

Examination Test Centers

JCAHPO's computerized examinations are administered at Pearson VUE Test Centers conveniently located throughout the U.S., Canada, and various international locations. You may refer to Pearson VUE's web site for a current list of test sites at www.pearsonvue.com/jcahpo.

Additional Testing Sites

JCAHPO will consider requests to administer examinations to groups of candidates outside of the test centers, but we cannot guarantee that such testing will be available. Contact the Certification Department for more information on testing at additional locations. An additional fee may be charged for administration and examination delivery formats may differ.

Confirmation Letter

Candidates approved for eligibility will receive a letter confirming acceptance of the examination application. The confirmation letter will provide a toll-free number and other scheduling information. You have 90 days in which to schedule the examination with JCAHPO's testing vendor.

JCAHPO does not control test site availability or examination scheduling. To avoid scheduling complications, please schedule your examination shortly after receiving the confirmation letter. The testing service will provide each candidate with a confirmation number that must be presented when you arrive at the test center on the day of your examination.

Eligibility Extensions, Appointment Changes, and Fee Refunds

JCAHPO's policies regarding scheduling, canceling, and changing appointments are:

1. If you fail to schedule an appointment within the 90-day eligibility period indicated in your confirmation letter, you will forfeit your application fee. A new application and examination fee are required to reapply for the examination.
2. Requests to cancel an application (before you have scheduled an appointment with the testing vendor) must be received in writing before the end of your 90-day eligibility period. A processing fee is retained.
3. To cancel a scheduled examination appointment without a fee, you must call JCAHPO's testing vendor at the toll-free telephone number you received with your acceptance letter at least 30 business days prior to your scheduled appointment. If you cancel 5–29 business days before the scheduled test date, the testing vendor will collect a \$25 fee. Cancellation less than five business days before the test date or failure to appear will result in forfeiture of your examination fee or incur a no-show fee.
4. If you cancel within the allowed time period, you may either reschedule with the testing center or request a refund in writing from JCAHPO. All requests for refunds must be received before the end of your 90-day eligibility period and a processing fee is retained. No refunds will be issued for cancellations that do not conform to the above policy.
5. If you fail to appear for the examination or arrive at the test center more than 15 minutes late for your appointment, you will not be tested and you must pay a no-show fee prior to rescheduling your exam.
6. If you are not admitted to the test center for failure to provide proper identification, you will be charged a no-show fee, which must be paid prior to rescheduling your examination.
7. If you are unable to take the examination within the eligibility period indicated in your confirmation letter, you may apply for a one-time 30-day eligibility extension by submitting a written request and paying an extension fee. The written request must be received by the end of the 90-day eligibility period.
8. If you are unable to take the examination and cannot cancel or reschedule within the required time period due to a personal emergency, you may request consideration to reschedule the examination without paying an additional fee by contacting JCAHPO in writing within 15 days of the scheduled testing session. A description of the emergency must be included in the written request, and supporting documentation (for example, a doctor's excuse) must accompany the request. Rescheduling without an additional fee will be considered on a case-by-case basis.

"I feel certification empowers ophthalmic medical personnel. My certification credentials are on my name tag. Many times patients ask me what the letters stand for. When I tell them, the look on their face changes. I see them relax with the realization that I am qualified to work with them."

- Christine McDonald, COA, ROUB, COE

Admission to the Examination

Admittance to the test center requires your confirmation number and two forms of identification. One form must be a valid government issued ID containing both your picture and signature (driver's license, passport, government identification card, etc.) The second form of ID must contain at least your signature and be in a non-paper format (credit card, ATM card, etc). The name on your two forms of ID must match the name on your confirmation letter EXACTLY.

1. If you arrive more than 15 minutes late for your scheduled appointment time, you may not be admitted to the testing center and you may be charged a no-show fee.
2. After your identity has been confirmed, you will be escorted into the testing room and assigned a testing station. You may not bring any personal items with you into the testing room.
3. The test center administrator will provide you with a white board for use during testing. It must be returned to the test center administrator after you complete the examination.
4. If you have any computer-related questions or concerns during the exam, please ask the proctor for assistance.

Note: Steps 5-9 only pertain to candidates taking the multiple-choice examinations.

5. One question at a time will appear on the computer screen with the option to either answer it or mark it for review. You can use either the mouse or the keyboard to enter your answer.
6. At the end of the examination, you may return to the items you marked, provided there is time remaining. You may also review the items you answered if time permits.
7. You must finish the examination within the time allowed. The on-screen timer will tell you how much time you have left.
8. After completing the examination, you will be asked to complete a short online survey about your testing experience. Comments are routinely reviewed by JCAHPO in an effort to continuously improve the certification examination process; however, JCAHPO will not respond directly to individual comments.
9. After the examination, a Performance Report, indicating whether you passed or failed the examination will be provided. This report will include feedback on how you performed in each content area. Official examination results will be mailed by JCAHPO.

Note: Steps 10-11 only pertain to candidates taking the computer-simulated COT Skill Evaluation and COMT Performance Test.

10. You must finish the examination within the time allowed. The on-screen timer will tell you how much time is remaining. The retest will show a warning when there is five minutes remaining on the examination.
11. A Performance Report will not be provided at the conclusion of the examination. You will receive official notification from JCAHPO and a skill area performance feedback report within four to six weeks.

Misconduct

Any candidate who engages in misconduct during the examination may be dismissed from test administration at the discretion of JCAHPO and/or its testing service. In the event a candidate is dismissed, JCAHPO reserves the right to cancel or invalidate the examination scores. Misconduct includes, but is not limited to, giving or receiving help during the examination, using notes or other study aids during the examination, removing or attempting to remove examination materials from the testing center, creating a disturbance, and attempting to take the examination for someone else.

