not permitted.
- All materials, including flash drives, must bear the test identification number and be submitted to the test registrar before leaving the test area.

## TRANSCRIPTION

- A total of 90 minutes is allowed for transcription. Announcements will be made at various time intervals prior to the conclusion. Following transcription, ten minutes will be allowed for downloading the transcription to a flash drive and submitting it to the registrar.
- All participants must cease transcribing at the 90-minute mark and submit, or be in line to submit, that segment ten minutes later.
- No one may pack and leave during transcription. All deletions and departures must take place at the conclusion of the 90 minutes.

## FORMATTING REQUIREMENTS

- A flash drive is required for the transcription submitted. You may purchase a NVRA flash drives when you register for the test or when you sign in with the registrar. You may bring your own flash drive if you prefer. The flash drive will not be returned to you.
- Your six-digit test identification number **MUST** appear on all materials submitted to the registrar.

**Your name must not appear on any test materials placed in your test packet. If your name appears on any materials placed in the test packet, it will result in disqualification and your test(s) will not be graded.**

- If your flash drive does not contain a space for writing your test identification number, you must either attach a hang tag or label with your six-digit test identification number.
- You must format and produce your test transcript according to the Federal format:
  - The font must be either Courier New (preferred) or Times New Roman, point size 12. Transcripts submitted that do not adhere to these rules may be disqualified.
  - All text must be double-spaced and must not be typed in all caps.

**Documents that are single-spaced or that are typed in all caps will not be graded.**

- A one-line header is required on every page. The header must contain the test location, your six-digit test identification number, the name of the test.

For example, if the test is in Raleigh, North Carolina, and your test identification number is 04-1234, the header would be written as follows: "NC 04-1234 CLT TEST." Use the standard state abbreviation of the test site.

- Page numbers must be inserted in a footer at the bottom right-hand corner of each page.
- You must name your test transcript file before downloading. The file name should be the same as your header. (See above example.) Improperly naming your file may be cause for disqualification.
- It is absolutely essential that the participant verify that the media contain a text file that must be formatted so that they will open in Word® (preferred), WordPerfect®, Adobe Acrobat

Reader®, or the equivalent thereof. Please check file extensions to assure compliance with this rule.

**NOTE:** *You are encouraged to save your transcript to your computer's hard drive and not solely to your flash drive. Should a malfunction occur during the download process and you have not saved to the hard drive, you may lose your transcript.*

## **SUBMISSION OF TEST MATERIALS AND EXITING THE TEST AREA**

- NVRA does not accept transcripts submitted on paper. If you wish, you may print a hard copy for purposes of proofing only.
- You must submit your test material on a flash drive in one of the formats listed above.
- When you have completed your transcription, any and all materials used during testing must be submitted to the registrar.
- When you have turned in your transcription, you will receive a colored card bearing your test identification number. Hold the card up until a monitor comes to you to observe your deletion of all test materials from your computer. The monitor will sign your card. Take the card to the registrar for inclusion in your plastic test packet. Upon the registrar's approval, you may pack your materials and exit the test room.

## **EQUIPMENT CONCERNS AND REMINDERS**

- As a participant, you must be completely familiar with all of the equipment you use during the certification test. No technical assistance by test administrators or other participants will be allowed. You are required to set up, operate, and put away individual equipment on your own. Technical difficulties are not the responsibility of NVRA and no refund will be given to participants unable to test or properly submit test materials due to technical problems.
- Anyone experiencing physical problems with carrying, bending, stooping, et cetera, may have assistance with delivery and placement of equipment. However, operation of equipment must be performed by the participant.

## **DISQUALIFICATION**

Reasons for disqualification include but are not limited to:

- Unauthorized departure from the test room
- Persons not set up and ready to test at the time posted
- Violation of the no-talking rule following one warning will result in disqualification
- Test transcripts or other items in the test envelope that contain participant's name will result in disqualification of entire test



- Conduct not conforming to NVRA Code of Ethics will result in disqualification of entire test
- Cell phones and other electronic equipment not completely turned off will result in disqualification of entire test
- Transcripts not comporting with the format guidelines as set out in this policy manual

## TEST-GRADING POLICY

- The CLT test is graded using the spelling and rules of punctuation found in *Merriam-Webster's Collegiate Dictionary, 11th Edition* and *The Gregg Reference Manual*.
- The Test Grading Committee will stop grading a test segment once 15 errors above the maximum allowed errors have been identified. This practice is followed in order to expedite the grading process.

