CERTIFIED HEALTH EDUCATION SPECIALIST (CHES®)

EXAM HANDBOOK

Please read this handbook in its entirety BEFORE completing the application.

NATIONAL COMMISSION FOR HEALTH EDUCATION CREDENTIALING, INC.

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WELCOME

The National Commission for Health Education Credentialing, Inc. (NCHEC) would like to thank you for considering certification in the field of Health Education and Promotion. Recognition as a nationally certified health education specialist (CHES®) will assist you in whichever career setting you choose.

Certification defines your commitment to the field of Health Education and Promotion and positions you to continue your professional development while upholding the national and international accreditation standards that our credentials attest to. Certification is a significant achievement, and validates the knowledge and skills you have obtained through your academic preparation.

QUICK CONTACT

For general information about certification or exam applications:
tcole@nchec.org

To schedule, reschedule or cancel an exam appointment you MUST:

1) Notify PSI (Schedule/Reschedule/Cancel or call 855-340-3713.)
2) Notify NCHEC at tcole@nchec.org or call 888-624-3248.

For test site emergency closure information, visit
https://www.psionline.com/openings

MISSION

The mission of NCHEC is to enhance the professional practice of Health Education by promoting and sustaining a credentialed body of Health Education Specialists. To meet this mission, NCHEC certifies health education specialists, promotes professional development, and strengthens professional preparation and practice.

ORGANIZATION OVERVIEW

The National Commission for Health Education Credentialing, Inc. (NCHEC), founded in 1988 as a non-profit, tax-exempt organization, develops and administers national competency-based examinations to entry- and advanced-level health education specialists.

BENEFITS OF NATIONAL CERTIFICATION THROUGH NCHEC

NCHEC's voluntary professional certification program establishes a national standard for individual health education practitioners. It is based on the Eight Areas of Responsibility; a comprehensive set of Competencies and Sub-competencies that have been verified by a job practice analysis. It differs from state and local certifications and registries in that the requirements do not vary from one locale to another.

National certification benefits practitioners and the public by:

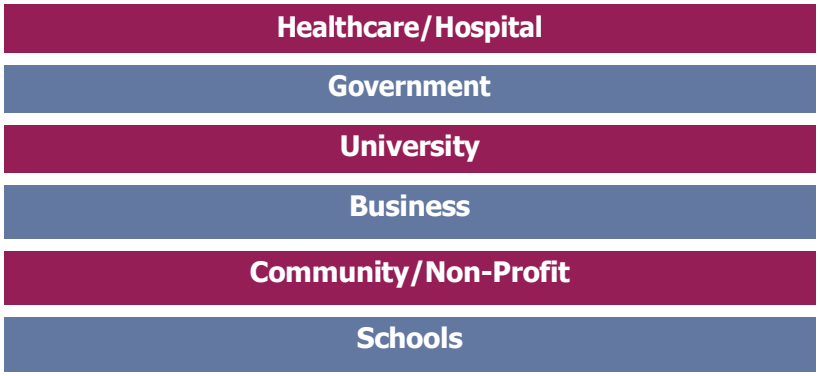
- Establishing a national standard of practice for all health education specialists
- Attesting to the individual health education specialists knowledge and skills
- Assisting employers in identifying qualified health education practitioners
- Developing a sense of pride and accomplishment among certified health education specialists
- Promoting continued professional development for health education specialists

THE CERTIFIED HEALTH EDUCATION SPECIALIST (CHES®) CREDENTIAL

A CHES® is an individual that has:

1. **Met required academic preparation qualifications**
2. **Successfully passed a competency-based examination administered by the National Commission for Health Education Credentialing, Inc.**
3. **Satisfied the continuing education requirement to maintain the national credential**

Job Settings for CHES® and MCHES®



Source: *Health Education Specialist Practice Analysis 2020 (HESPA 2020)*

Certified Health Education Specialists practice within varied settings across the country and overseas. The verified skill-sets of health education specialists are a valuable asset in a variety of career settings, and denote competency, commitment, versatility, and independent critical thinking skills.

CHES® EXAMINATION DESCRIPTION:

The Certified Health Education Specialist (CHES®) examination is a competency-based tool used to measure possession, application and interpretation of knowledge in the Eight Areas of Responsibility for Health Education Specialists delineated by the most current US-based practice analysis study. The exam reflects the **entry-level Sub-competencies of these Areas of Responsibility as found in A Competency Based Framework for Health Education Specialists 2020.**

Consisting of 165 multiple-choice questions (150 scored and 15 pretest), the CHES® examination is offered only in computer-based format at more than 400 PSI test centers worldwide. Candidates are allotted 3 hours to complete the examination questions. Total seat time at PSI Test Centers and via LRP, including tutorials and surveys, is 3.5 hours.

NONDISCRIMINATION/ FAIRNESS

NCHEC does not discriminate against any individual on the basis of race, ethnicity, religion, sex, gender identity, age, disability, sexual orientation, status as a veteran, or other legally protected status.

NCHEC's adheres to a formal application review process in accordance with established criteria. This process provides assurance to the public that the eligibility review is impartial and fair. For more information on NCHEC's Nondiscrimination/ Fairness policy and procedures regarding this policy, contact NCHEC at 888.624.3248 or email admin@nchec.org.

CHES® EXAM FEES

CHES® EXAM FEE SCHEDULE AND DEADLINES

The CHES® exam is offered in both the spring and fall (April and October) for a period of ten days. Visit nchec.org/exam for future exam dates. The current exam schedule is as follows:

*Fee is determined by the date of payment.
NCHEC accepts VISA, MasterCard, Discover and American Express. Payment must be made at the time of application. If paying by mail, NCHEC will also accept
U.S. checks or money orders. For questions about application payments, contact admin@nchec.org.

