

# CUSTOMER AGREEMENT



## Organization Information

Organization Name \_\_\_\_\_

Primary Contact Name \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

Additional Contact Name \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

## Shipping Information

Shipping Contact Name \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

Address Line 1 \_\_\_\_\_

Address Line 2 \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## Billing Information

Check here if same as Shipping

Billing Contact Name \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

Address Line 1 \_\_\_\_\_

Address Line 2 \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Tax-Exempt?  YES  NO Tax Exempt ID: \_\_\_\_\_

**All Tax-Exempt organizations must provide a copy of the tax exemption certificate.**

## Career Services Information (If applicable to organization)

Contact Name \_\_\_\_\_ Phone \_\_\_\_\_

Contact Email \_\_\_\_\_

## Payment Terms

NHA reserves the right to suspend online access and stop shipments in the event payments are more than 60 days overdue; suspension of online access will impact a Customer's Candidate's use of the Products and Services. As the NHA Order is solely between NHA and Customer, NHA has no obligation to accept payment from any third party and Customer is fully responsible for timely payment to NHA of all fees noted on the NHA Order. All fees noted on an NHA Order are exclusive of any sales, use, value added or other taxes, fees, or costs which may be imposed, levied, or assess licensing, delivery, or Products or Services. Shipping and handling costs, as well as any tax owed by Customer, will be added to the purchase amount. Customer shall pay all taxes that may become due as a result of the NHA Order, excepting only NHA's income and payroll related taxes. NHA shall invoice Customer for all such taxes, which may be paid by NHA unless, prior to Product delivery or commencement of applicable Services, Customer provides NHA with a valid tax-exempt certificate. No returns shall be accepted on Products delivered hereunder. If Customer requires a purchase order for payment, customer shall issue a purchase order referencing this NHA Order upon execution. Failure of the Customer to provide such purchase order within fifteen (15) calendar days shall be deemed a waiver by Customer of its need to issue a purchase order.

Initials: \_\_\_\_\_

## CUSTOMER AGREEMENT

### Certification Program Information

As outlined in NHA Candidate Handbook, your candidates are eligible to sit for an NHA Exam by successfully completing one of the outlined pathways. For more information regarding these pathways, please visit [https://www.nhanow.com/docs/default-source/pdfs/handbooks/candidate\\_handbook.pdf](https://www.nhanow.com/docs/default-source/pdfs/handbooks/candidate_handbook.pdf). Please select all applicable Certifications and verify corresponding information by initialing where indicated.

Certification	Pathway for Eligibility	Prep Material Payment	Exam Delivered via	Exam 1st Attempt	Exam Retakes	Initials
<input type="checkbox"/> Billing & Coding (CBCS)		_____	_____	_____	_____	_____
<input checked="" type="checkbox"/> Clinical Medical Asst. (CCMA)	Training Program	Org Pay/Code	Online	Org Pay/Code	Candidate Pay	_____
<input type="checkbox"/> Electronic Health Records (CEHRS)		_____	_____	_____	_____	_____
<input type="checkbox"/> EKG Technician (CET)		_____	_____	_____	_____	_____
<input type="checkbox"/> Medical Admin. Asst. (CMAA)		_____	_____	_____	_____	_____
<input type="checkbox"/> Patient Care Technician (CPCT/A)		_____	_____	_____	_____	_____
<input type="checkbox"/> Pharmacy Technician (ExCPT)		_____	_____	_____	_____	_____
<input type="checkbox"/> Phlebotomy Technician (CPT)		_____	_____	_____	_____	_____

### Specialty Program Information

Specialty Product	Payment Type	Initial	Specialty Product	Payment Type	Initial	Specialty Product	Payment Type	Initial
<input type="checkbox"/> Team Based Care™	_____	_____	<input type="checkbox"/> PharmaSeer™	_____	_____	<input type="checkbox"/> Anatomy & Physiology	_____	_____
<input type="checkbox"/> Principles of Health Coaching™	_____	_____	<input type="checkbox"/> PharmaSeer Math™	_____	_____	<input type="checkbox"/> PersonAbility for Pharm Tech™	_____	_____
<input type="checkbox"/> PersonAbility™	_____	_____	<input type="checkbox"/> Medical Terminology	_____	_____	<input type="checkbox"/> MA Skillsbuilder™ Clinical	_____	_____
Specialty Product	Payment Type	Initial	Specialty Product	Payment Type	Initial	Specialty Product	Payment Type	Initial
<input type="checkbox"/> MA Skillsbuilder™ Admin	_____	_____						

