NACD Directorship Certification
Frequently Asked Questions

EXAM PREPARATION

Where can I find the NACD Directorship Certification Study Guide?

The current edition of the study guide can be accessed directly from the Certification Status Page. There, you will see the details describing the available resources, including the *Candidate Handbook* and the *NACD*

Directorship Certification Practice Exam Cases. To access the Study Guide, *scroll down and select the "Download" tab.*

What should I do to prepare for the exam?

In preparation for the exam, NACD provides the *NACD Directorship Certification Study Guide*, sample multiple-choice questions from Part 1 of the exam, and practice case studies from Part 2 of the exam. These materials can be accessed and downloaded directly from the Certification Status Page. You can also join an NACD study group led by Certified Directors.

What content is covered in the exam?

Here is the content and weight of the topics in the exam:

- Oversee Corporate Strategy as a Fiduciary - 33%
- Monitor Management Performance Against Financial and Nonfinancial Objectives - 15%
- Provide Risk Oversight - 20%
- Contribute to Ensuring Effective Board Processes and Culture - 12%
- Participate in Leadership Development, Evaluation, and Succession Planning - 20%

Are Americans with Disabilities Act (ADA) Accommodations available for the exam?

If you require testing accommodations, you will be able to complete an official NACD ADA Accommodations Request Form at the time of your application submission. Upon approval, we will provide reasonable and appropriate accommodations related to the testing process.

Where can I take my exam?

The Certification exam is offered both online and at Pearson VUE test centers.

Online (OnVUE)

If you elect to take the exam online, you can complete the exam at home or in an office. Wherever you decide to complete the exam, you should be in a walled room, with a closed door, and without distractions. No one else is permitted in the room with you while you are testing.

Test Center

Once you are eligible to take the exam, you will receive instructions on scheduling your exam. You can select from any of the nearly 300 Pearson VUE testing locations across the country.

If you have elected to complete your exam in the online format with OnVUE, before the scheduled exam date, you should perform a system test using the same computer and from the same location that you plan

to use on the exam day. The system test will check your computer readiness, including your microphone, Internet speed, and webcam. To complete the system test, visit http://www.pearsonvue.com/NACD/OnVUE, scroll down the page, and click on the "Run system test" button.

Important Note: The online exam application will not download on computers with firewalls present. If you plan to use a work computer, **please ensure that any firewalls are turned off and that you possess the administrative rights on your computer needed to download the OnVUE software.**

What are the requirements for online testing?

View system requirements for online testing here.

How do I know my computer will work with the online proctored software?

Perform a system test to download the OnVUE online proctoring software to ensure that your system will work with our software. Please check our minimum system requirements and shut down all nonessential applications before launching the software.

Important Note: The online exam application will not download on computers with firewalls present. If you plan to use a work computer, **please ensure that any firewalls are turned off and that you possess the administrative rights on your computer needed to download the OnVUE software. Do I have to download anything on my computer to complete the exam online?**

Yes, there is a *temporary* download of the OnVUE online proctoring application. Once done, you will need to follow the prompts and complete the required check-in steps. Once the exam is complete, the application will close, and nothing will remain on your computer afterwards.

Can I use my work computer to complete the online exam?

Most work computers have firewalls and other restrictions to prevent unauthorized access. Pearson OnVUE recommends using a personal computer to complete the online exam as OnVUE software is not compatible with devices with firewalls.

When preparing for the exam, please ensure that no firewalls are present and that you possess the administrative rights on your computer needed to download the OnVUE software.

Important Note: The online exam application will not download on computers with firewalls present. If you plan to use a work computer, **please ensure that any firewalls are turned off and that you possess the administrative rights on your computer needed to download the OnVUE software.**

Does anything remain on my computer after the test?

No, applications or exam details are not stored on your computer after the exam.

Can I use a tablet or iPad to complete the online exam?

The online exam is accessible via a computer only (laptop or desktop). OnVUE is not compatible with smartphones or tablets, such as iPads.