Exam Testing Window: April	Non-student Fee*	Student Fee*
Early Bird Registration Deadline: November 1 – November 30	$280	$230
Regular Registration Deadline: December 1 – January 31	$340	$290
Final (Late) Registration Deadline: February 1 – February 28	$400	$350

Exam Testing Window: October	Non-student Fee*	Student Fee*
Early Bird Registration Deadline: May 1 – May 31	$280	$230
Regular Registration Deadline: June 1 – July 31	$340	$290
Final (Late) Registration Deadline: August 1 – August 31	$400	$350

Fees listed include a $100 nonrefundable processing fee for those who do not meet the eligibility requirements or choose to withdraw from the exam.

Applications must be submitted or postmarked on or before the final deadline dates.

STUDENT FEE DISCOUNT*

Qualification for the student fee is determined by enrollment status at the date you apply for the exam. Enrollment in graduate or undergraduate courses of 9 or more semester credits (12 or more quarter hours) qualifies an applicant for the student rate. Graduate programs considered "full time" at less than 9 credits require documentation of full time status as defined by your institution. **REGISTER BEFORE 11/30/2024 to receive the FULL STUDENT DISCOUNT.**

APPLYING FOR THE CHES® EXAM

CHES® EXAM ELIGIBILITY REQUIREMENTS

Eligibility to take the CHES® examination is based exclusively on academic qualifications. An individual is eligible to take the examination if he/she has:

A bachelor's, masters or doctoral degree from an accredited institution of higher education; AND one of the following:

An official transcript (including course titles) that clearly shows a major in health education, e.g., Health Education, Community Health Education, Public Health Education, School Health Education, etc. Degree/major must explicitly be in a discipline of "Health Education."

OR

An official transcript that reflects at least 25 semester hours or 37 quarter hours of coursework (with a grade "c" or better) with specific preparation addressing the Eight Areas of Responsibility and Competency for Health Education Specialists (see Eligibility Guidelines).

ELIGIBILITY GUIDELINES

Applicants for the CHES® exam will have at least 25 semester hours/37 quarter hours of coursework (with a grade of C or better) with specific preparation addressing the Eight Areas of Responsibilities and Competencies for Health Education Specialists. The following guidance is offered to applicants without an earned degree in health education seeking to qualify for the CHES® exam based on the 25 hours of course-work requirement:

A minimum of 12 semester hours/18 quarter hours must be from process courses that clearly align with the Eight Areas of Responsibility of Health Education Specialists.

A maximum of 9 semester hours/14 quarter hours may be from topic-focused courses that include elements contained in the Eight Areas of Responsibility of Health Education Specialists.

A maximum of 6 semester hours/8 quarter hours may be from other courses that include elements contained in the Eight Areas of Responsibility of Health Education Specialists

- ✓ Course descriptions and syllabi may be provided to determine if courses are eligible.

Note: minimum eligibility is a Bachelor's degree. Associates degree-level coursework that has been accepted by a four-year or higher, degree-granting university can be counted toward eligibility for the CHES® exam.

PRESCREEN SERVICE

If you are unsure of your eligibility for the CHES® exam, there is an optional "prescreen" service to provide an eligibility determination. This option should ONLY be used if you are not sure you meet the eligibility requirements for the CHES® exam. If your prescreen application is found eligible, the $25 prescreen fee will be deducted from the final exam application fee and additional instructions will be emailed to you. If ineligible, course deficiencies will be identified and guidance will be provided.

If you are interested in taking advantage of the prescreening service, visit our Web site, nchec.org/exam, and apply for the prescreen option online. You can also contact NCHEC to receive a paper prescreen form.

PRESCREEN SCHEDULE

April Cycle: **November 1 – January 31**

October Cycle: **May 1 – July 31**

HEALTH EDUCATION CODE OF ETHICS

NCHEC adheres to the Health Education Code of Ethics established by the Coalition of National Health Education Organizations (CNHEO). See http://cnheo.org/ethics-of-the-profession.html. This policy serves as a central guide and reference for all Health Education Specialists* in ensuring their day to day activities are in line with professional conduct and industry standards.

***By applying for certification you are attesting to reviewing and abiding by the Health Education Code of Ethics.**

SUBMITTING AN APPLICATION

HOW TO APPLY

We recommend online applications for expediency and allowing the applicant to track the status of the application.

To apply for the CHES® exam, visit https://www.nchec.org/ches-exam-application

Reminder: Enter your first and last name on the application EXACTLY as it should appear on the CHES® certificate. **It is your responsibility to notify NCHEC of any changes in name and/or address before taking the exam**.

WHAT YOUR APPLICATION SHOULD INCLUDE:

- **Completed application form**
- **Official transcript** reflecting school name(s), degree(s), date(s) awarded and all completed coursework (application cannot be processed without a transcript). If sent separately, transcripts should be submitted prior to the final deadline or you will be subject to increased exam fees.
- **Overseas transcripts** MUST be translated into American credits through a transcript translation service before submitting your application for review.
- **Application fee- The application fee INCLUDES a $100 non-refundable processing fee (if the candidate is found ineligible or withdraws from the exam.)**
- **Advisor Letter – This document is only needed if you are currently a student.** The letter would need to be on school letterhead and contain your name, projected graduation date, degree program and that you are currently a full time student.