# NATIONAL HEALTHCAREER ASSOCIATION (NHA) CUSTOMER AGREEMENT



## Terms of Use for NHA Products/Materials and Services

1. **PURPOSE; DEFINITIONS.** These Terms of Use govern the use by the Customer (defined to include all employees, staff, faculty, and agents of the Customer) of the NHA Products and Services listed on the NHA Order Form, to which this Terms of Use is attached ("NHA Order"), and all other Proprietary Materials provided to or obtained by the Customer. "Products" shall mean the proprietary products of Assessment Technologies Institute, LLC ("ATI"), the parent company of NHA, or its affiliated entities ("Affiliates"), sold through NHA, as listed on the NHA Order and made available to Customer in any form or medium delivered or made accessible to Customer, including hard copy and/or electronic delivery and all copies made thereof, and all updates and revisions provided by NHA, ATI or its Affiliates thereto. "Services" shall mean any service provided by NHA, ATI or its Affiliates to the Customer in connection with Product(s). "Proprietary Materials" shall mean all other forms of content created by or on behalf of ATI or NHA, including but not limited to reports, benchmarking, analytic or metric reporting, publications, white papers, studies, blog posts or other similar materials (together with Products, "Products/Materials").

2. **LICENSE GRANT AND RESTRICTIONS FOR PRODUCTS AND SERVICES.** (a) Subject to the terms herein and provided that Customer has paid all outstanding balances due NHA or ATI pursuant to any prior agreements, orders or understandings between the Parties, ATI, through NHA, grants to Customer a non-exclusive, non-transferrable, non-sublicensable right to access and use the Products/Materials and Services delivered or made available to Customer by NHA as described herein ("General License"). Such Products/Materials and Services may be used only by Customer's sponsored certification candidates (each, a "Candidate") or certificate program learners ("Learner"), administrators, faculty, and staff in the Territory noted above (collectively, "Authorized Users"). Products are strictly licensed on a per Candidate/Learner basis and are not to be (i) shared among Candidates/Learners, (ii) reproduced or copied in whole or in part in any manner by Customer, including faculty, or any Candidate/Learner, (iii) projected for shared viewing or use, or (iv) made available in any library or electronic learning management system operated by Customer for use on other than a per Candidate/Learner basis, all of which are material violations of the General License granted by NHA and grounds for immediate termination of the General License. (b) Products which are comprised of certification examinations offered by NHA ("Certification Exam Products") are subject to a limited license and may be used only in connection with the administration of Certification Exam Products on the particular exam date(s) for which the Customer has registered with NHA ("Limited Exam License"). Customer is prohibited from offering a Certification Exam Product to any Candidate who has not registered online with NHA. Customer, as an NHA-authorized test administration site, will ensure that each Certification Exam Product is only administered to Candidates who have registered to take such exam on that specific date and no Candidate or any other individual who is not registered or is registered for a different date will be permitted to take the exam. Customer will not administer Certification Exam Products at any location other than the locations approved in advance by NHA as authorized test administration sites. Customer is prohibited from transporting, in any manner, Certifications Exam Products from an authorized test administration site to any other location, including another authorized test administration site. Customer's Limited Exam License begins at the start and automatically terminates at the conclusion of each exam administration. To be clear, Customer, including its faculty, has no right under the Limited Exam License to access, review, or otherwise utilize any content contained in any Certification Exam Product(s) before, during or at any time after the administration of an examination and Customer's rights to use Certification Exam Products are limited only to the administration of the exam pursuant to NHA's exam administration instructions. Customer is strictly forbidden from reproducing, copying, recording, summarizing, making notes concerning or otherwise capturing the content of any Certification Exam Product or any portion thereof in any manner or using any medium, and from distributing or transferring the Certification Exam Product or any portion thereof in any manner to any person other than to Candidate(s) registered to take such exam on that specific date.

