



**CGC Examination Handbook**  
*(Not for those applicants in California or Texas. Step-by-step instructions for applicants in those states are available from the CGC website)*



## 1. APPLY FOR CGC CERTIFICATION

An application is required prior to registering to take a CGC certification exam. The application for the National Certified Guardian Certification (NCG) and National Master Guardian Certification (NMG) are located on the CGC website. Please ensure you are eligible to sit for the CGC exams under the Rules and Regulations on the CGC website.

Those applicants wishing to sit for the Florida Competency or Oregon Certification must complete the state-specific applications on the CGC website. Please ensure you are eligible to sit for the state exams by reviewing those state requirements.

The allotted time for each examination is as follows:

NCG	2 hours
NMG	6 hours – 3 hours of Multiple Choice and 3 hours of Essay Questions (This exam must be taken in two, three hour time frames. Applicants may take the two exam portions on the same day or on two different days, based upon personal preference and test center availability.)
NCG/FL	2 hours (This exam is given in two, 1-hour, time frames. It must be taken the same day.)
FL Only	1 hour
NCG/OR	2 hours (This exam is given in two, 1-hour, time frames. It must be taken the same day.)
OR Only	1 hour

In addition to your application, CGC requires you complete and submit other supporting documents as part of the application process. These documents may be submitted through the CGC website ([www.guardianshipcert.org](http://www.guardianshipcert.org)), e-mailed ([certification@guardianshipcert.org](mailto:certification@guardianshipcert.org)) or faxed to the CGC office at (717) 238-9985. You may find these documents on the website where the applications are located.

All payments must be submitted online through the CGC website. Please note the payment process is secure, and your credit card information will be encrypted. Credit cards accepted by CGC include: MasterCard, Visa, and Discover. Exceptions to this requirement will be made for state agencies having more than 5 applicants. All others requesting exemption must contact CGC. If you do not select “Continue”, “Pay by Credit Card”, “Check-out”, “Continue with purchase”, and “Submit order” from the website, CGC will not receive your application and payment, and we will not be able to process your application. Upon successful completion of the payment process, you will receive a screen that says “Order Receipt”. We encourage you to print this page to keep in your records.

Upon receipt of your completed application and required forms, CGC will conduct education and employment verification and state criminal background checks based on the information you submitted. State criminal background checks and education verification will be conducted by a third party vendor, Certiphi, on behalf of CGC. Individuals approved to continue the application process will receive an email from Certiphi asking for completion and payment for a background check and educational verification. Until this process is complete, the applicant will not be approved to sit for the examination.

It may take a minimum of 45 Business Days to process your application and to approve you to sit for the exam. If your application is missing required information, or verification issues arise, it may result in a delay of the approval process. If, through the verification processes required by CGC, the applicant is not permitted to sit for the examination, CGC will retain the \$50.00 non-refundable application fee.

Once CGC approves your application to sit for an exam, you will receive an email at the email address you supplied on your application verifying your approval and relaying instructions to schedule an exam. ADA requests will be honored by CGC if the appropriate document is received. Please contact the CGC office to request an ADA form.

## **2. SCHEDULE THE EXAM**

Scheduling is the process for you to make an appointment to take your CGC exam. CGC has contracted with ExamSoft to deliver the CGC exams online through ACT test centers. CGC will forward your registration approval to ACT, and you will receive an email from ACT advising you that you are eligible to schedule your exam with ACT and instructions on how to do this.

You may schedule your exam at any ACT test center at any time that the center has an available testing station for you. ACT centers add 30 minutes of time to each appointment for sign in/out activities. There may be other examinees from a wide variety of certification programs who are also taking their exams at ACT testing centers. Appointments are made on a first-come, first-served basis, according to availability of testing stations. Centers can fill up, so if you do not schedule early, you may have to select a different testing center. To increase the likelihood that you will receive your first choice of date, time, and location, you should contact ACT as soon as you are approved by CGC.

**Note: You must schedule an appointment and take your exam within 90 business days from the date of your approval email from CGC.** After 90 business days, your registration with ACT and CGC application will expire, you will forfeit your entire application and exam fees, and you will be required to register and pay the exam fees again. Neither CGC, the testing center provider (ACT), nor the exam software delivery provider (ExamSoft) are responsible for any extra fees if you do not schedule an appointment before your registration/authorization expires.

The following appointment scheduling options are available through the ACT test centers:

- One hour - For One hour exams only
- Two hour - For Two hour exams only
- Three hour - For NMG exams only (NMG's are required to sign up for two, three-hour sessions. NMG exams may be taken on the same day or on two different days, based upon personal preference and test center availability.)

Please note: You will be required to show proof of a **valid government-issued identification** such as: Picture ID – Valid Driver's License, Valid Military ID, and Valid Passport. The only items you are permitted to have with you during testing are your keys, your valid form of ID, and confirmation letter from ACT. The ACT centers videotape all examinees during the exam process.

### **TEST CENTER SCHEDULES**

Most ACT test centers are open five or six days per week during normal business hours, based on local conditions, throughout the year. You can schedule your exam at any time that the ACT site is open and has testing stations available.

### **TEST CENTER LOCATIONS**

You will be allowed to take your exam at any ACT testing center in the United States. To locate the testing centers, visit the ACT website at: <http://act.org/actcenters/locate/map.html>

### **APPOINTMENT CONFIRMATION LETTER**

Upon completion of the scheduling process, ACT will email an exam appointment confirmation to you, which will confirm your appointment and provide information about the location of the test center. Print this letter and take it to the test center with you when you go to take your exam.