Exam applications, university transcripts, and any additional supporting documentation become the property of NCHEC. These items will not be returned to the exam applicant or forwarded to a third party. **Note: Falsification of any documentation may result in suspension or revocation of the credential or denial of eligibility for future exams.**

DATES TO REMEMBER

Final application deadline/April exam: February 28
Final application deadline/October exam: August 31

INCOMPLETE APPLICATIONS

Incomplete applications will not be processed until all necessary information is received by NCHEC, including payment. Exam fees are not refundable for incomplete applications. NCHEC is not responsible for missing information, such as transcripts sent separately. All documentation must be submitted by final deadline. Delays may result in an automatic transfer to the next exam date with an additional $125 transfer fee. Please be sure to include all items at the time of application.

MAKING CHANGES TO YOUR APPLICATION

It is the applicant's responsibility to notify NCHEC of any changes in address or contact information. Address changes can be made by visiting our Web site, nchec.org, and logging on with your username and password or by contacting the NCHEC at admin@nchec.org or 888.624.3248. Please note that if changes are not reported to NCHEC prior to your exam appointment, you may not be able to gain entry into the testing center.

APPLICATION CHECKLIST

For CHES® non-student applicants:

Transcript showing a minimum of a bachelor's degree with either a specific health education major OR with 25 credits specific to the Areas of Responsibility for Health Education Specialists.

- ☐ Application Form
- ☐ Application Fee

For CHES® student applicants:

Transcript showing a minimum of a bachelor's degree with either a specific health education major OR with 25 credits specific to the Areas of Responsibility for Health Education Specialists.

- ☐ Application Form
- ☐ Application Fee
- ☐ Advisor Letter

NOTIFICATION OF ELIGIBILITY

Applicants who have been determined to have fulfilled the eligibility requirements for the CHES® exam will receive an "Authorization to Test" (ATT) letter. This notification will be sent to your registered email address, and include instructions on how to schedule your exam appointment You can schedule your appointment online www.nchec.org, and click Login or by calling the PSI support line at **855-340-3713.**

IF YOU ARE INELIGIBLE FOR THE CHES® EXAM

Ineligible applicants will be notified by email. If you are found ineligible to sit for the CHES® exam, your application fee will be refunded, minus the nonrefundable application processing fee of $100. You can re-apply for the examination in the future, should you complete the coursework necessary for eligibility. You do have the right to appeal your denial of eligibility.

FILING AN APPEAL REGARDING ELIGIBILITY

1. An appeal will only be considered if postmarked, emailed, or faxed within thirty (30) calendar days following the email date in which the Appellant was notified of the adverse decision.
2. NCHEC strongly suggests appeals be sent by certified mail or overnight courier service (such as FedEx) with return receipt requested. Appeals by facsimile or email are accepted.
3. A fee of twenty-five dollars ($25) must be paid and is not refundable if the appeal is denied.
4. An appeal must be submitted in writing (preferably typewritten) to the NCHEC Executive Director who will, in turn, submit it to the appropriate NCHEC decision making body. The appeal must contain the original notification from NCHEC showing the date of the adverse decision.
5. The appeal should identify the adverse decision being appealed and explicitly state the reasons for the appeal. The appeal shall set forth any new or additional information to be considered. To expedite the appeal process, applicants are encouraged to include course descriptions, syllabi, and any other pertinent information about specific courses in which the major emphasis was health education. Support documents provided by applicants will become property of NCHEC and not be returned to appellants.
6. The only additional information that may be submitted after the initial filing is that which is requested by the appropriate NCHEC decision making body.

Please visit this link for the full appeal policy http://www.nchec.org/ches-exam-eligibility.

IF YOU RECEIVE 90-DAY ELIGIBILITY

90-Day Eligibility is offered to students scheduled to graduate within 90 days of an exam testing window. If you are 90-Day eligible, written verification from a faculty advisor assuring that you will complete all degree requirements within 90 days of your exam, as well as an official transcript showing a minimum of 25 semester-hours relating to the Areas of Responsibility for Health Education Specialists needs to be submitted.

90-Day Eligibility Reminder: Test scores will not be released until proof of graduation is received with an official transcript showing degree conferred, or a copy of your diploma.

REQUESTS FOR TESTING ACCCOMODATIONS

In accordance with the Americans with Disabilities Act (ADA), NCHEC will strive to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability.

A candidate who has a disability may request accommodations and arrangements to take the examination. Such requests must be completed through our testing vendor, PSI, **BEFORE** you schedule your exam appointment. Please start this process a minimum of 15 days prior to your preferred testing date. Click on the link below to access the online accommodation request form. ADA request link.

Verification of disability is required. Documentation by a competent individual (e.g. physician) of a specific disability must be submitted to PSI via the above link once your application has been approved by NCHEC. All requests are evaluated on a case-by-case basis and are subject to approval. Test center personnel will be prepared to handle approved accommodations.

Note: Eligible candidates may NOT schedule a test time/location prior to approval of accommodations. All requests for testing accommodations must be received 15 business days prior to the close of the test window.

SCHEDULING YOUR EXAM APPOINTMENT

NCHEC certification exams are administered in a computer-based format through PSI, NCHEC's test delivery vendor, at technology-enabled testing centers across the United States, as well as additional global sites. PSI is a leader in computer based test administration with best-in-class testing facilities and a trained, fully certified testing staff.

Once you have been found eligible to sit for the CHES® exam you will receive an "Authorization to Test" (ATT) email which includes instructions on how to schedule your exam appointment or by calling the PSI support line at 855-340-3713.

