

## **NHSA™ FREQUENTLY ASKED QUESTIONS**

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

You can submit your fillable NHSA™ exam applications by emailing them to [NHSA@youracsa.ca](mailto:NHSA@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 NHSA™ 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 NHSA™ Exam?**

The NHSA™ exam contains 120 multiple-choice questions.

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

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

### **What happens if I fail the NHSA™ exam?**

If unsuccessful during your first attempt, you will be required to wait a deferral period of 3 months. If you're unsuccessful on your second attempt, you will be required to wait a deferral period of 6 months; for the third and any subsequent attempts, you will be required to wait a deferral of 12 months. Please note that 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 [NHSA@youracsa.ca](mailto:NHSA@youracsa.ca) for assistance. Please note we do require 72 hours' notice for exam rebookings.

### **If I write the NHSA exam, will I have to write the NCSO Exam when I am eligible?**

No, once you have met the requirements for the NCSO™, you can email a request for your NCSO™ Certificate if you have already completed the NHSA™ exam and meet the requirements of the NCSO™ designation at that time.

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

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

**Is the NHSA™ exam open book?**

The NHSA™ 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 NHSA™ exam application.

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

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

**Is the NHSA™ exam online or In-Person?**

Currently, the exam is offered online through a proctoring system.

**What are the computer requirements for the NHSA™ 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 NHSA™ Exam.

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

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