### Grading Guidelines for the Certified Legal Transcriptionist Skills Test

The following list of errors will be used when grading the CLT Skills Tests.  
(D=professional dictation, W=written in transcript)

	<b># of Errors</b>
<b>1. Each wrong word</b>	
(D) He used a key to <u>access</u> the building.	
(W) He used a key to <u>excess</u> the building.	1 error
(D) Did you <u>notice</u> the color of the traffic light?	
(W) Did you <u>see</u> the color of the traffic light?	1 error
<b>2. Each added word.</b>	
(D) Please tell us about your work history.	
(W) Please tell us about your <u>past</u> work history.	1 error
<b>3. Each dropped word.</b>	
(D) The <u>light was green</u> as I approached the intersection.	
(W) The <u>light green</u> as I approached the intersection.	1 error
<b>4. Misspelled word</b>	
(D) I called my <u>doctor</u> yesterday.	
(W) I called my <u>docter</u> yesterday.	1 error
(D) <u>It's</u> my party and I'll cry if I want to.	
(W) <u>Its</u> my party and I'll cry if I want to.	1 error
(D) The <u>Johnsons</u> will hold their annual picnic.	
(W) The <u>Johnson's</u> will hold their annual picnic.	1 error

(D) I am self-employed.  
(W) I am self employed. 1 error

**5. Each wrong name.**

(D) Mr. Johnson borrowed my car last week.  
(W) Mr. Jones borrowed my car last week. 1 error

**6. Transposed words.**

(D) I since have been promoted to manager of sales.  
(W) I have since been promoted to manager of sales. 1 error

**NOTE:** If words or phrases are transposed from one place in a sentence to another, each misplaced word is an error.

(D) I checked my luggage and I went for coffee.  
(W) I went for coffee and I checked my luggage. 4 errors

**7. Each omitted, added, or misplaced Q and A.**

(D) Q. Where do you live, Mr. Smith?  
(W)    Where do you live, Mr. Smith? 1 error

(D) A. Are you asking when I worked there?  
Q. How long?  
(W) A. Are you asking when I worked there? How long? 1 error

**8. Wrong punctuation.**

**Improper end of sentence mark**

(D) I didn't see him prior to the collision.  
(W) I didn't see him prior to the collision!  
(W) I didn't see him prior to the collision ==  
(W) I didn't see him prior to the collision ... 1 error  
1 error  
1 error

(D) How old are you?  
(W) How old are you. 1 error

**Omission of period or question mark.**

(D) He didn't answer the phone. He didn't hear it ring.  
(W) He didn't answer the phone he didn't hear it ring. 1 error

**Each omitted comma in a date.**

(D) I was born on October 11, 1951, in North Carolina.  
(W) I was born on October 11, 1951 in North Carolina. 1 error  
(W) I was born on October 11 1951 in North Carolina. 2 errors

**Each omitted comma for city and state.**

(D) I have lived in Atlanta, Georgia, since 1985.  
(W) I have lived in Atlanta, Georgia since 1985. 1 error  
(W) I have lived in Atlanta Georgia since 1985. 2 errors

**Each omitted comma in a series.**

(NOTE: The comma before a conjunction is optional.)

(D) He owned a cat, a dog, three birds, and some fish.

(W) He owned a cat a dog three birds and some fish. 2 errors

(W) He owned a cat, a dog, three birds and some fish. 0 errors

**Each omitted comma in a direct address.**

(D) Sir, please state your name and occupation.

(W) Sir please state your name and occupation. 1 error

(D) Tell me, Bob, about your new job.

(W) Tell me, Bob about your new job. 1 error

(W) Tell me Bob about your new job. 2 errors

**Each omitted or misused colon in a series or list.**

(D) I like three kinds of music: jazz, blues, and pop.

(W) I like three kinds of music, jazz, blues, and pop. 1 error

(D) Two factors cannot be ignored: the budget  
and the bottom line.

(W) Two factors cannot be ignored, the budget  
and the bottom line. 1 error

(D) We considered two things when making the decision.  
We looked at age, and we looked at location.

(W) We considered two things when making the decision:  
We looked at age, and we looked at location. 1 error

**Each inappropriate use of semicolon.**

(D) I don't like him, not at all.

(W) I don't like him; not at all. 1 error

(D) There are many books on chaos theory, no fewer  
than 12 since 1988.

(W) There are many books on chaos theory; no fewer  
than 12 since 1988. 1 error

(D) There are three movies in that series, and I have  
seen them all.

(W) There are three movies in that series; and I have  
seen them all. 1 error

(D) Did you go to his house because you wanted to get  
your backpack?

(W) Did you go to his house; because you wanted to get  
your backpack? 1 error

**NOTE:** No error will be counted for use of a period  
between two closely-related sentences not separated  
by a conjunction.