Applicants are strongly encouraged to schedule an exam appointment right away to obtain a preferred test date, time and location. Do not wait until the exam testing window opens to schedule a time slot, as appointments are scheduled on a first-come, first-serve basis. Should a candidate be unable to schedule an exam appointment within the exam testing window, fees will not be refunded or transferred.

It is the responsibility of the candidate to confirm the correct date and time of the scheduled exam appointment. **NCHEC will not be able to reschedule missed appointments**. Candidates are asked to arrive at least a minimum of **30 minutes** prior to your exam time to allow for check-in.

Testing accommodations must be approved in advance by PSI. (See Appendix C: Testing Accommodations Form, page 20). **Eligible candidates may NOT schedule a test time/location through PSI until all accommodations documents have been submitted and approved by PSI. All requests for testing accommodations must be received 15 days prior to the preferred testing date.**

When scheduling your appointment with PSI, please be prepared to submit the following information:

First and last name exactly as it appears on your ATT, which should match the unexpired, government-issued ID you will use as proof of identity at the testing center. Military ID's will not be accepted if testing via LRP.

NOTE: If your ID First and Last Name does not EXACTLY match the first and last name on your application, YOU WILL NOT BE ADMITTED TO THE TEST CENTER.

Candidates will receive an appointment email notice from PSI confirming their exam appointment date/time, identification requirements, and driving directions. To schedule your appointment, go through www.nchec.org and click LOGIN, or call PSI at **855-340-3713.**

CHANGES TO YOUR EXAM APPOINTMENT

RESCHEDULING YOUR APPOINTMENT

We understand that schedules can change. However, this option is available and intended to be used only if you need to change your appointment time within the same testing window. Please note that rescheduling is NOT the same as transferring your exam cycle.

- Rescheduling your testing appointment can be completed by contacting PSI **48 hours or** more prior to your scheduled exam appointment
- Requests less than **2 calendar days prior** to the scheduled appointment **will not be granted** and will be treated as a **No-Show (see page 11.)**

If a candidate is unable to test during the scheduled exam testing window and fails to reschedule, fees will not be refunded except in the case of a medical or personal emergency. In the case of such an emergency, supporting documentation will need to be supplied to NCHEC within 30 days after your scheduled exam test date.

This option is available and intended to be used if you are **not anticipating taking the exam in the future.** Cancellation requests must be submitted in writing directly to NCHEC. Requests must be received no later than the final registration deadline . You will be refunded the exam fee minus the **$100 nonrefundable processing fee.** If NCHEC does not receive notification that you have withdrawn/cancelled before the final registration deadline, candidates will automatically be considered a "No-Show" and all registration fees are forfeited. If you have scheduled an exam appointment, you must cancel this appointment through PSI as well.

DEFERRING/TRANSFERRING

This option is available for candidates who wish to reschedule/transfer/defer to the next exam testing window.

Step 1. If you have a scheduled appointment, you must first cancel your appointment through the PSI website portal or hotline, before the final registration deadline.

Step 2. You must then submit a written request (email acceptable) directly to NCHEC, no later than the final registration deadline for the exam testing window in which you applied or registered. The fee to transfer/defer to the next exam testing window is **$125.**

Important note: *Please make sure to follow this two-part process carefully for a successful transfer. If both steps are not completed within the necessary timeframe, candidates will move into the "No-Show" category, as outlined below, and registration fees are forfeited.*

Refunds are only available for the exam cycle in which you first applied. Refunds on previously transferred exam appointments are not available.

IF YOU DO NOT KEEP THE APPOINTMENT (NO-SHOW)

If you do not take the exam on the scheduled date, arrive to the testing center after your scheduled exam time, did not cancel or reschedule within the required time frame, or never scheduled an appointment, you are considered a "No-Show." As NCHEC must pay for each candidates scheduled seat, you would forfeit all exam registration fees as a No-Show. Please make sure to schedule your appointment ahead and arrive on time to avoid becoming a No-Show.

"No-Show" candidates can register for the next exam testing window for an additional **$150 rescheduling fee. This reduced fee is only valid for the next scheduled exam date: thereafter, full registration is required.** NCHEC will send new registration instructions for the next scheduled exam testing window within 30 days from the closing of the current exam testing window. Unexpected circumstances will be considered and fee waiver requests will be reviewed for medical or personal emergencies as described below.

IN CASE OF PERSONAL OR MEDICAL EMERGENCY

For the purpose of the NCHEC certification programs, medical or personal emergencies are defined as un- planned events affecting the candidate or immediate family member(s) (spouse, child or parent), which arise within five days of the scheduled exam appointment and prevent the candidate from taking the exam, or from rescheduling or cancelling an exam appointment.

An event that can be anticipated cannot be considered a medical or personal emergency. A candidate's inability to take the exam due to work commitments or insufficient or inappropriate preparation cannot be considered a personal emergency.

