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## **Candidate Registration Process Video Transcript**

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More info: <https://www.ncsbn.org/nclex.htm>

### **Presenters**

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- [Jenn] my name is Jenn Keating. And helping me today is Tim Connolly and Thy Cao. We make up the small but mighty Examination Operations team, which is led awesomely by our operations manager.

We will be discussing NCLEX candidate registration process. To help illustrate the full candidate registration experience, we will be role-playing three different scenarios, before the exam, exam day, and after the exam. At the end of our presentation, we will share some very helpful resources. First up, before the exam.

We will acknowledge the three separate entities candidates will work with, how candidates can start the registration process, the Authorization to Test process, and last but not least, how and where candidates can schedule an appointment.

- [Tim] NCSBN exams, may I have your first and last name, please?

- [Thy] Hi, my name is Thy Cao. I've recently graduated nursing school. I need to take the NCLEX to get my license and start working. Well, unfortunately, as a first-time test-taker, I'm completely lost on how this whole process works. Where do I even begin? Please help me.

I'm really worried. I'm sorry, but who am I speaking with right now?

- This is NCSBN. We manage and develop the NCLEX examination, but there are two other entities that you'll be working with. Pearson VUE, they administer the NCLEX. This is where you'll register and take your exam, and your nursing regulatory body, also known as your NRB, this is where you wish to be licensed. They determine your eligibility and will release your NCLEX results.

- Wow. That is a lot of different entities, but I think I understand.

- Great. Please stop me at any time if you have any questions. Next, let's go through the two-step registration process. First, submit an application to the NRB where you wish to be licensed. It's really

important to do this first, as they will give you the green light to register with Pearson VUE. It's important for candidates to reach out to their NRB to see if they qualify to test before registering with Pearson VUE.

Registrations are non-refundable. Second, register with Pearson VUE by calling 866-496-2539 or going to [pearsonvue.com/nclex](http://pearsonvue.com/nclex). Your Pearson VUE registration will stay open for 365 days while you await eligibility. Once you're made eligible by your NRB, you'll receive your Authorization to Test email, including its validity dates.

Candidates must test within that time frame.

- Thank you for clearing that up. I was told the first step was to register with Pearson VUE. Once I have submitted my application to my NRB and register with Pearson VUE, I heard it could take weeks to receive my Authorization to Test. Do you know how long the process takes?

- Your NRB will need to make you eligible in order to receive your Authorization to Test and to receive your ATT email from Pearson VUE. Now, if it's been longer than two weeks, you definitely want to contact your NRB to make sure everything is okay on their end. Also, please note that you must test within those validity dates, if not, you'll be required to pay another registration fee.

- Oh, okay. That makes sense now. When I receive my ATT, do I have to test in the state that I apply for? I currently live in Illinois, but I want to register for my license in Texas.

- You can test at any Pearson VUE location as long as they offer the NCLEX examination. Just contact Pearson VUE and inform them where you want to test. Let's say that you're going on a trip, you could schedule your exam where you're traveling. You can even schedule an appointment at an international test center, though there is an additional non-refundable fee. Just remember to apply with the NRB where you wish to practice.

- Okay. If I have received my ATT email, where should I go to schedule my exam appointment? Can I do it online?

- Yes. You can schedule online through your candidate profile or call Pearson VUE NCLEX Candidate Services.

- As exam day approaches fairly quickly, you may be curious to know, "What do the test centers actually look like?" Pearson VUE offers an online tour with photos of the physical layout, including the lobby, lockers, ID check-in, as well as the testing room and proctor station. In our second scenario, we'll go into more depth of what the actual exam day process looks like, including a discussion about the check-in process, acceptable IDs, and break procedures.

- NCSBN exams, can I have your first and last name, please?

- Hi, my name is Thy Cao. My NCLEX-RN exam is next week. I'm so glad I'm almost to the finish line. Can you explain to me what I should expect when I arrive at a test center? I'm confused about how the check-in process works.

- No worries. I hear you. Here's an idea of what to expect. When you arrive at the Pearson VUE test center, the test administrator will confirm your appointment and exam. Then you'll be asked to read the Candidate Statement and provide an electronic signature agreeing to the terms of the NCLEX. You will also be required to present an acceptable ID form, provide your biometrics such as palm vein scan, digital signature, and have your photograph taken.

Remember, biometrics are required for all candidates taking the exam.

- Thank you for bringing that to my attention. I also want to check with you on the ID requirements for test admission.

- Sure. Let me break it down and explain it to you. For test admission, you need to bring an acceptable form of identification such as your driver's license or passport. All IDs must be government-issued, valid, have your name in Roman characters, and contain a recent photograph and your signature. Keep in mind if you plan to take the exam in an international test center, the only acceptable forms of ID are passport books or cards.