(D) Call me <u>tomorrow</u> ; I will give you my answer then.	
(W) Call me <u>tomorrow</u> . I will give you my answer then.	0 error
(D) John is <u>Canadian; however</u> , he lives in the U.S.	
(W) John is <u>Canadian. However</u> , he lives in the U.S.	0 error
<b>9. Each missing space.</b>	
(D) I worked in <u>the paper</u> plant until I retired.	
(W) I worked in <u>thepaper</u> plant until I retired.	1 error
<b>10. Each compound word written as two words and vice versa.</b>	
(D) Mary agreed to <u>pick up</u> the children.	
(W) Mary agreed to <u>pickup</u> the children.	1 error
<b>11. Each omitted capital letter when clearly needed.</b>	
(W) I saw <u>Dr. smith</u> for the first time in October.	1 error
(W) I moved to Miami, <u>florida</u> .	1 error
<b>12. Each contraction written as two words and vice versa.</b>	
(D) He <u>won't</u> speed down that road again.	
(W) He <u>will not</u> speed down that road again.	1 error
(D) I <u>do not</u> believe his story.	
(W) I <u>don't</u> believe his story.	1 error
<b>13. Incorrect verb tense.</b>	
(D) Do you <u>need</u> additional credits for this CE cycle?	
(W) Do you <u>needed</u> additional credits for this CE cycle?	1 error
<b>14. Each plural incorrectly written as singular and vice versa.</b>	
(D) I cashed five <u>checks</u> and then made one deposit.	
(W) I cashed five <u>check</u> and then made one deposit.	1 error
<b>15. Each acronym which contains hyphens, or words.</b>	
(D) I missed last month's <u>PTA</u> meeting.	
(W) I missed last month's <u>P-T-A</u> meeting.	1 error
(W) I missed last month's <u>P tea A</u> meeting.	1 error
<b>16. Dates <u>must</u> be expressed as numerals.</b>	
(D) My daughter was born <u>July 8, 1980</u> .	
(W) My daughter was born <u>July eight, 19 eighty</u> .	2 errors
<b>17. Each wrong or incorrectly rendered number.</b>	
(D) I've lived here since <u>1996</u> .	
(W) I've lived here since <u>1966</u> .	1 error
(D) 720	
(W) 700 twenty	1 error

## **The following will NOT be counted as errors:**

1. Large numbers containing six zeros or more may be written as a combination of words and numerals: 11 million *or* eleven million
2. Fractions written as words or numerals
3. Use of the word “dollars” instead of the \$ symbol: \$117 *or* 117 dollars  
(NOTE: Omission of the word “dollars” or \$ symbol is 1 error for a dropped word.)
4. Use of the word “percent” instead of the % sign: 30 percent *or* 30%  
(NOTE: Omission of the word “percent” or % symbol is 1 error for a dropped word.)
5. In dates, cardinal numbers for ordinal numbers and vice versa: December 5 *or* December 5th
6. Misplaced commas except as listed in Guideline No. 8 above
7. Punctuation which is part of any other error
8. Spelling of proper names, except that the name must sound similar to the name dictated, must contain the same number of syllables, and must be used consistently throughout the transcript
9. Miss, Mrs., or Ms. used interchangeably, except that one form must be used consistently throughout the transcript

## PART 2: WRITTEN KNOWLEDGE TEST

The written portion of NVRA's CLT test will generally be offered in person at the test site on Saturday afternoon of the test weekend. Please confirm all times on the testing calendar online at [www.nvra.org](http://www.nvra.org).

### GENERAL INFORMATION

- The Written Knowledge Test consists of 100 multiple choice items in the following areas:

- Transcript format (15 questions)
- Transcript production (15 questions)
- Spelling (20 questions)
- Vocabulary (20 questions)
- Legal Terminology (20 questions)
- Medical Terminology (10 questions)

- You will have up to 120 minutes to complete the Written Knowledge Test.
- You will select your answers on a bubble sheet. Please bring a No. 2 pencil with you to the test.
- Notification of your score on the Written Knowledge Test will be included in your results notification letter.

### REGISTRATION

- A registration form is available at [www.NVRA.org](http://www.NVRA.org). You may register for the Written Knowledge Test when you register for the CLT test.
- After your registration has been received by NVRA, you will receive a confirmation. You must provide an e-mail address in order to receive confirmation.

## **PART 3: INQUIRIES AND SCORES**

### **INQUIRIES REGARDING YOUR SCORES AND YOUR RIGHT TO APPEAL**

Once you have received your results notification letter from NVRA, all inquiries regarding your test results should be addressed to NVRA Member Services within 15 days of the date of your results letter.