SUMMARY OF CANCELLATION/TRANSFER/RESCHEDULE POLICIES

Category	Explanation	Guidelines	Refund or additional fees
Reschedule	Changed your exam date within the exam testing window	2 days or more before scheduled exam date	No additional fees
Cancel or Withdraw	Withdrew from your exam	On or before Late Application Deadline	Full exam fee less $100 non-refundable application fee
	Withdrew from your exam	After Late Application Deadline	No refund. Forfeit exam fees
Defer or Transfer	Transferred to next exam cycle	By final registration deadline for the testing window in which you applied or registered	No refund. Additional fee of $125 payable in next cycle
No Show	No-Show candidate	Did not appear for exam on scheduled date Transferred to the next exam cycle after the final registration deadline for the exam testing window in which you applied or registered. Arrived at the test center after your scheduled exam time Did not have proper identification Did not schedule an exam appointment	No refund. Forfeit exam fees. Can retest in next exam cycle only for $150 payable at next cycle
Emergency	Medical or personal emergency	Case by case basis	Transfer to next exam with proper documentation fee may be waived in extenuating situations

PREPARING FOR THE CHES® EXAM

EXAM FORMAT AND DURATION

The CHES® exam consists of 165 multiple choice (four-response) questions; 15 of the items are used as pretest items and do not contribute to the final score on each exam. The candidate is not told which items are being pretests and which items are being scored. Each question contains four possible multiple choice answers; only one answer is correct. Exams are delivered only in a computer based format available at PSI test centers. Candidates are allotted 3 hours to complete the exam. Considering the tutorial, consent and post exam survey, the duration of the exam appointment is a maximum of 3 hours and 30 minutes.

Test Center	
Introduction and Tutorial	10 minutes*
Exam	3 hours (180 minutes)
Satisfaction Survey/Completion Notice	Less than 10 minutes*
*These are estimated timeframes	

Each section shows a countdown timer on the screen, and each section is separate and time-independent. **Minutes do not roll over**. For instance, if a candidate spends less time in the introduction, extra minutes are not rolled over to the exam portion. For your convenience, *Appendix B* provides the text of the Non-Disclosure/Confidentiality Agreement you will be asked to agree to prior to taking the exam. Please review it prior to your exam date so that you do not require more than two minutes to respond, as your test will timeout and may not be able to be restarted.

EXAM CONTENT

The CHES® examination is based on the entry-level Areas of Responsibilities, Competencies and Sub-competencies delineated by the Health Education Specialist Practice Analysis HESPA II 2020 **Eight Areas of Responsibility.** The exam is weighted in the following Eight Areas of Responsibility:

Eight Areas of Responsibility of Health Education Specialists	% Questions on 2025 CHES® Exam
I. Assessment of Needs and Capacity	17%
II. Planning	14%
III. Implementation	15%
IV. Evaluation and Research	12%
V. Advocacy	12%
VI. Communication	12%
VII. Leadership and Management	6%
VIII. Ethics and Professionalism	12%

REFERENCE MATERIALS

NCHEC publishes optional study materials to help you prepare for the exam. The materials available for purchase are ***The Health Education Specialist: A Companion Guide for Professional Excellence, 8th edition.*** Visit nchec.org/publications to order study materials. A suggested list of additional publications is available at nchec.org/ches-studying-for-exams.

STUDY GROUPS

You may want to contact the nearest college or university with a health education department or visit our Web site at nchec.org/ches-studying-for-exams to determine if there is a CHES® exam review session offered near you. It is important to remember that the exam is national in scope. You are encouraged to keep your resources broad and use your own text books as well as others. Remember that the study guide should not be your sole source of information.

WHAT TO EXPECT ON TEST DAY

EXAM IDENTIFICATION AND PSI TEST CENTER REQUIREMENTS

The NCHEC certification exams are administered in highly secure PSI testing centers. All exam candidates will be required to provide proof of identity with an unexpired original government-issued photo ID with signature, such as a driver's license, a passport or military ID. The name and photo on the primary ID must exactly match the name on the candidate's Authorization to Test notice (ATT).

PSI security protocols and a video regarding what to expect on test day can be viewed at

PSI Test Center Experience

On exam day: Arrive at the test center **at least 15 minutes** before your scheduled testing time to check in. If you arrive late, you will not be permitted into the testing room, and your exam fees will not be refunded. You must have an acceptable form of identification upon arrival.

Items not permitted in the Testing Room: books, papers, calculators, reference material, food (including beverages), cell phones, electronic and smart devices, smoking or visitors. Scratch paper for making notations during the exam will be provided by PSI staff.

Note: calculators are provided within the computer testing device; candidates may not bring their own calculators. Prior to taking the examination, you will be asked to confirm your agreement that you will not disclose, reproduce, communicate, copy, transmit, or in any way distribute exam items (See *Appendix B*).

SEAT ASSIGNMENTS

PSI staff will escort you to your testing station. There will be a timer on your screen that will show you the time remaining in your test session. PSI will supply you with noise-reducing headphones or earplugs as available.

TUTORIAL

Before you begin testing, you can walk through a 10-minute tutorial on how to use the system. This tutorial time is not part of your testing time.

IRREGULARITIES

Irregularities observed or suspected by PSI staff may result in your removal from participation in the test or invalidation of your score. NCHEC reserves the right to investigate each incident of misconduct or irregularity. PSI has outlined guidelines for conduct in their test centers on their web site: https://test-takers.psiexams.com/nchec.

WEATHER & LOCAL OR NATIONAL EMERGENCIES

If there is severe weather or a local or national emergency near the testing center, check online at https://www.psionline.com/openings for updates on closures. In the event that PSI cancels an exam due to severe weather or a local or national emergency, you will not be assessed a rescheduling fee.

SECURITY

Candidates will have a total of three (3) hours to complete 165 questions in the CHES®/MCHES® examination, which will include an optional 10 min break midway through the examination. **Both CHES® and MCHES® examinations are offered in three blocks; block 1, which contains questions 1 to 83, and block 2 which contains the optional 10-minute break and block 3 which contains questions 84 to 165.**

Before candidates complete the first block (questions 1 to 83), a candidate can go back and check/change any answer in that block. After question 83, a candidate can begin the second block which is an optional 10-minuete break. Once the third block has begun, a candidate can only access/change answers in the third block (questions 84 to 165).
Candidates will be given an opportunity to take an optional 10-minute break midway through the examination and if a break is taken, will require additional security screening before proceeding to the second block of the exam. **The 10-minute break time is deducted from the total test time. Following the break, CHES® and MCHES® candidates will gain access to the second block of the exam, but will not be able to access the first block of exam questions**.

