

Assessment Center FAQs

Identification Requirements

Q: What form of identification is required to gain admittance to the testing center?

A: In order to test, you must bring a current, valid, government-issued photo ID, with signature, which lists your first and last names exactly as they appear in your National Board account. (Note: middle names are not used for identification purposes; only first and last names must be an exact match.) For a list of acceptable forms of ID, review the Component 1: Content Knowledge Assessment Center Policy and Guidelines, located on the [Assessment Center Testing](#) page of our website.

Q: My middle name isn't in my National Board account, but it is on the photo ID I plan to use at the assessment center; will this be a problem?

A: Middle names are not used for identification purposes – only your first and last names must be an exact match.

Q: The first and last names in my National Board account do not match the first and last names on my government-issued photo ID. How do I update the name in my account?

A: If you need to change the name on your account, send a detailed request using the [National Board web form](#) on the National Board's Contact Us page. (Please do not include a copy of your ID.) Allow up to 10 business days for processing.

Q: What if my driver's license expires before my appointment?

A: The government-issued photo ID you present to gain admittance to the assessment center must be valid and cannot be expired. You have two options:

1. Reschedule your appointment until such time as you can obtain a valid ID; or
2. Use an alternate, acceptable ID. For a list of acceptable forms of ID, review the Component 1: Content Knowledge Assessment Center Policy and Guidelines, located on the [Assessment Center Testing](#) page of our website.

Scheduling and Rescheduling

Q: When can I test?

A: Review the Testing Window chart on the [Assessment Center Testing](#) page of our website for a complete list of testing dates.

Q: How do I schedule an appointment to test?

A: Log into your [National Board account](#) and click the green “Manage your exam appointment with Pearson VUE” button located on your Certification Dashboard or call the Pearson VUE Call Center at 1-888-288-3028, Monday - Friday from 7am - 7pm, CST to schedule your appointment.*

*Candidates with approved testing accommodations must call the Accommodations Program Coordinator at 1-888-288-3028 to schedule an appointment.

Q: How do I reschedule my testing appointment*?

A: If you wish to change the date, time, or location of your assessment center appointment, you may reschedule your appointment through your National Board account or by calling Pearson VUE Customer Service at 1-888-288-3028. The deadline for rescheduling your assessment center appointment is one business day (24 hours) before your scheduled appointment time. For example, if your appointment is scheduled for 3:00 p.m. on Monday, you must reschedule your appointment before 3:00 p.m. on the previous Friday. There is no fee for rescheduling an appointment if you meet this 24-hour requirement; however, dates, times, and locations may be limited.

*If you have been approved for testing accommodations, you must reschedule with the Accommodations Program Coordinator by telephone at 1-888-288-3028.

Q: I missed my appointment and need to reschedule. How do I do that?

A: If you do not reschedule one business day (24 hours) in advance of your assessment center appointment or were not permitted to test (due to invalid ID or similar issue), you will need to have your testing file reauthorized in order to schedule a new appointment. To request reauthorization, send a detailed request to Customer Support using the [National Board web form](#) on the National Board's [Contact Us page](#). You will be charged a \$175 fee for this service which must be paid by August 30*.

*Beginning with the 2023-24 assessment cycle, candidates will be required to pay the reauthorization fee in advance of the reauthorization being completed.

Testing Accommodations

Q: What comfort aids are permitted in the testing room?

A: You may bring certain personal items defined as "minor comfort aids" to the assessment center to enhance your comfort during the testing session. Bringing and using such items in the assessment center is not considered a testing accommodation so no advance notice is required; however, you must present the items to testing staff for inspection prior to testing. Items that are considered "comfort aids" include:

- Tissues
- Cough drops (You must unwrap all cough drops before bringing them into the testing room.)
- A pillow or cushion
- Eyeglasses
- Hearing aids
- An insulin pump attached to your body

You must bring your own comfort aids; these items will not be provided at the assessment center. Visit the Pearson VUE website for a [complete list of comfort aids](#). If you require items or accommodations not listed above, you must submit a request using the form found in the [Request for Testing Accommodations Form and Instructions](#).

Q: How do I request testing accommodations?

A: If you need an accommodation for the assessment center component of the National Board Certification process, you must submit your request and any supporting documentation at the time of your component purchase in your [National Board account](#). For a full list of instructions, access the [Request for Testing Accommodations Form and Instructions](#).

Your request must be reviewed and approved before you schedule your assessment center appointment. Early requests will allow time for the National Board to arrange for approved accommodations. Please submit your request as early as possible and allow 6–8 weeks for processing. The deadline to submit a request for testing accommodation for assessment center testing is April 1. If you have already

completed your purchase and need to request an accommodation, please [contact Customer Support](#) for assistance.

Q: I requested testing accommodations but have not received a response. Who should I contact?

A: Please contact Pearson at 1-800-877-4590 Monday–Friday, 9:00 a.m.–5:00 p.m. EST TTY: 1-413- 256-8032.

Q: Do I have to wait for a response to my accommodations request before scheduling my testing appointment?

A: Yes. If you schedule an appointment before your accommodations have been approved and recorded with Pearson VUE, you run the risk of testing without any accommodations.

Q: I have been approved to receive testing accommodations; how do I schedule my appointment?

A: To schedule your testing appointment, please contact the Pearson VUE Call Center at 1-888-288-3028, Monday - Friday from 7am - 7pm, CST. You MUST speak with the Accommodations Coordinator to schedule your appointment. Please have your accommodations confirmation letter and National Board ID number with you when you call.

Testing

Q: What materials should I review in advance of my testing appointment?

A: Visit the [Assessment Center Testing](#) page of our website for access to the Component 1: Content Knowledge Assessment Center Policy and Guidelines and assessment center testing videos and tutorials.

Visit our [First-time and Returning Candidate Resources](#) page for access to the Component 1: Content Knowledge instructions and sample items, scoring rubrics, and other helpful resources. As you prepare for your appointment, please keep in mind that you will be required to demonstrate knowledge of developmentally appropriate content, which is necessary for teaching across the full age range and ability level of your chosen certificate area.

Q: How do I report a problem that occurred during testing at the assessment center?

A: As stated in the Component 1: Content Knowledge Assessment Center Policy and Guidelines, you must report all assessment center issues in writing to the National Board within seven days of testing. Even if you reported the problem to the assessment center administrator, you must contact the National Board directly in order to ensure a full investigation of the complaint. All reports should be submitted to [Customer Support](#) in writing.

Please include your National Board ID number, certificate area, test center location, and as much detail as possible about your concern. Note: Requests received after the deadline will NOT be reviewed.

Q: I recently completed testing – when will I receive my score for Component 1: Content Knowledge?

A: Scores for all completed components will be available on or before December 31– there is not an earlier release date for Component 1. To learn more about the scoring process, please visit the [Score Release](#) page of our website.