3. **CUSTOMER OBLIGATIONS.** Customer shall supervise all use of the Products/Materials and Services by Authorized Users and take reasonable measures to allow only Authorized Users to access the Products/Materials consistent with these Terms of Use. Customer shall not (and shall take reasonable steps to ensure Authorized Users do not) (i) modify, translate, disassemble, decompile, or create derivative works of the Products, Services, Proprietary Materials or any portion thereof; (ii) copy, reproduce, transfer, loan, rent, lease, distribute, or grant any access to or rights in any form to Products/Materials or remove or obscure any copyright or other proprietary notice, labels or proprietary marks in any Products/Materials or Services; and (iii) allow any third party any access to the Products/Materials or Services not authorized under these General Terms. All Products/Materials and Services are subject to copyright and contain proprietary and trade secret information belonging to ATI or its Affiliates and Customer agrees not to disclose any Product/Material or portion thereof to any person who is not an Authorized User. If Customer is obtaining online access to Products/Materials or Services hosted on ATI's or its Affiliates' servers, Customer, including Authorized Users, shall receive and utilize access information, such as passwords and usernames, ("Access Information") to permit Product/Material and Services access. Customer shall implement reasonable measures to safeguard against improper sharing or unauthorized use of such Access Information. Customer will maintain the confidentiality, security, and integrity of the Products/Materials, placing special security emphasis on all examination questions and answers. Customer is responsible for securing its facilities and implementing procedures such that all Certification Exam Products, including test content, data, questions and answers, provided hereunder do not leave the Customer's control and custody at any time and are returned, whether used or unused, to NHA within 3 business days via courier service, such as Federal Express, following the conclusion of each exam administration. NHA may terminate the Licenses by written notice (i) with immediate effect if Customer infringes or misappropriates any Product/Material or Service made available hereunder, including failure to return exam materials timely, or otherwise breaches any material License provision contained in these Terms of Use, or (ii) if Customer fails to cure any other material breach of these terms within thirty (30) days after receipt of written notice from NHA. On the License termination date, Customer shall make no further use of the Products/Materials or Services and, in the event of a breach of these terms, NHA shall deactivate Customer's access to the Products/Materials and Services licensed hereunder. NHA reserves the right to periodically conduct an audit, on its own or through ATI or an ATI Affiliate, of Customer's facility and records to confirm the integrity and security of the Products/Materials and Services and verify Customer's compliance with the terms set forth herein. Customer will comply with and facilitate such audit, which will be conducted at NHA's expense. If an audit reveals any use of Products/Materials or Services by Customer in excess of the amount paid for by Customer, Customer shall promptly pay to NHA fees associated therewith. Under no circumstances is Customer permitted to state or imply that it or any program, course, training, materials (except for NHA Products/Materials) or software it offers, sells or licenses to others is certified, accredited, endorsed or approved by NHA, ATI or its Affiliates.

4. **PROPRIETARY RIGHTS.** Customer acknowledges that the Products, Services and Proprietary Materials it receives are the sole and exclusive intellectual property of ATI, its Affiliates, or their respective licensors and are protected by copyright. All use of NHA's or ATI's names, logos or marks must be pre-approved by NHA. All rights are reserved by ATI and its Affiliates. No part of the Products, Services or Proprietary Materials may be copied, reproduced, recorded, distributed, or made public, in whole or in part, without prior review by, and written consent of, NHA. Other than as expressly set forth in these Terms of Use, no license or other rights in or to the Products, Services or Proprietary Materials are granted to Customer, and all such licenses and rights are hereby expressly reserved by ATI and its Affiliates. Customer's limited right to use the Products, Services and Proprietary Materials is governed by these Terms of Use, and any terms included in the applicable Products, Services and Proprietary Materials. NHA, ATI, and its Affiliates reserve the right to seek all legal and equitable rights and remedies available to them for any Customer violation of these Terms of Use.