No part of the exam may be copied or reproduced in part or in whole by any means whatsoever, including memorization. Candidates may not solicit questions or

discuss items that were on previous exams with other NCHEC candidates or individuals who hold the CHES® credential. Candidates are required to sign an affirmation and agreement statement on the application and a confidentiality agreement at the time of taking the exam. Violation of the affirmation and agreement may result in suspension or revocation of the CHES® credential from those who have received it, or suspension and/or denial of eligibility for future exams.

BREAK POLICY

The CHES exam allows for one 10-minute *optional* break during the exam. Please note that **your exam clock will continue to run while you are on break**.

EXAMINATION GRIEVANCE

Any complaints regarding testing conditions or irregularities must be submitted in writing within two weeks after the examination date. We value feedback to help us provide a comfortable exam environment.



EXAMINATION MODALITY

PSI Testing Centers

Live Remote Proctoring via PSI Bridge

Candidates must select **one option** (brick and mortar PSI Test Center **OR** Live Remote Proctoring).

LIVE REMOTE PROCTORING

LIVE REMOTE PROCTORING OVERVIEW

Live Remote Proctoring through PSI's remote assessment platform, known as PSI Bridge, gives candidates access, allowing them to test from home with an internet-enabled location, where they must provide a computer with a camera, microphone, and an internet connection. It is an easy to use platform, and allows the same standard security procedures as implemented in PSI's global test center network. PSI Bridge is both Windows and MacOS compatible. PSI Bridge includes:

- 100% live-monitoring
- Comprehensive 360 degree environmental readiness checks
- Live security agents
- Proactive protocols (i.e. device checks)

CLICK HERE to review the **Online Proctor User Guide** to learn more about Live Remote Proctoring and the regulations regarding your testing environment. Please refer to the NCHEC website for a list of the exam violations.

LRP BREAK POLICY

- Exam allows for **one** 10-minute *optional* unscheduled break.
- Candidate is not permitted to leave camera view without first notifying the Proctor.
- Failure to inform the Proctor prior to taking a break or failure to return on time may result in an inability to complete your exam.
- Upon return, a full security scan will be conducted prior to resuming exam.
- Following the break, CHES® and MCHES® candidates will gain access to the second section of the exam, but will not be able to access the first section of the exam.
- Please note: exam time will continue to run while on break.

