NALS
LSP Program Handbook

Information for candidates testing in 2025

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INTRODUCTION

Thank you for your interest in offering the NALS Certified Legal Support Professional (LSP) exam to your students. The LSP was designed to establish preparedness for the demanding field of law. Those earning the LSP have demonstrated a commitment and aptitude for succeeding in the ever-changing legal environment by standing out against the competition.

This handbook is designed to outline the policies and procedures governing LSP administration and outline the skills/knowledge covered on the exam. These policies may change at the direction of the NALS Certifying Board without prior notice. Recommended preparation varies depending on your students' experience in a law office and the knowledge they may already have in the areas of legal office administration, client service skills, ethics, legal systems, and terminology. We hope this handbook will be a useful reference tool for you. Please contact us at cert-edu@nals.org with questions or suggestions on how to improve this resource. We know you have options when it comes to certification, and we value your partnership!

Membership in NALS is not a requirement to sit for the exam.

RECOMMENDED RESOURCES FOR NALS LSP

(See "Resources" Tab under Certification at www.nals.org)

CERTIFIED LEGAL SUPPORT PROFESSIONAL (LSP)

NALS Basic Manual for the Legal Professional, 16th Edition
ISBN: 9781539288718
Available in digital/PDF or Print
Order through the NALS Store

Gregg Reference Manual, 11th Edition
ISBN: 9780073397108
Brand: McGraw Hill Publishing
Ordering Methods: 1-800-334-7344 | ONLINE
Softbound and eBook
Instructors may request a FREE copy from McGraw Hill

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THE CERTIFIED LEGAL SUPPORT PROFESSIONAL (LSP) CERTIFICATION EXAM

One way to demonstrate your readiness for the demanding field of law is by attaining the LSP designation. The foundational knowledge gained by preparing for the examination hones your on-the-job skills so students are ready for the next step of their legal support journey!

THE EXAM

- The LSP is a computerized, multiple-choice exam.
- There is no minimum age requirement to sit for the exam or earn the LSP designation, provided the examinee has met the eligibility criteria.
- Effective March 2025, the exam is composed of 100 questions in one comprehensive exam.
- Effective September 2025, the previous three-part LSP Exam is no longer offered; candidates must complete the new single-part exam for certification.
- Examinees will have access to a digital notepad within the exam platform. Physical paper/pencil is prohibited without prior approval from NALS.
- Those passing the exam will be certified as an LSP for five years.
- Recertification is required every five years to maintain the designation. Recertification is achieved through the accumulation of a minimum of 50 hours of continuing legal education (CLE) credits and activities, with 5 of those 50 hours in ethics. See https://www.nals.org/page/recertification for full details.

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2025 LSP Exam Content Outline

Content Area	Exam Percentage
Legal Practice Administration and Financial Management	13%
Legal Office Financial Basics	
Calendaring	
Computer Skills	
Written Record Management	
Copier/Scanner/Fax Basics	
Firm Organization/Types of Firms	
Trial Management	
Legal Client Engagement and Service Skills	17%
Phone Communication	
Interview Skills	
Client Intake	
Customer Service Basics	
Legal Professional Skills and Ethics	26%
Professionalism	
Ethical Conduct	
Unauthorized Practice of Law (UPL) Awareness	
Maintaining Confidentiality/Discretion	
Electronic Communications	
Social Media	
Time Management	
Professional Development	
Cultural Competence and Diversity	
Legal Systems & Terminology	23%
Legal System Structure	
Court Levels/Systems	
Preparing for Trial	
Trial Procedure	
Legal Terminology	
Legal Written Communication Skills	21%
Basic Written Communications	
Legal Written Communications	

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LSP Partner Program

The NALS LSP Partner program was developed based on feedback from schools administering the LSP . Accredited schools and legal programs have the option to register as an LSP Partner to receive exclusive instructional support and marketing recognition. By registering as an LSP Partner, schools/programs receive the following benefits:

- Ability to live-proctor student exams per NALS guidelines *(savings of $45/student)*;
- NALS Affiliate Membership for primary contact;
- LAPSEN Membership for primary contact;
- Annual program-wide result report with review and comments from NALS Certifying Board with recommendations for areas of improvement/focus;
- Custom LSP Partner logo to use in marketing;
- Free flashcard tool for Basic Manual terminology.
- Program recognition on NALS website and in marketing.
- Exclusive Mock Exam pricing

Exam Policies & Definitions

ELIGIBILITY

Candidates sitting for the LSP must have completed at least 80% of a business/legal course offered by an accredited institution. Instructors submitting candidates are thereby confirming their eligibility upon application. Candidates who have not met this threshold by the examination date should not sit for the exam until the criteria have been met.