5. **ORDERS; FEES AND PAYMENT.** For each Customer order of Products and Services under the NHA Order, Customer shall register with NHA using its online registration and reporting system. All NHA Orders are subject to these Terms of Use. Customer represents that Customer is fully authorized to enter into these Terms of Use and NHA Order and has all necessary authority to properly commit to the expenditure of Customer funds for the payment of fees hereunder. For orders of online Products/Materials and Services, NHA will invoice Customer on the date Customer is provided the information needed to access the Products/Materials or Services, such as but not limited to access or discount codes. For orders consisting of shipments, NHA will invoice Customer when the Products/Materials are shipped to Customer. For orders consisting of both electronic and shipped Products, NHA will invoice Customer when Customer on the date Customer is provided the information needed access to access the online Product(s) and shipments will be made three to five days thereafter. NHA reserves the right to adjust its pricing at any time, such price changes to be posted on NHA's website at [www.nhanow.com](http://www.nhanow.com) and effective with respect to any NHA Order placed fifteen (15) days following the initial posting date on the website regardless of prices listed on any form used to place the order. Products/Materials and Services fees are due and payable net thirty (30) days from the invoice date. All prices and fees are expressed in U.S. dollars and all fees are to be paid by Customer in US dollars. Customer shall pay NHA for all Products/Materials and Services ordered, regardless of whether Customer or its Authorized Users actually utilizes all of said Product(s), Proprietary Materials and Service(s). NHA reserves the right to suspend online access and stop shipments in the event payments are more than sixty (60) days overdue. Discount/access codes are valid for eighteen (18) months from the date of issuance (the "Product Expiration Date"). All inventory must be used by the Product Expiration Date. Any inventory remaining after the Product Expiration Date will be unusable, forfeited and nonrefundable and the system will reject expired codes entered after the code expiration date. Once a Product/Material has been assigned to an Authorized User, it is deemed to be accessed ("Initial Access Date"). Access to any online learning product, such as, but not limited to, all prep products and certificate products, will expire twenty-four (24) months from the Initial Access Date. Nothing in this section impacts exam scheduling or rescheduling deadlines or timeframes. As the NHA Order is solely between NHA and Customer, NHA has no obligation to accept payment from any third party and Customer is fully responsible for timely payment to NHA of all fees noted on the NHA Order. All fees noted on an NHA Order are exclusive of any sales, use, value added or other taxes, fees, or costs which may be imposed, levied, or assessed against the sale, licensing, delivery, or use of Products/Materials or Services. Customer shall pay all taxes that may become due as a result of the NHA Order, excepting only NHA's and its Affiliates' income and payroll related taxes. NHA shall invoice Customer for all such taxes, which may be paid by NHA or its applicable Affiliates unless, prior to Product delivery or commencement of applicable Services, Customer provides NHA with a valid tax-exempt certificate. Shipping and handling costs, as well as any tax owed by Customer, will be added to the purchase amount. If Customer requires a purchase order for payment, customer shall issue a purchase order referencing this NHA Order upon execution. Failure of the Customer to provide such purchase order within fifteen (15) calendar days shall be deemed a waiver by Customer of its need to issue a purchase order. No returns shall be accepted on Products delivered hereunder.

6. **TERM:** These Terms of Use shall be effective as of the date of the Customer's signature and may be terminated, without cause or penalty, by either party on thirty (30) days written notice, which may be by email. Notwithstanding the foregoing, NHA reserves the right to update these Terms of Use to reflect then current offerings, by replacing these Terms regularly but not more frequently than annually, such replacement Terms to be mutually agreed upon.

7. **MISCELLANEOUS:** These terms may not be modified except by a written amendment signed by an authorized representative of Customer and NHA. Customer may not assign any of its rights or obligations herein without NHA's express written permission. These Terms of Use are governed by the laws of the State of Kansas. No warranty of merchantability or fitness for a particular purpose is promised, express or implied, with respect to any Product or Service. NHA's, ATI's and its Affiliates' liability, actual or implied, is limited to the purchase price of the Products/Materials and Services ordered in the accompanying NHA Order. The NHA Order contains the terms between NHA and Customer regarding the Products/Materials and Services. Customer acknowledges that the certification Products/Materials and Services do not comprise an educational or training program or course, but rather, are exam preparation tools and professional certification exams provided for use by Customer in programs and courses developed or licensed and implemented by Customer. The certificate program Products/Materials and Services are specialized content which can be incorporated by Customer in its programs and courses, stand-alone for specialized training or provide continuing education. Customer expressly permits NHA to share data it receives from Customer, including, as applicable, data concerning Authorized Users, with ATI and its Affiliates for purposes of Product and Service delivery, improvement, system operations, generate reports and analytics for use by your Institution or by your Candidates/Learners or by NHA for research. In connection with any federal contracts, the online Products and Services and Proprietary Materials were developed solely at private expense, contain "restricted computer software" submitted with restricted rights in accordance with the US FAR 52.227-19 (a) through (c) of the Commercial Computer Software License (Dec 2007) Clause and its successors, and in all respects is proprietary data belonging to ATI and its Affiliates. Neither ATI nor NHA intend to be a "Third Party Servicer" as that term is defined in 34 C.F.R. § 668.2 or as used under Title IV of the Higher Education Act of 1965, as amended. Customer should not include ATI or NHA in its institutional reporting requirements to the U.S. Department of Education pursuant to 34 C.F.R. § 668.25(e). (Rev. Apr 2018)