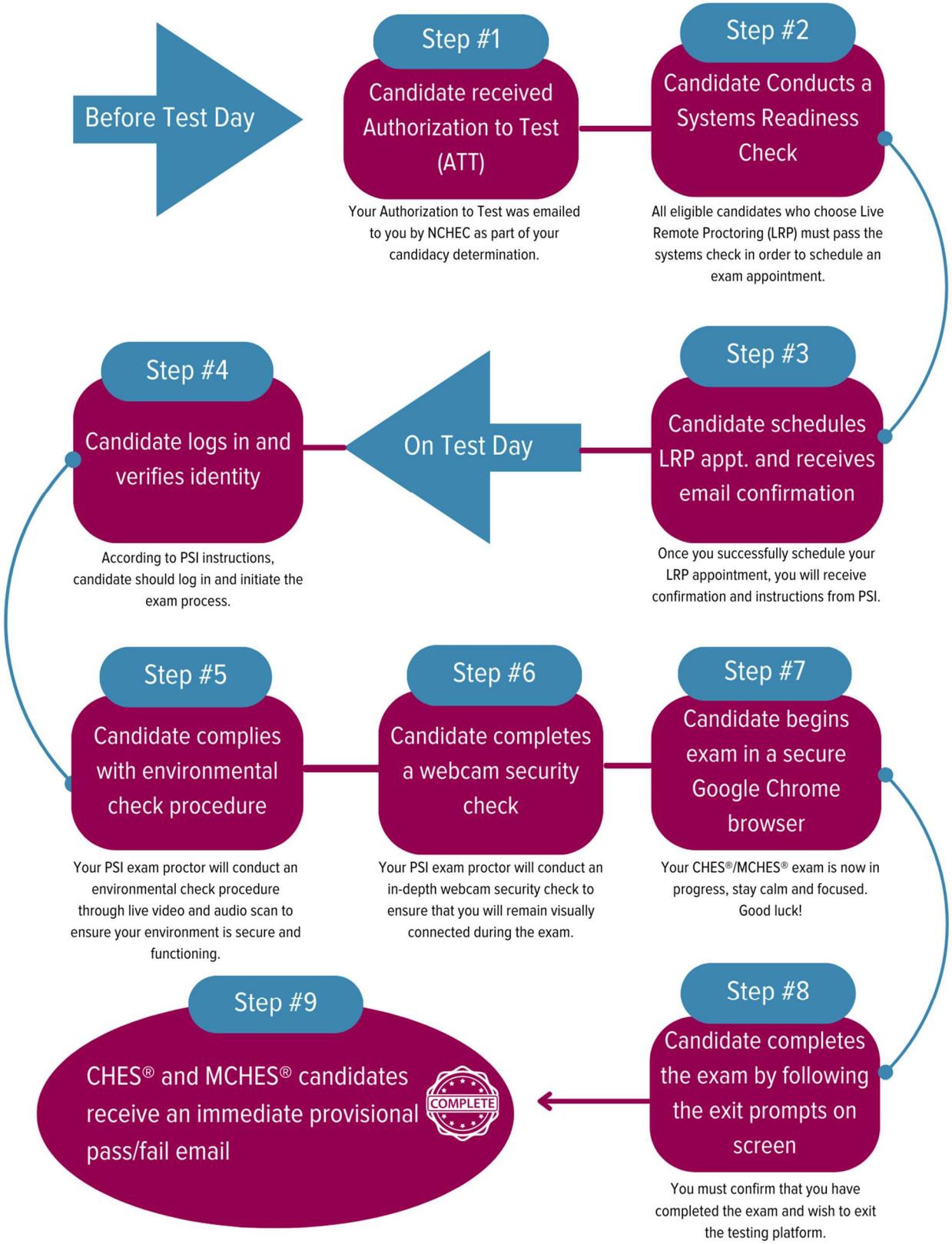
TECHNOLOGY REQUIREMENTS FOR LRP

Eligible candidates interested in testing using the LRP platform, must first perform a technology and environment check, using PSI's utility tool called the Systems Compatibility Check. This tool provides verification that the test taker meets the minimum specifications of:

SYSTEM	REQUIREMENTS
Operating System (64-bit only)	**Windows 11 (64-bit only)** ***Not Supported: Windows 10,** Windows 10s; Windows 10 in S-Mode, and Windows 11 in S-Mode, or Windows Enterprise (all versions) PSI Bridge is **NOT supported** on tablets, virtual machines or mobile devices, and Chromebook is not a supported device.
	MacOS 14 (Sonoma), MacOS 15 (Sequoia)
	Ubuntu 22.04, 24.04
	Do run a system compatibility check before taking the exam. Online Proctoring Systems Check **Do** ensure you have administrative permissions on your computer. Test located within your confirmation email from PSI-Only used after appointment has been scheduled For the best user experience, please use the latest version of the Chrome browser. **NCHEC highly recommends** using a personal computer (not issued by your employer, school, or organization). Firewalls and security settings from employer-issued and school-issued computers may prevent the PSI software from operating properly.
Screen Resolution	* Recommended 1920x1080 or higher
Bandwidth	Broadband (DSL, cable, fiber optic, or LAN/WAN) minimum 750 kbps, 3 Mbps or higher is recommended Check the connection through https://video-diagnostics.twilio.com/
Microphone	Must be functional and turned on throughout the entirety of the online exam, inclusive of security check, check-in and during the exam. NOTE: Headphones/ear buds should not be used and removal could be requested. Use of either could result in check-in delays and resubmission of check-in.
Camera	Camera must be capable of a 360-degree scan of the test room
	Have an external camera ready if you are using a desktop
	Must be available for testing; functional and turned on throughout the entirety of the online exam, inclusive of security check, check-in and during the exam.

Note: If candidates do not pass the systems compatibility check before scheduling a live remote proctored exam, they must take their exam at a brick and mortar PSI Test Center.

Figure 1. Live Remote Proctoring (LRP) Process for NCHEC-Approved Candidates



EXAM RESULTS

HOW THE CHES® EXAM IS SCORED

NCHEC has used the Modified Angoff method and variations of this method to set the passing point for the CHES® examination. The Modified Angoff method is the most widely used criterion-referenced passing point technique within the credentialing industry and is based on the judgment of content experts regarding the expected test performance of candidates who are just qualified. This criterion-referenced procedure sets the performance standard before the examination is taken by candidates. Therefore, this standard is independent of examinee performance. Essentially, this method allows subject-matter experts to establish a consistent level of knowledge that is expected of professionals who are just qualified for certification. There is also no penalty for guessing on an item on the exam. The results are reviewed by NCHEC and a final standard is set. This standard is upheld on every subsequent form of the CHES® examination using a statistical process called equating. Although all examination forms are based on the same test blueprint and are carefully constructed to have similar difficulty levels, slight differences in difficulty are unavoidable. To ensure that candidates who take an easier or more difficult form of the examination do not have an advantage or disadvantage, equating is used to adjust the passing point for the difficulty level of the form.

RECEIVING YOUR CHES® EXAM RESULTS:

CHES® exam candidates will receive an email notification of provisional results as "pass/did not pass status" after exiting the exam. Provisional results are provided as a convenience to the examinee and examinees' official scores may differ from their provisional results. Additional evaluation of the functioning of all exam items is done during and at the close of each exam testing window. This additional review is to ensure that all examinees are evaluated accurately and fairly. Candidates will receive an official scaled score report showing each candidate's overall pass/fail status, as well as diagnostic information about the candidate's performance in each area of responsibility or domain. A diagnostic level of "proficient," "moderately proficient," or "below proficient" will be presented for each Area of Responsibility. **To protect confidentiality results will not be provided by e-mail, phone or fax.**

> **NOTE:** Candidates who applied under the 90-Day eligibility option must provide proof of graduation before they will receive exam scores, certificate, or certification number.



For more information about NCHEC exams and pass rates, please visit https://www.nchec.org/ches-exam-background-and-scoring.

IF YOU DO NOT PASS THE EXAM

If you do not pass the CHES® exam, you may not choose to retest during the current exam cycle. However, you may retake it in the next consecutive exam cycle, at a reduced rate. This reduced rate is only available to you in the next consecutive exam cycle. If you chose to retest in a cycle beyond the next available exam, you will need to pay the full exam fee and resubmit your application. There is no limit to the amount of times you can take the CHES® examination. Remediation after multiple unsuccessful attempts is highly encouraged.