If you wish to appeal the Test Administration Committee's decision in response to your inquiry, an appeal may be made in writing to the NVRA Credentialing Committee by e-mail to [Membership@nvra.org](mailto:Membership@nvra.org), by fax, or by U.S. mail. Appeal must be made in writing within 15 days of the date of the initial response.

Participants may not directly contact the Test Administrator, Test Administration Committee, or any NVRA Board Member. Questions and appeals will be forwarded to the appropriate party by NVRA Member Services.

Testing inquiries, comments, complaints, or appeals should not be made on social media sites. NVRA Test Administrator, Test Administration Committee, Credentialing Committee, and Board Members will not respond to such postings. Any response to such postings shall have no official weight and will not be considered in any appropriately submitted contacts.

NVRA contact information:

National Verbatim Reporters Association®  
629 N. Main Street  
Hattiesburg, MS 39401  
Phone: 601.582.4345  
Fax: 601.582.3354  
[Membership@nvra.org](mailto:Membership@nvra.org)  
[www.NVRA.org](http://www.NVRA.org)

### **EXPIRATION OF SCORES**

- You may attend as many certification tests as necessary to achieve CLT certification; however, you must maintain continuous membership in NVRA in order to carry forward test scores. If your NVRA membership lapses, your test scores are not maintained. Once you have passed the CLT Skills test, the passing grade on that segment does not expire but will be maintained by NVRA, provided that your NVRA membership does not lapse.
- A passing score of at least 80 on the Written Knowledge Test is valid for a period of three years provided continuous NVRA membership is maintained. If testing subsequent to the expiration date, you must retake the Written Knowledge Test in order to achieve the CLT. Passing scores on the Transcriptionist Skills Test will not expire provided continuous NVRA membership is maintained.

## STUDY MATERIALS

Study materials can be ordered from NVRA to help you prepare for testing. Order online at [www.NVRA.org](http://www.NVRA.org).

NVRA Study Guide - Assists with the written portion of NVRA's CLT certification test. This booklet provides examples of the type of material covered in the test. It does not contain all of the information a successful candidate must know. Be sure to refer to the other reference material cited in the Study Guide.

Additional material available through NVRA includes the books listed below. These can be ordered online at [www.NVRA.org](http://www.NVRA.org)

*The Gregg Reference Manual*

*Morson's English Guide for Court Reporters.*

Nancy L. Tuten's *Get It Write: The First Fifty Tips*



# APPENDIX A

## SCHEDULE OF EVENTS

The following is a synopsis of what you will experience on test day:

- Upon arrival at the testing room, sign in with the registrar
- Set up equipment. To avoid disqualification, you must be set up and ready to begin 15 minutes prior to the scheduled test time.
- Announcements and introduction
- A disk will be provided for transcription and transcription will begin
- At the conclusion of 90 minutes, all materials must be turned in to the registrar within 10 minutes. Do not throw away any papers: scratch paper, notes or draft printouts. If you print your test for proofing purposes, that paper must be turned in.
- Following submission of all materials, you will be given a colored card bearing your test identification number. When ready, raise your hand for a test monitor who will supervise deletion of all test material from your equipment and initial the card. Return the card to the registrar.
- Quietly pack up equipment and exit the test room

Sample: Standard Results Notification Letter

Date:

ID No:

Name and address of tester

Dear (Name of tester):

Re: NVRA Certification Test Results  
CLT Testing: (Date/Test Location)

This is your official notification of grades from the recent test noted above.

You submitted tests for grading. Your current standing is:

<b>Skills Test:</b>	<b>Errors Allowed</b>	<b>Your Errors</b>	<b>Score or Previous Standing</b>
CLT	72 errors allowed		

Written Knowledge Test:

In an effort to assist you in being successful on future tests, the Test Administration Committee is listing the number of errors. The Test Administration Committee is also willing to critique your errors and advise you of the specific types of errors you made for a \$25.00 fee per segment. If you choose to take advantage of this assistance, please return the attached form with valid payment to Member Services. You MUST include your test ID number when making the request.

If you wish to make inquiry regarding test results, it may be made in writing to the Test Administration Committee within 15 days of this results notification letter. If you wish to appeal the Test Administration Committee's decision, an appeal must be made, in writing, to the NVRA Credentialing Committee by e-mail to [Membership@nvra.org](mailto:Membership@nvra.org), by fax, or by letter. Appeal must be made in writing within 15 days of the date on your results notification letter or any inquiry response.

NVRA will retain on file all testing materials relative to the test for a 3-year period, after which time the transcripts, voice files and written material will be destroyed.

Good luck as you continue your work toward attaining NVRA certification.

Sincerely,

Kelly Evans  
Member Services