Customer Printed Name

NHA Printed Name

Customer Signature

NHA Signature

Date

Date

## Testing Center Criteria Attestation

Testing Center Name \_\_\_\_\_ Phone \_\_\_\_\_

Address Line 1 \_\_\_\_\_

Address Line 2 \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

### GENERAL

- The Testing Center must be located at a site under control of the NHA customer. If the customer does not have a suitable Testing Center at the location in which it plans to administer an NHA certification examination, the customer will not be approved as a test administration site and candidates will be required to sit for their examination through NHA's approved 3rd party testing site company, PSI.
- Each Testing Center must conform to local building, sanitation & health codes, as well as ADA requirements.
- Building/grounds must be kept clean and properly maintained with exits and emergency exits marked and unobstructed
- Fire extinguishers must be present and in working order, with location well marked and easily accessible

### TESTING CENTER ENVIRONMENT

- Test room must be well-ventilated, with continuous air circulation to maintain a consistent and comfortable temperature.
- Test room must be lit so every candidate can easily read all diagrams, charts, etc. regardless of exam administration method
- Any bulletin boards, charts and posters providing strategies for solving problems must be removed or covered.
- Wires for computer stations must be secured to prevent accidental dislodging or unplugging and to avoid tripping hazards.
- If the exam is administered using computers, only Testing Center computers may be used. Each computer must be equipped with a keyboard, mouse and display of sufficient size and must conform to the technical specifications made available on the NHA website.

### TEST ROOM SET UP AND SEATING ARRANGEMENT

- Test stations and chairs must be placed so candidates are comfortably seated at least three feet apart.
- Test station surfaces must comfortably accommodate a computer and applicable testing materials. (42"x36" recommended)
- All Testing Centers must be a separate room with a closable door.
- All examinees must face the same direction in the test room regardless of number of examinees or distance between them
- Each Testing Center must have a proctor station, located inside the Testing Center with the proctor facing the candidates. If the exam is administered using computers, the proctor station must be equipped with a computer, to be used only by the proctor(s). Such computer must be equipped with a keyboard, mouse and display of sufficient size and must conform to the technical specifications made available on the NHA website.
- Each candidate should have his/her own testing station. If candidates are seated at a shared table, each candidate must be allotted the station table space described above and a divider should be erected between the candidates. If round tables are used, regardless of size, only one candidate may be seated at each table and, must be seated so as to face the proctor station.
- During the administration of an exam, the Testing Center shall be free from any other activity and the surrounding area shall be free of any activity that can cause distraction; during non-testing time, the Testing Center may be available for other uses.
- The Testing Center should not be scheduled for a different use for a sufficient time following the end of the examination period to avoid distraction that can be caused by foot traffic or loud noise caused by people gathering outside of the Testing Center awaiting the next use.
- There must be sufficient aisle space for proctors to get to every seat during testing without disturbing candidates.
- If there are candidates that have received approval of a request for accommodation that cannot be provided while adhering to the above set-up and seating arrangement requirements, a separate Testing Center must be provided to the candidate (or candidates, if each of the approved-accommodations of each of the candidates can be met in a shared Testing Center). The separate Testing Center must comply with the approved accommodation and meet as many, if not all, of the above set-up and seating arrangement requirements as practicable considering the specific accommodation(s). The separate Training Center room must have its own proctor.

### SECURITY and SURVEILLANCE

- Each exam administration must be proctored pursuant to NHA guidelines and by an NHA-approved proctor(s) (see the NHA Proctor Manual for additional information). All proctors must meet NHA's eligibility requirements and complete the proctor registration, training and oath in order to become NHA-approved proctors.
- During the administration of an examination, the Testing Centers must have proper supervision at all times. The proctor(s) must be in the Testing Center for the entire test administration period with a proctor to candidate ratio no less than 1 proctor for every 25 candidates.
- Video surveillance is preferred and should be used when available. Video surveillance, if available, must be used in addition to having the required number of proctors in the Testing Center and cannot be used in lieu of having the required number of proctors in the Testing Center at all times.