AFTER THE CHES® EXAM

CHES® CERTIFICATION

By passing the exam, you become a Certified Health Education Specialist (CHES®) and earn the honor of using this credential. Each CHES® will receive a certificate suitable for framing. A wallet-sized identification card is available to print through your online account; a hard copy is available upon request. If you applied under the 90-Day option you must submit proof of graduation before you can become certified and receive your exam results.

ACCEPTABLE USE OF CREDENTIAL

After receiving official notification of passing the CHES® examination, the designation (CHES®) may be used only as long as certification remains valid and in good standing. Certified individuals must comply with all re-certification requirements to maintain use of the respective credential and its associated acronym. Certified individuals may not make misleading, deceptive, or confusing statements regarding their certification status. If an individual allows their certification to fall into lapsed/expired status, he or she must immediately discontinue use of the associated acronym and is prohibited from stating or implying certification is current.

MAINTAINING THE CERTIFICATION

The CHES® certification is valid for a period of five years. All CHES® must renew their credential annually, and recertify every fifth year. Renewal requires paying the annual renewal fee. Recertification requires accruing a total of 75 Continuing Education Contact Hours by the end of the fifth year. It is recommended that CHES® accumulate a minimum of 15 hours each year. A Renewal/Recertification Policies and Procedures booklet is available on our website at nchec.org/renewal-and-certification.

DISCIPLINARY POLICY

By applying for certification or recertification, Health Education Specialists recognize the authority of NCHEC to apply the Health Education Code of Ethics (see section below) to those certified. If disciplinary actions are recommended as a result of an ethics investigation, the accused will be given full due process, including an appeal.

A Certified Health Education Specialist (CHES®) certification may be suspended or revoked for reason(s) deemed appropriate by NCHEC including, but not limited to, the following:

1. Falsification of the certification application
2. Falsification of any information requested by NCHEC
3. Misrepresentation of certification status
4. Cheating (or reasonable evidence of intent to cheat) on the examination
5. The conviction or plea of guilty or plea of nolo contendere to a felony in a matter related to the practice of, or qualifications for, professional activity
6. Gross negligence or willful misconduct in the performance of professional services, or other unethical or unprofessional conduct based on demonstrable, verifiable, and serious violations of the Health Education Code of Ethics

HEALTH EDUCATION CODE OF ETHICS

The health education profession is dedicated to excellence in the practice of promoting individual, family, and organizational and community health. The Health Education Code of Ethics provides a basis of the shared values of practicing health education specialists. The responsibility of all CHES® is to aspire to the highest possible standards of conduct and to encourage the ethical behavior of all those with whom they work.

Please refer to the full Health Education Code of Ethics on nchec.org/code-of-ethics for more information on all Articles of Responsibility.

ETHICS VIOLATIONS

1. Complaints regarding possible ethics violations of a CHES®/MCHES® must be submitted in writing to the NCHEC Executive Director. The complaint must include the accuser's name and contact information. Individuals bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.
2. Complaints will undergo an administrative review of documentation by the Disciplinary Committee of the NCHEC Board of Commissioners within 30 days of receipt by NCHEC to determine if the alleged action falls within the scope of disciplinary policy and warrants investigation.
3. The accused will be notified in writing of complaint within 14 days after the administrative review. Further, in the absence of unusual circumstances, the accused will receive the original complaint and documentation including the name of the accuser.
4. The accused will be given an opportunity to formally and in writing admit to or refute the accusation in 30 days from letter date, thus ensuring due process in the review.
5. The investigation may require procuring additional materials and interviews with relevant people.
6. If it is determined that there was a bona fide violation of ethics, the consequences can range from a letter of reprimand with warning, requiring the accused to complete an educational intervention on ethics, suspension, or revocation of the certification. Complainant and the certificant will be notified of the final decision of the Disciplinary Committee.
7. Every effort will be made to reach a decision in a timely manner; however, extended time may be needed to ensure full due process.
8. Actions taken do not constitute enforcement of the law, although referral to appropriate federal, state, or local government agencies may be made about the conduct of the certificant in appropriate situations.
9. NCHEC will publish suspensions and revocations on the website.

Effective Date: April 2018

APPENDIX A: CHES® AND MCHES® CONFIDENTIALITY/ NON-DISCLOSURE SAMPLE AGREEMENT

*It is not necessary to submit this form when applying.

The text below contains the confidentiality/non-disclosure agreement that you will be asked to agree to as a condition of sitting for the CHES® or MCHES® exam. If you do not accept the confidentiality agreement, your exam will terminate and your exam will not be able to be reset. No refunds will be provided to examinees who choose not to accept the confidentiality agreement at the time of their examination. Please take the time to review the agreement prior to going to your PSI test center, as you will have limited time to review the agreement during the exam period.

In a few moments, you will begin your examination. Please note that this examination and all portions thereof constitute proprietary, confidential information owned exclusively by the National Commission for Health Education Credentialing Inc. All exam content is also protected by U.S. and international copyright and other laws, and all rights are reserved. The exam must not be copied or distributed in part or in its entirety. You may select either "Yes I agree" or "No, I do not agree" and thereby terminate your exam.

☐ **Yes, I agree** not to copy, disclose, or discuss any part of the specific or general nature of the CHES®/MCHES® exam scenarios or questions; and I understand that, should I pass this exam, my violation of this agreement is a basis for the revocation of my certification, and if I do not pass this exam, violation could result in denial of eligibility to retake the examination.

☐ **Or I do not agree**, and thereby terminate my exam.

NCHEC
National Commission
for Health Education Credentialing
Credentialing Excellence in Health Education