

## **FREQUENTLY ASKED QUESTIONS: NCSO™, online proctoring:**

### **How do I submit my NCSO™ Exam application?**

You can submit your fillable NCSO™ exam applications by emailing them to [NCSO@youracsa.ca](mailto:NCSO@youracsa.ca).

### **Do all courses have to be current (not expired) before applying for the final exam?**

Yes, all courses must be current to sit the NCSO™ Exam. If any of your courses are expired, they will have to be retaken prior to registering for the exam.

### **How many questions are on the NCSO™ Exam?**

The NCSO™ exam contains 120 multiple-choice questions.

### **What is the pass mark for the exam?**

The required pass mark for the NCSO™ Exam is 75%, you will receive a pass or fail grade based on your score.

**What happens if I fail the NCSO™ exam?** If unsuccessful during your first attempt, you will be required to wait a deferral period of 3 months. If your unsuccessful on your second attempt, you will be required to wait a deferral period of 6 months, for third and any subsequent attempts, you will be required to wait a deferral of 12 months. Please note there is an administration fee of \$80 for the rewrite of the exam.

### **What if I need to reschedule my exam?**

To reschedule, please email us at [NCSO@youracsa.ca](mailto:NCSO@youracsa.ca) for assistance. Please note, we do require 72 hours' notice for exam rebookings.

### **Is there a cost to the NCSO™ Exam?**

Yes, currently, the cost to take the NCSO Exam is \$65.

### **Is the NCSO™ exam open book?**

The NCSO™ exam is not open book. However, we do offer a study guide, available on our website, [www.youracsa.ca](http://www.youracsa.ca), under the NCSO™ exam application.

**How can I prepare for the NCSO™ exam?**

The ACSA will be offering a study group for students. Contact [ncso@youracsa.ca](mailto:ncso@youracsa.ca) for additional information on this service.

**Is the NCSO™ exam online or in person?** Currently, the exam is offered online through a proctoring system.

What are the computer requirements for the NCSO™ exam?

- Desktop/Laptop (Microsoft Windows 10 or higher)
- MAC (OS Mountain Lion or higher)
- Must have a stable internet connection of at least 5-7 Mbps required for proper course viewing.

Please use the latest versions of the browsers: Google Chrome, Mozilla Firefox, Microsoft Edge.

**Am I required to have a webcam to take the exam?**

Students are required to have a webcam to partake in the NCSO™ Exam.

**Is the NCSO™ exam completed through my Student Portal?**

The NCSO™ exam will be completed on a third-party site, instructions for the exam and log in details will be sent via email after registration.