



RCP-M CERTIFICATION TEST REGISTERED CART PROVIDER - MASTER RULES, POLICIES, AND PROCEDURES

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NATIONAL VERBATIM REPORTERS ASSOCIATION®

RCP-M 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 Registered CART Provider-Master (RCP-M) certification test rules, policies, and procedures. Should you have additional questions, please direct your inquiries to NVRA Member Services at membership@nvra.org. This manual will be updated periodically.

NVRA's certification examinations meet the Standards for Educational and Psychological Testing (1999) and have been approved by a registered psychometrician. Further information can be found on our Web site at www.NVRA.org.

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 the remainder of the testing year, or permanently, depending on the nature of the violation.

RCP-M CERTIFICATION TEST

CRITERIA FOR RCP-M CERTIFICATION

The Dictation Skills Test for Registered CART Provider - Master (RCP-M) certification is comprised of one 22.5 minute dictation at variable speeds up to 225 wpm. The dictation simulates an actual CART environment and includes one main speaker, occasional comments from participants, and four (4) environmental sounds. The Dictation Skills Test must be passed with a minimum score of 97.5% with a standard drop down rate of 5 seconds or less.

In addition, the Written Knowledge Test must be passed with a minimum score of 70%.

REQUIREMENTS TO TEST

- You must have a high school diploma or equivalency.
- You must be a Student, General, Military, or Honorary 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.

TEST FEES

RCP-M Dictation Skills Test - \$200 – Remote only

Written Knowledge Test - \$125 – Remote or on-site during scheduled NVRA testing dates

TEST REGISTRATION

Separate registration fees are required for the Dictation Skills and Written Knowledge Tests. You may register for either one or both.

Registration may be completed as follows:

ONLINE: The registration forms for the RCP-M Dictation Skills and Written Knowledge Tests may be completed online at www.NVRA.org. Payment must be completed at the time of registration.

Additional registration information:

- Please refer to the testing section at www.NVRA.org for applicable deadlines and test schedules. You may still register after the deadline date if slots are available. A \$50 late registration fee will be assessed.
- After registration and payment are received and processed, a registration confirmation letter will be e-mailed to you. The confirmation letter and photo identification must be presented, via webcam, to the administrator prior to the commencement of the Dictation Skills Test. Please call NVRA, 601.582.4345, or e-mail membership@nvra.org after the registration deadline if you have not received your Registration Confirmation Letter, Acknowledgment Form, 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 test event, the registrant will receive one (1) non-transferrable voucher that is valid for one (1) future test 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 event, all funds for the event will be forfeited by the individual and a voucher will not be issued.

DICTATION SKILLS TEST

REQUIRED FOR TEST

- NVRA registration confirmation letter and photo ID
- Completed Acknowledgment Form and Examination Security Form
- Stable Internet connection through which the Dictation Skills Test will be administered and all test materials will be emailed to the administrator prior to logging out.

GENERAL INFORMATION

- The Registered CART Provider-Master (RCP-M) Dictation Skills Test is given remotely utilizing web conferencing.
- The date and time of the RCP-M test will be scheduled upon registration and contact with the test administrator.
- You may attempt as many certification tests as necessary to achieve RCP-M certification, provided your membership in NVRA does not lapse.
- Information contained in this manual will not be repeated after the Dictation Skills Test has begun.
- Prior to the test day, a word list and subject matter, including proper names, will be provided via e-mail to registered participants. You will also receive an Adobe Connect link.
- For purposes of the Dictation 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 tester'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** be used when naming files and when communicating with NVRA Member Services.
- Text files are emailed to the test administrator within the test setting. This process constitutes part of the examination. The test administrator will then supervise the deletion of all test-related files and declare the examination concluded.
- For purposes of the Dictation Skills Tests, you must have a stable Internet connection, preferably hardwired. NVRA is not responsible for the quality of your Internet connection.

FORMATTING REQUIREMENTS

- Your name must not appear anywhere in or on testing materials. Including your name on any testing materials will result in disqualification.
- The test proctor will utilize a timer during the test to monitor the caption drop rate in order to ensure compliance with the test grading policies. (See below Test-Grading Policy)

- You must format your test transcript according to the following specifications: All text must be double-spaced and must appear in lower case with appropriate capitalization.