Program instructors may opt to sit for the exam prior to administering to their students. Instructors from LSP Partner programs may opt for live proctoring to better understand the student exam experience. Instructors applying for the exam should submit the Student Application Roster spreadsheet with their own data. NALS staff will follow up with the invoice and to confirm exam details.

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EXAMINATION APPLICATION

The LSP application is available exclusively online and consists of two parts:

1. Complete the student application roster to provide candidate data;
2. Upload the roster to the online application providing contacts and exam preferences.

Student Application Roster

Prior to submitting the application, it will be necessary to download and complete the Student Application Roster spreadsheet so it may be attached to the application form. This data is required for processing and must be submitted for all candidates. The form is available at https://www.nals.org/resource/resmgr/nals_LSP_application_school.xlsx.

Application Form

The application form is available at https://www.nals.org/page/LSP-exam-application. There is no fee to apply, and you will not be invoiced immediately upon submission.

On the application form you will have the option to designate a proctoring and/or billing contact and obtain a quote if needed for a Purchase Order. You will also be able to choose your proctoring method. Please see the EXAM PROCTORING section below to determine which method(s) best fit your needs. If you plan to use both live and remote proctoring options, **separate** applications should be submitted along with the corresponding student roster for each. Please contact NALS if students will be responsible for paying their own remote proctoring fee.

While the NALS exams are offered monthly, the application deadline for an exam month is the 1st of the previous month. For example, apply by August 1 for a September exam. **Please note, payment must be remitted in full before exam access will be granted.** Therefore, we strongly urge all institutions to pay for the exam(s) with a credit card. If this is not possible, we recommend starting the application process at least **90 days** prior to the desired exam date. NALS is not responsible for late or rescheduled exam dates due to payment errors or delays.

Upon receipt of application, NALS staff will review your application and provide a quote or invoice to the designated contact and confirm your exact exam date. Failure to provide complete or accurate student data on the student application roster may result in delayed or denied applications.
Please contact us at cert-edu@nals.org with questions regarding the application. For security reasons, applications and student rosters will no longer be accepted via email.

Retake Application Process

If the school will be paying for candidates to retest, the school should follow the same application process as the initial application by completing the School Exam Application online and indicating on the roster which students are retakes. There is no waiting period between exam attempts.

If the school will not be paying for candidates to retest, candidates may retest at their own expense but may be required to utilize remote proctoring for this attempt. In this case, please contact cert-edu@nals.org for instructions.

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ADA ACCOMMODATION REQUESTS

Accommodations are available for examinees living with a documented disability covered under the Americans with Disabilities Act, as amended. Request for accommodations must be made during the application phase in order to allow time for processing. The accommodations form is available here: https://cdn.ymaws.com/www.nals.org/resource/resmgr/certification/ada_test_accommodation_reque.pdf.

A form should be submitted for each candidate requesting accommodations. If the candidate already has testing accommodations in place with the school for the current academic year, that documentation may be submitted in place of the above, provided it clearly states the candidate's name, accommodations required, and a contact within the school knowledgeable of their needs.

Upon review of the application and supporting materials, the instructor will be notified if accommodation requests have been approved. This information will also be communicated to the proctor if the accommodations are an exception to the exam policies.

PRICING

Full-Time Student	Initial Fee	Retake Fee
Live Proctoring^	$90.00	$60.00
Remote Proctoring	$135.00	$105.00

^Available exclusively to LSP Partners

EXAM PROCTORING

NALS offers two proctoring methods (Live & Remote) to meet a variety of needs. You will be asked to select your proctoring method when applying. If both methods will be used, separate applications should be submitted so accurate invoices can be generated. Live proctoring is available ***exclusively*** to registered LSP Partner programs. See the section on "LSP Partner Program" on page 9 for further details or https://www.nals.org/page/OnlineExamProcess for technical requirements.