If you don't have an acceptable ID, unfortunately, you will be turned away and have to repay another exam fee.

- Thanks. That's helpful to know. I recently got married and got my new ID, and the last name is different on it. Will I be allowed for testing with my new last name?

- Policy states that your first and last names presented on your ID must match exactly as they're shown in your registration or ATT email. In the event the name with which you registered is different from the name on your identification, you must bring legal name change documentation to the test center on the day of the test. For instance, your original marriage license.

In other instances, a divorce decree or court action legal name change document.

- Well, okay. Thanks for the info. I will bring my original marriage license with me on the testing day. Another question just crossed my mind. If I get tired from looking at the computer for so long while taking my test, can I take a break?

- Yes, of course. Throughout the duration of your exam, you'll be given two opportunities to take scheduled breaks. The break alerts will pop up on your computer. If at any time you need to take an unscheduled break, simply raise your hand and wait for the TA to escort you out of the testing room.

- How many breaks can I take throughout my exam?

- You can take as many unscheduled breaks as you'd like. You'll also be given two pre-programmed optional breaks during your exam. Remember though, the clock keeps running during your breaks.

- Got it. Thank you.

- You're very welcome. Feel free to let us know if you have any other questions, as we're happy to help.
- So far, we have gone through the first two stages of a candidate's NCLEX experience. We will wrap up our scenarios by touching on what happens after the exam. For instance, Results Processing, including the Quick Results Service, the Candidate Performance Report and the Retake Policy.
- NCSBN exams, can I have your first and last name please?
- Hello. My name is Thy Cao. I just finished my test today. It went pretty poorly. Unfortunately, I have the feeling that I did not do well at all and failed the exam.

I want to re-register as soon as possible. Should I start now?

- Well, have you received your results yet? If not, I would suggest waiting until you receive them.
- Not yet. Actually, I just left the test center a couple of hours ago.
- Okay. So, I would recommend just to be patient at this because after two business days, some states allow candidates to access their unofficial results through the Quick Results Service. This costs \$7.95. Otherwise, your official results will be sent to you from your nursing regulatory body, and time can vary on receiving results for each state.

And that may take up to six weeks.

- Six weeks? But if I fail, I want to retake the exam as quickly as possible so I don't forget any of the material I learn.
- Yes, it can take up to six weeks, but also keep in mind that for an NCLEX retake, candidates will need to wait at least 45 days before retaking the exam. Your NRB will also provide you with your Candidate Performance Report, also known as your CPR.

- What is a Candidate Performance Report?

- The CPR is an individualized two-page document sent to you by your NRB if you fail the NCLEX exam. The front side of the CPR gives you a brief explanation of how computerized adaptive testing works. It will also tell you how many items you answered. The backside of the CPR provides information regarding your performance within the eight NCLEX test plan content areas.

- Oh, okay. Will it tell me more information on the retake requirements? Will I need to resubmit my fingerprinting or transcripts?

- The CPR does not provide retake requirements. The retake policy is essentially the same process you went through the first time except waiting at least 45 days between each examination. Contact your NRB and notify them that you plan to retake the exam. They can also assist with questions regarding testing limits, resubmitting materials, background checks, and licensing and registration fees.

When you receive the okay to test again, you'll re-register with Pearson VUE and pay the exam fee. Once the NRB makes you eligible, you'll receive another Authorization to Test to schedule your exam date.

- What? I have to wait 45 days before I can register?

- Nope. Once you receive your results, you can start the retake process right away by contacting your NRB.

- Thanks.

- No problem. Is there anything else I can help you with today?

- That will do it. Thank you.

- Great. If you end up having additional questions, please feel free to give us a call back.

- Now that we have gone through the candidate registration process, including before the exam, exam day, and after the exam, we would like to share some very helpful resources. First, is the Candidate Bulletin. This serves as a guide for the entire exam process, including information on how to register the NCLEX Candidate Rules and results processing.

There are also NCLEX test plans that serve as blueprints, outlining the content areas that candidates are tested on. It is highly recommended candidates review the test plans prior to the exam day. NCLEX Candidate Tutorials are also available to help candidates become familiar with the Pearson VUE software.

One of my favorite resources is the NCLEX FAQs. These help candidates, nursing regulatory bodies, and the general public have a better understanding of the NCLEX exam. And finally, our contact information. We are available Monday through Friday 8 a.m. to 5 p.m. Central Time to answer any questions or concerns.

Thank you for listening, and we hope you enjoyed the presentation.