- Any person who has a “conflict of interest”, as defined in the Proctor Manual, is not permitted to serve as a proctor or have access to the Testing Center during exam administration. Persons deemed to have a conflict of interest include, but is not limited to, anyone who is (1) responsible for the administration of an allied health field of study at the institution attended by the candidates or employer of the candidate, including owners, directors, program directors and any person that is involved in the development of course or program materials, curricula, skills training or any other form of course or program content; (2) an instructor that is or has been in the preceding two years responsible for teaching allied health subjects to the candidates sitting for the exam, including any assistants, tutors, clinical preceptors, or skills lab or simulation lab personnel; (3) an institution employee having a vested interest in the candidates’ (or any one candidate’s) performance on the exam, such as a direct supervisor or manager, guidance or career counselor, school psychologist, special education teacher, or mentor that the candidate(s) associate with, or have associated with, on a regular basis in the preceding two years; (4) the employer, manager or supervisor of the candidates sitting for the exam; (5) a fellow student or fellow employee of the candidates sitting for the exam; or (6) a family member of any candidate challenging the exam.
- Employees of the educational institution, including instructors, are not permitted to sit for an NHA certification examination at the customer’s site but may sit for an NHA certification examination at NHA’s approved 3rd party testing site company, PSI.
- At least one proctor during each test administration must be capable of (1) fully monitoring the examination room, including being able to move about the room and hear and see the test takers to ensure computers are in use, access to servers, databases, USB ports, websites other than the NHA certification portal and other sources of computer-based information are not accessed during test administration; (2) reading and providing instructions to test takers in English; and (3) operating the computer-based Certification Portal provided by NHA, printing and copying equipment and a timepiece.
- Testing Center door must restrict any unauthorized access during exam administration.
- No reference materials of any kind can be in the Testing Center during the administration of any NHA examination, except that the required and approved reference books, and only the approved reference books, for the CBCS exam are permitted. Please note that a candidate that does not bring the required reference books must be required to reschedule their exam date.
- Telephones, computers (other than those provided by the Testing Center), electronic tablets, electronic readers, cameras, MP3 players, pagers, radios, watches, electronic translators, calculators and all other electronic devices are prohibited in the Testing Center, except to the extent the electronic device is approved pursuant to an accommodation request or a medically-prescribed assistive device for a disability. Such devices are subject to inspection.
- All exam material must be fully secured in a locked cabinet or locked room when not in use and at no time may any exam material (excluding required forms to be completed by the proctor) be copied in any manner or for any reason. Only NHA-approved proctors are permitted to open packaging containing exam material or handle the exam material once removed from the shipping packaging. Proctors are responsible for distributing, collecting and returning all exam materials and protecting the chain of custody of such materials (from proctor to candidate to proctor to NHA without intervention by any other party). With respect to computer-based exam materials, except for NHA-approved proctors, no employees or agents of the customer, including Program administrators, instructors or staff, are permitted to access any computer-based exam materials, and NHA-approved proctors may only do so during the administration of the exam.
- No employee, agent or contractor of the customer may sit for an NHA certification examination administered by or at the institution.

**EQUIPMENT and SUPPLIES**

- Each Testing Center must have an accurate wall clock(s) that is visible to all exam candidates and the proctors. In addition, the proctor(s) should have at least one additional timepiece in the Testing Center to ensure accurate timing.
- A copy machine or scanner must be available and in good working order to generate copies of candidate IDs, test eligibility documentation and any confiscated items if test misconduct or an irregularity occurs. Exam materials are not to be copied or scanned.
- Scrap paper, pencils and such other supplies specified by NHA in the instructions provided to the proctors or supplied by NHA.

**Terms and Conditions:**

I certify and represent, on behalf of the above named institution, that the above requirements are in place and it is sufficiently prepared and equipped to perform as noted herein and shall comply with all NHA test administration policies, including without limitation these terms. I also understand and agree that NHA has the right to terminate its relationship with any test site or test site personnel without advance notice if NHA determines, in its sole discretion and for any reason, that such termination is appropriate and necessary.

\_\_\_\_\_ **Customer Printed Name**

\_\_\_\_\_ **Customer Signature**

\_\_\_\_\_ **Date**