LIVE PROCTORING

Live proctoring is available exclusively to registered LSP Partner programs. See the section on "LSP Partner Program" on page 9 for further details. Live Proctoring is arranged and supervised by the registering institution. To use live proctoring, student exams must be completed in-person under the supervision of school staff or school representative. If NALS has reason to believe these conditions were not met, exam results may be delayed pending further review. Failure to meet these expectations may result in voided exam results and/or fee forfeiture. Examinees will need their own computer (laptop/desktop) and a quiet exam environment. Full instructions will be sent to the proctor designated on the application at least three business days prior to the exam.

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Live proctors are responsible for verifying student identity (via student IDs), reading the exam room policies, monitoring examinees throughout their exam, and confirming a clean exam attempt. If any suspicious or prohibited behavior is discovered, that student's exam must be terminated, and they should be removed from the exam room. Full proctoring information will be sent to the designated proctor at least two business days prior to the scheduled exam date. Upon completion of exam administration, the proctor or instructor should contact cert-edu@nals.org to confirm completion and notify NALS. Results from live-proctored exams are not immediate as results must be confirmed by the NALS Certifying Board (see "Scoring Verification Procedure" section). Results will be provided to the registering instructor via email within 30 days of exam date for distribution to examinees.

REMOTE PROCTORING

Remote proctoring is available for $45/student and is provided through Prolydian's partner, Rosalyn. Pending application approval and payment, the application contact will receive an email with student usernames/passwords, exam access dates and instructions. Students are responsible for scheduling their own exam appointments within those dates. The full exam is to be completed in one sitting. To complete the online exam, students will need: a reliable internet connection; a quiet room free of people, pets, and clutter; government or school photo ID; working webcam and microphone; and a desktop or laptop. Tablets, mobile devices, and dual monitors are not supported. Students using remote proctoring are responsible for meeting all exam requirements and complying with access instructions. NALS is NOT responsible for technical difficulties (e.g., *poor and/or loss of internet connection, power failure*) or examinees' failure to follow instructions resulting in a suspended exam or forfeited exam fees. Candidate technical difficulties are NOT grounds for re-administration of this examination. Remote exam proctoring is recorded (screen, audio, and video) and reviewed by impartial third-party proctors. Upon completion of the exam, preliminary results will be displayed on-screen. These results are not finalized until the students' proctoring report has been reviewed by the NALS Certifying Board. Pending approval, results will be provided to the registering instructor within 30 days of exam date for distribution to examinees.

RESCHEDULING & REFUND POLICY

The cancellation and refund policy varies based on the proctoring method.

Live Proctoring:

Exam date(s) for students using live proctoring are confirmed by the registering instructor. If it is necessary to reschedule, you must confirm this with NALS prior to administering the exam on the new date. Pending completion of the exam, the registering instructor/proctor should confirm a clean attempt and note any concerns/no-shows. Candidates unable to test during the scheduled exam administration date may reschedule if approved by their instructor. Any unused exam fees will be carried over as a credit to the school, or may be refunded (less a 25% administrative fee) if requested in writing to cert-edu@nals.org. Carry-over credits must be applied to a scheduled exam within six months of the original exam administration.

Remote Proctoring:

Candidates utilizing remote proctoring have 30 days to complete their exam. It is the responsibility of each exam candidate to complete their exam during the specified time frame. Exam candidates who are unable to complete their exam during their eligibility window may pay a $50 fee to receive a 30-day extension. Extensions can be requested by completing the application form at https://nals.org/page/extensionapp prior to the end of their current exam window. Candidates who do not complete their exam within six months of their original application will be required to reapply and repay exam fees. Any unused exam fees will be carried over as a credit to the

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school, or may be refunded (less a 25% administrative fee) if requested in writing to cert-edu@nals.org. Carry over credits must be applied to a scheduled exam within six months of the original exam administration.

CANCELLATION POLICY

Invoices to NALS are net 60. Should it be necessary to cancel your exam, a refund (less 25% processing fee) may be requested in writing to cert-edu@nals.org within two weeks of payment date. Once payment has been received, changes may not be made to the testing order. From this point, the exam fee will be held by NALS and can be applied towards a future exam date.

CONFIDENTIALITY

The exam questions must remain confidential. Candidates may not discuss the exam questions or answers with anyone for any reason. This includes, but is not limited to, discussing the exam with other examinees or discussing the exam with others who have already passed the exam. If there are any questions about the exam, please direct them to the National Certification/Education Manager, at cert-edu@nals.org.

Persons breaking the confidentiality of the exam may, upon investigation by the NALS Certifying Board, lose their certification designation and may lose the opportunity to sit for future NALS exams. Candidates will be required to agree to the candidate confidentiality pledge prior to accessing exam content.