Documents typed in all caps will not be graded.

NOTE: *It is preferred that you not include line numbers on the page. If you do include line numbers, please be sure your format does not include your normal header or footer which might include your name. Including your name on any test materials results in disqualification.*

- A one-line header is required on every page. The header must contain your four-digit test identification number, the designation RCP-M, and the month and year.

For example, if your test identification number is 1234, the header would be written as follows: “1234 RCP-M Apr 2016.”

- The transcript may be copied and pasted into a word processing software document and then formatted according to test standards. The test proctor will monitor this process to ensure that no editing to the test transcript is performed. The word processing document may be set up and formatted prior to the test and left open so that the test transcript can be copied and pasted easily after the conclusion of the test.
- It is absolutely essential that the participant verify that the media contains the required files and that the files open correctly. Text files 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.

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 setup, operate, and put away all equipment on your own.
- Technical difficulties experienced during the Dictation Skills Test are the sole responsibility of the participant. 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.
- Participants may, but are not required to, dictate any and all practice material. You need not open a new file following such practice.
- Anyone experiencing physical problems with carrying, bending, stooping, et cetera, may have assistance with delivery and placement of equipment, providing a completed medical release form has been submitted at the time of registration for the test event. Assistance with operation of any equipment WILL NOT be permitted.

ADDITIONAL IMPORTANT INFORMATION:

- NVRA is not responsible for power interruptions, operator error, or other mishaps resulting in loss of computer data. Reliability of voice recognition equipment is the sole responsibility of participants. NVRA assumes no responsibility for failure or malfunction of equipment.
- No assistance or advice will be given by test personnel.
- No additional time will be permitted for equipment failure, equipment not setup and ready at the appointed time, or missing equipment.
- Questions regarding setup, software, hardware, and creation files for uploading must be directed to the participant's equipment vendor **PRIOR TO THE DAY OF THE DICTATION SKILLS TEST**. Although no grade is given for familiarity with equipment, each participant's knowledge of his/her entire system is an integral part of the RBC-M skills test.
- Room recordings of any kind will not be tolerated and are grounds for immediate disqualification and grounds for dismissal from NVRA membership and further testing.
- When the dictation ends, participants may not edit the text produced during the dictation.
- Participants who do not wish to have their test graded must still email their files. The administrator will then supervise the deletion of all test material from the participant's computer.

DISQUALIFICATION

Possible reasons for disqualification include but are not limited to:

- Outside microphones, room recordings of any kind, and open or concealed recording devices that record anything other than the participant's voice will NOT be tolerated and are grounds for immediate disqualification and/or grounds for dismissal from NVRA membership and further testing.
- Test transcripts or other items that contain your name will result in disqualification of entire test.
- An interruption during the dictation will result in disqualification of entire test.
- Conduct that does not conform to NVRA Code of Ethics will result in disqualification of entire test.
- Cell phones or other electronic devices left on in the test room will result in disqualification of entire test.
- Improperly named test transcript files or absence of required header on test transcripts may result in disqualification of the segment.

- Transcripts not comporting with the format guidelines as set out in this policy manual, may result in disqualification of the segment.

TEST PROCEDURES

The RCP-M Dictation Skills Test is administered remotely utilizing web conferencing. You will receive a link to the online testing room at least three days before your scheduled test. The first time you log in there will be add-ons that you will be asked to install. You will need to answer these in the affirmative to allow for the add-ons. They will not harm your computer. They merely allow the online testing program to operate properly. It is suggested that you log in prior to your testing time to make sure your computer is compatible and to give yourself plenty of time to download anything necessary for connection.

It is very important that you have a stable Internet connection. This is a basic requirement when providing CART, as well as for certification testing. It is suggested (not required) that you connect directly into the modem or router for a more stable Internet connection. NVRA is not responsible for Internet connectivity issues, power failure, or other mishaps encountered by the tester.

At the time set for your examination, please follow the instructions below.