### **CHANGES TO YOUR APPOINTMENT**

Once you make an appointment, you will be allowed to re-schedule your exam without penalty 3 or more calendar days prior to your appointment. If you do not cancel at least 3 days in advance and do not appear for your exam at your scheduled location on your scheduled date and time. If you are considered a “no-show” you will be charged the entire application fee, plus a penalty to reschedule your appointment.

### **TEST CENTER CLOSINGS DUE TO WEATHER OR OTHER EMERGENCY**

If severe weather or other local emergency requires a test center to be closed, every attempt will be made to contact you. However, if you are unsure if your test center is open on the day of your exam, you should call the ACT Center where you have scheduled your appointment. If the center is open, it is your responsibility to keep the appointment. If the center is closed, you will be given the opportunity to reschedule without penalty.

## **3. TAKING THE EXAM**

### **ARRIVE AT THE TEST CENTER EARLY**

The ACT exam appointment confirmation letter will provide you with the location of your testing center. Plan your travel carefully so that you will arrive at the test center at least 30 minutes before the scheduled appointment time. We encourage you to arrive at the test center less than 30 minutes before your scheduled appointment for your examination, you may be denied access to the test center and considered a “no-show.” You will not be admitted to the test center if you arrive after your scheduled starting time. If you are considered a “no-show” you will be charged the entire application fee, plus a penalty to reschedule your appointment.

### **BRING YOUR ACT EXAM APPOINTMENT CONFIRMATION WITH YOU**

You should bring the exam appointment confirmation email that you received from ACT with you to the testing center. This letter contains important information that will allow the test administrator to locate your record and be able to admit you to the exam.

### **BRING PERSONAL IDENTIFICATION**

CGC, ExamSoft, and ACT employ very strict security measures. One level of security involves your identification.

**You must present at least one form of valid government-issued identification bearing a photo.**

Acceptable forms of official photo identification include:

- Driver’s license with photo
- Passport
- Military ID
- Police ID
- State ID
- Resident alien ID
- Federal Employee ID

ID cards with a physical description but no photo generally are not acceptable. IDs are only valid through the expiration date printed on them. No photocopies or faxes will be accepted. **If you do not present acceptable identification, you will not be allowed to take your exam and you will be considered a “no-show” even though you appeared at the exam site.** If you are considered a “no-show” you will be charged the entire application fee, plus a penalty to reschedule your appointment. You will not be permitted to sit for the exam if you do not have a current ID at the exam location.

## CHECK IN FOR YOUR TEST

Here is what to expect when you arrive at the test center:

1. The test center administrator will show you where to store your personal items. Examinees are prohibited from bringing certain devices into the testing area and will be required to store personal belongings during testing. Access to this storage is limited and examinees are encouraged not to bring personal belongings to the center. Devices that will not be allowed into the testing area include (but are not limited to) cell phones, photographic devices, video or audio recording devices, programmable digital assistants, pagers, briefcases, purses, backpacks. Watches and eyeglasses may be subject to inspection. Do not bring anything to the test center unless it is absolutely necessary. Neither test center personnel, ACT, ExamSoft, or CGC will be responsible for lost or stolen items.
2. You must provide one form of acceptable identification (see above). The administrator will verify that the name on the identification matches the name on the exam registration. You must keep this identification with you at all times during the exam. If you leave the testing room for any reason, you will be required to show your identification to be re-admitted.
3. A digital photograph of your face will be made.
4. You will be seated at a designated workstation.
5. The proctor will log you in, and the test will be launched.
6. Your test will start within 30 minutes of the scheduled start time. If circumstances arise (other than candidate error) which delay your session more than 30 minutes, you will be given the choice of continuing to wait or rescheduling your appointment.
7. If you need to leave the testing room for any reason, you will be required to sign the test center log and show your identification when leaving or re-entering the testing room.
8. You will not be allowed to bring any food or drink into the testing room.

If you encounter ANY computer problem, report it immediately to the exam proctor.

## BREAKS

**There are no scheduled breaks during the exam.** You are allowed to take a restroom break, but any time taken for breaks counts towards the overall time allotment for that exam part. You will need to check out/in with the exam proctor if you leave the testing room.

## 4. FINISHING

When you finish the exam, leave the testing room quietly and sign the test center log. The test center staff will dismiss you after completing all necessary procedures. Please do not ask the proctors any questions concerning the exam contents or exam scores as they will not be able to assist you.

**You will not receive your exam scores at the ACT test center.** Your exam results will be emailed to you from CGC in approximately 30 business days. An overall average score of 75% is required to pass the CGC exam.

## RETAKE EXAMS

If you do not achieve an overall passing score of 75% on all of the required exam parts, you are required to only retake those parts that you did not pass. You can register to retake the exam part(s) and schedule your new test appointment as per the regular exam registration process. There is no limit to the number of times a candidate can retake the exam, except in Florida where examinees are only permitted to take the exam three (3) times.

## EXAM MISCONDUCT NOTICE

ACT test center staff is trained to watch for unusual behavior and incidents during the exam. Exam sessions are audio/ videotaped to document the occurrence of any unusual activity, and candidate misconduct will be reported to CGC for investigation.

If you violate any of the testing rules, attempt to remove test items from the center, or are disruptive to other candidates, your exam may be terminated and/or your test scores invalidated.

CGC considers candidate misconduct related to the certification process a serious breach of the CGC Rules and Regulations. If evidence of misconduct is discovered after a candidate has been awarded CGC certification, the certification may be revoked. CGC may also take other actions to the extent permitted by law.

#### **REPORTING EXAM CONCERNS**

If you have questions, comments, or concerns regarding the testing experience or with exam questions, please e-mail them to [certification@guardianshipcert.org](mailto:certification@guardianshipcert.org).