PUBLIC DISCLOSURE

To recognize the accomplishments of the professionals who have earned the LSP credential, NALS maintains a public website directory of Certified Professionals. This list includes the credential holder's first and last name, the month/year the credential was earned, and the state in which it was earned. Credential holders may use this directory as verification for potential employers.

NALS CERTIFYING BOARD

The NALS Certifying Board develops, promotes, and administers the certification programs and certifies the examination results.

The Certifying Board continually revises and updates all examinations for relevance in the ever-changing legal profession. Therefore, the examinations serve as a comprehensive measure of the proficiency of those studying to be employed or who are currently employed in the legal profession.

The Certifying Board is composed of NALS members who are certified CLPs and/or certified PPs from around the country, and non-NALS members who are educators and/or attorneys. The members have expertise in the subject areas tested, a deep interest in the legal profession, recognition in their respective fields, leadership ability, and the willingness to devote their time and efforts toward upholding the high standards of NALS' certification programs.

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SCORE VERIFICATION PROCEDURE

SCORING

Final exam scores will be automatically sent to the email address provided for each examinee. Teachers also have access to pull a full report of student exam scores after a clean exam attempt has been confirmed by the proctor. Should a violation occur during the exam, the situation will be reviewed by the NALS Certifying Board for a decision. If a violation is confirmed, the scores from that exam are considered void and the student will be prohibited from sitting for a NALS exam for six months.

As of September 2025, the previous three-part LSP Exam is no longer offered; candidates must complete the new single-part exam for certification. Please direct any questions to the National Certification Manager at cert-edu@nals.org.

EXAM RESULTS

Exam results will be processed and verified within 30 days of the last student's exam date. NALS will email all certified students information on how to use and maintain their designation. Certified examinees will receive a certificate in the mail approximately 45 days after the date of the examination. This certificate will be suitable for framing.

While the National Certifying Board implements extensive quality control measures in the scoring process for each exam, it is recognized that an examinee may wish to verify the accuracy in scoring. In order to have an exam graded manually, the request must be in writing, accompanied by a fee of $25 per score, and received within 45 days from the date of the score report The request should be sent to the National Certification Manager at cert-edu@nals.org . Within 30 days from the date of receipt of the written request and accompanying fee, the score in question will be verified, and the examinee will be provided an "Official Report of Verification of Score." Any resultant change in score (up or down) will be noted on the examinee's records.

REVOCATION OF CERTIFICATION

Any certification may be revoked for any one of the following reasons:

- Conviction of a felony; or
- Determination by appropriate authority of the unauthorized practice of law; or
- Divulging the contents of any examination; or
- Falsification of information on application form; or
- Violation of the NALS Code of Ethics and Professional Responsibility.

Individuals currently serving a prison term are ineligible to sit for any NALS certification examination.

TIMELINE & CHECKLIST

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- 30-90 Days Prior to Desired Exam Date:
  - ✓ Prepare student roster with candidate data;
  - ✓ Complete online LSP application and attach student roster;
  - ✓ Provide proctor and billing information.
  - ✓ Once processed, confirmation will be sent to the designated contact. If indicated on the application, a quote will be provided to the billing contact to obtain a Purchase Order. If a quote was not requested, an invoice will be sent.
  - ✓ Contact will be asked to confirm the scheduled exam date.
- Pending payment, receipt will be sent to billing contact and exam date will be confirmed with exam contact.
- For In Person Proctoring
  - 2-3 business days prior to exam date, proctor will receive exam access instructions via email.
  - On Exam day:
    - Proctor will check students in, secure the exam environment, read the exam policies aloud, and assist students in accessing the exam. Proctor will monitor the exam room for abnormalities and prohibited behavior, and conclude the exam after four hours. Students who finish the exam earlier may be dismissed upon completion of exam (before the time limit is reached).
    - When all exams have concluded, proctor or exam contact should email cert-edu@nals.org to confirm successful administration. If the exam was live-proctored, proctor should advise of any abnormalities or absences requiring rescheduling.
- For Remote Proctoring
  - Students will receive an Authorization to Test email with instructions on accessing their exam.
- 24 hours Post-Exam: Exam results will be automatically sent to the student's email address after submitting their exam. Teachers will have access to pull a full report of student exam scores.
- 45-Days Post Exam: Students who earned the LSP certification will receive a mailed certificate valid for five years

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