1. Log in with link
2. Click the microphone icon on the top of the screen and select connect my audio. The icon will turn green signaling that you are connected.
3. Click the webcam icon at the top of the screen. Select "Share My Webcam." The icon will turn green signaling that you are connected. You will also see your image on the screen.
4. The test administrator will speak and use the chat window to verify that everything is working correctly.
5. Show your registration confirmation letter and photo identification to the test administrator via the webcam.
6. Click the button in the middle of the screen that says "Share My Screen." This will open an additional window for you to choose the program to share. Click on the tab that says desktop. You will then be sharing with the test administrator. You will have time to set up equal to on-site testing, if needed.
7. The test administrator must be able to view your realtime, view your mouth moving, and hear your audio through the online testing site.
8. The test administrator will again check that audio is working properly for you and answer any online test program questions. The test administrator will not be able to answer any questions relating to your software, hardware, or creation of files to turn in.
9. Test begins.

10. When the dictation ends, you must remain in the online testing room with your screen shared while you save the test and while you email it to the test administrator. The test administrator will supervise while you delete all test files from the software used to produce text, from the recycle bin, and from the sent and drafts email folders.

TEST GRADING POLICY

- The RCP-M is graded to a standard of substantial verbatim. Substantial verbatim can exclude false starts and repeated words that don't change the meaning. Substantial verbatim can include transposed words that still convey the meaning. As always, strive for 100% verbatim. According to industry standards, the proper use of dashing and correcting to correct an error in the dictation will be allowed. Deductions for improper use of the dash and correct method will occur.
- The RCP-M is graded to standard drop down requirements. That is, drop down must occur within 5 seconds or less as measured by time codes or the timer used by the test proctor.
- The RCP-M test is developed using the spelling and rules of punctuation found in *Merriam-Webster's Collegiate Dictionary, 11th Edition*, and *The Gregg Reference Manual*.

Grading Guidelines for the Registered CART Provider-Master Dictation Skills Test

The following list of errors will be used when grading the RCP-M Dictation Skills Test.
(D=professional dictation, W=written in transcript)

	# of Errors
1. Each wrong word	
(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) She dropped her <u>ice cream cone</u> .	
(W) She dropped her <u>I scream code</u> .	3 errors
2. Each added word.	
(D) Please tell us about your work history.	
(W) Please tell us about your <u>past</u> work history.	1 error
3. Each dropped word.	
(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
4. Each misspelled word	
(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
5. Each wrong name.	
(D) Mr. <u>Johnson</u> borrowed my car last week.	
(W) Mr. <u>Jones</u> borrowed my car last week.	1 error
6. Missing or wrong punctuation.	
Omission of period or question mark in the literary.	
(D) He didn't answer the <u>phone</u> . He didn't hear it ring.	
(W) He didn't answer the <u>phone he</u> didn't hear it ring.	1 error
Each omitted comma in a date.	
(D) I was born on <u>October 11, 1951</u> , in North Carolina.	
(W) I was born on <u>October 11, 1951</u> in North Carolina.	1 error
(W) I was born on <u>October 11 1951</u> in North Carolina.	2 errors
Each omitted comma for city and state.	
(D) I have lived in <u>Atlanta, Georgia</u> , since 1985.	
(W) I have lived in <u>Atlanta, Georgia</u> since 1985.	1 error
(W) I have lived in <u>Atlanta Georgia</u> since 1985.	2 errors

Each omitted comma in a direct address.

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

7. Each omitted capital letter when clearly needed.

(D) I saw Dr. Smith for the first time in October.
(W) I saw Dr. smith for the first time in October. 1 error
(D) I moved to Miami, Florida.
(W) I moved to Miami, florida. 1 error

8. Incorrect verb tense.

(D) Do you need additional credits for this CE cycle?
(W) Do you needed additional credits for this CE cycle? 1 error

9. Each plural incorrectly written as singular and vice versa.

(D) I cashed five checks and then made one deposit.
(W) I cashed five check and then made one deposit. 1 error

