

## **CCM Testing Vendor Transition FAQs**

### **Q: I have already scheduled my August exam, is this appointment cancelled?**

A: Yes, your appointment with Prometric has been canceled and we are currently working to finalize test administration details with the new vendor and will provide more information as soon as possible.

### **Q: Will I still be able to test Remotely/In person?**

A: Yes, you will be able to schedule your appointment at a testing location or through remote-proctoring.

### **Q: Where are the Testing locations?**

A: We are currently working to finalize test administration details with the new vendor and will provide more information as soon as possible.

### **Q: I have special accommodations. What is the process to request special accommodations?**

A: We will provide appropriate arrangements to individuals who demonstrate a documented need. Test accommodations are individualized, so we consider them on a case-by-case basis in partnership with your testing program. Test accommodations may also be known as "special arrangements" or "reasonable adjustments."

### **Q: How will I schedule my exam?**

A: We are currently working to finalize test administration details with the new vendor and will provide more information as soon as possible. If you have already been approved to sit for the August/September exam but do not yet have an appointment, the Commission's staff will work with you to schedule your appointment once scheduling with the new vendor is available. Scheduling for the new testing dates will likely not be available until at least mid-August. The Commission will send a follow-up communication regarding how your exam appointment may change as soon as information is available.

**Q: Will my Retake/Defer fee price change?**

A: If you have paid your retake/defer fee to sit for the August exam, there will be no additional charges to schedule your appointment to the new testing window in mid-September.

**Q: When will I be able to schedule my mid-September exam?**

A: You will be receiving scheduling instructions by mid-August

**Q: What if I can not test in September?**

A: If you are eligible to defer, you will still have that option (see guidelines on page 11 of the [Certification guide](#)). The testing period will range over a 30 day period, with the availability to take the exam from the comfort of your home.

**Q: Can I test in December instead?**

A: If you have already been approved to sit for the August exam but do not yet have an appointment, the Commission's staff will work with you to schedule your appointment once scheduling with the new vendor is available. Scheduling for the new testing dates will likely not be available until at least mid-August. The Commission will send a follow-up communication as soon as information is available. If you have

**Q; Why is CCMC changing testing vendors?**

A: The Commission continues to grow and expand and decided to change testing vendors to ultimately benefit our candidates.

**Q: When will I get my Testing number?**

A: You will be receiving more information on the scheduling and exam process in mid-August.

**Q: Has the exam structure changed?**

A: The exam structure has not changed. For further information, please visit our [Certification Guide](#).

**Q: Will I be charged for this change in my existing scheduled appointment?**

A: If you have paid your retake/defer fee, there will be no additional charges to schedule your appointment for this new testing cycle. We are currently working to finalize test administration details with the new vendor and will provide more information as soon as possible.

**Q: Can I take the Exam internationally (Military Base)?**

A: There will be many exam locations to choose from, which will include military bases. You will be able to check the availability at a specific location as soon as we finalize the test administration details.

**Q: Will this count as a retake?**

A: If you are currently approved as a RETAKE and have paid your fee, there will be no additional charges to take your exam in mid-September.

**Q: My employer needs official documentation, what can I provide?**

A: The Commission has prepared a letter that can be shared with your employer. To download this letter, click [here](#).