10. Each acronym which contains hyphens, or words.

(D) I missed last month's PTA meeting.
(W) I missed last month's P-T-A meeting. 1 error
(W) I missed last month's P tea A meeting. 1 error

11. Each appearance of an unresolved conflict.

(D) I can take only one pair of shoes.
(W) I can take only one {pair, pear, pare} of shoes. 1 error

(D) It was mine as opposed to hers.
(W) It was mine {as opposed to; is supposed to} hers. 1 error

12. Dates must be expressed as numerals.

(D) My daughter was born July 8, 1980.
(W) My daughter was born July eight, 19 eighty. 2 errors

13. Each wrong or irregularly rendered number.

(D) I've lived here since 1996. 1 error
(W) I've lived here since 1966.

(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. Missing hyphens in compound adjectives: 15-page report *or* 15 page report
7. Hyphen used at the end of a line to divide a word
8. Words compounded or not compounded which do not result in a change in meaning
(D) I gave the receipt to the bookkeeper.
(W) I gave the receipt to the book keeper.
9. Each contraction written as two words and vice versa
10. An extra space where only one space is required: I went to the store for eggs.
11. Misplaced commas except as listed in Guideline No. 6 above
12. Punctuation which is part of any other error
13. 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
14. Miss, Mrs., or Ms. used interchangeably, except that one form must be used consistently throughout the transcript
15. Transposed words that do not change the meaning of the sentence:
(D) I since have been promoted to manager of sales.
(W) I have since been promoted to manager of sales.

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

PART 2: WRITTEN KNOWLEDGE TEST

The written portion of NVRA's RCP-M test will be offered in two ways: In person at the test site during a regularly scheduled CVR-CM test weekend (or at NVRA's Annual Convention test schedule) or remotely as scheduled with NVRA. Passage of either test format will qualify.

GENERAL INFORMATION

- The Written Knowledge Test consists of 50 multiple choice items in the areas of CART, punctuation and grammar, and professional responsibilities. It is created pursuant to a validation process that incorporates the Standards for Educational and Psychological Testing (1999).
- You will have up to one (1) hour to complete the Written Knowledge Test.
- A criterion-referenced passing score for each test is established using accepted procedures of the Standards for Educational and Psychological Testing (1999).
- 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. You may register for the Written Knowledge Test when you register for the RCP-M test.
- If you choose to take the Written Knowledge Test in person, you must so indicate on the registration form. Those persons not indicating this choice in advance will not be permitted to test in person. Check with hotel desk for room assignment. Please bring a No. 2 pencil.
- If you choose to take the Written Knowledge Test remotely, you may register on-line and an agreed upon testing time will be established between the tester and NVRA's test administrators.
- After your registration has been received by NVRA, you will receive a confirmation and the contact information needed to schedule your appointment for the Written Knowledge Test online. You must provide an e-mail address or fax number in order to receive confirmation.

PART 3: INQUIRIES AND APPEALS

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, an appeal may be made in writing to the NVRA Credentialing Committee by e-mail to 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
www.NVRA.org

National Verbatim Reporters Association RCP-M Medical Release Form:

To be completed only if test candidate is medically unable to perform the task of setting up or breaking down equipment.

All set up and break down of equipment must be performed by the individual participant, EXCEPT in a situation where a medical doctor has diagnosed a condition or conditions that would prohibit the participant from personally performing these tasks. In this situation, the original and properly executed Medical Release Form must be returned to NVRA Member Services prior to the specific test for which the participant is registered. Medical Release Forms are valid only for the specific test. A new Medical Release Form must be executed and returned to NVRA Member Services for each registered test. **Return this form to NVRA Member Services with registration packet. No Medical Release Forms will be accepted unless submitted in advance of the test and no late registrations are accepted if accompanied by a Medical Release Form.**

Certification Test Date: _____

Location: _____

As a medical doctor licensed to practice in the State of _____,
license number _____, I have diagnosed _____
with a condition known as _____, which would
prohibit him/her from personally performing the task of setting up and breaking down
equipment. I understand the "equipment" in question to mean a laptop or other computer.

Signature: _____

Date: _____

Please print name: _____

Telephone Number, Including Area Code _____