Is my workspace acceptable to complete the exam?

During the check-in process, you will be asked to take photos of your work area, which will be checked by a proctor before the exam launch. Please ensure that your desktop is clean and that you are not within arm's reach of electronics, books, notepads, sticky notes, papers, pens, pencils, and other writing instruments/objects.

Additional monitors and computers must be unplugged, turned off, and removed from the workspace. Items on the wall with writing on them, such as whiteboards, will be inspected. If your workspace does not pass a room scan, you are not permitted to take the exam.

TAKING THE *ONLINE* EXAM

What are the exam rules on personal belongings?

- During the exam, you may not access the following types of personal items: mobile phones; headphones or headsets (wired or Bluetooth); handheld computers or other electronic devices; pagers; watches; wallets; purses; hats; bags; coats; books; notes; or any other materials not expressly approved. Note: Certain religious headwear is permitted during the online exam at the discretion of Pearson VUE personnel.
- You cannot use exam-specific materials or scratch paper, erasable whiteboards, or any other physical writing object—such as a pen, marker, or pencil—during the exam session.
- All watches must be removed and placed out of sight/reach during the exam.
- You will have the option to use the whiteboard feature in the OnVUE software while taking the exam online. Read more about this feature.

How do I check in for my test on exam day?

- You will be able to start checking in for your exam 30 minutes before your scheduled appointment time. To start, use this link to access the login page: http://www.pearsonvue.com/NACD/OnVUE. Click the "Sign in now" button to sign in to your web account.
- The exam will appear once you log in to your account under "Open Online Exams." Select the exam link and then select "Begin Exam."
  - **Important:** If the "Begin Exam" button is not visible, you are either too early or too late for your exam. Please check your appointment details to make sure you're trying to start at the proper time.
- You will be asked to download OnVUE, the online proctoring software. Follow the prompts in the application to complete the required check-in steps.
- Have your acceptable identification available so that the proctor can verify your identity.
- Shut down any nonessential applications such as email, chat, Facebook, and Skype.
- You will be placed in a queue and connected with the next available proctor to begin your exam.
- The check-in process takes approximately 15 minutes for candidates who have previously completed a system test.
- Be punctual. To allow time for the check-in procedure, please be ready when the check-in window opens 30 minutes before starting the exam.

I can't see the 'Begin Exam' button. What do I do?

Start your test within the exam window precisely 30 minutes before and up to 15 minutes after the specific appointment time. If you cannot see the 'Begin Exam' button within the exam window, please contact customer service by accessing https://home.pearsonvue.com/nacd/contact.

Do I need an ID for the online exam?

During the check-in process, you will be required to complete an ID verification process. During this process, the system will review your headshot image and compare it to the ID photo, to make sure that your ID
- is valid,
- contains an image matching the headshot photo,
- has your name correctly listed, and
- includes a signature matching the one used during the self-check-in process.

My exam has started. Where is my proctor?

Following successful self-check-in, you should be on a page that says, "You are ready for launch!" Please be patient: proctors greet the majority of candidates within 10 minutes. If a proctor does not contact you after 10 minutes, please contact customer service by accessing https://home.pearsonvue.com/nacd/contact.

What do I do if I have a technical issue during my online proctored exam appointment?

If you experience a technical issue during your online proctored exam appointment and cannot resume your session **after meeting with the greeter**, Pearson VUE will automatically log a case on your behalf. Due to the current high demand for phone and live chat support, we ask for your patience by allowing three to five business days for our team to review the issue and contact you with appropriate next steps. You do not need to log a customer support case with Pearson VUE or your unique Certification program if you met with the greeter.

What if I have a connection issue during the test?

If you lose connection during the exam, Pearson VUE will attempt to contact you via phone or OnVUE chat (if available). If unsuccessful, visit https://home.pearsonvue.com/onvuehelp and complete the online form. Pearson VUE will assign a staff member to work with you to reschedule your exam.

I'm receiving an error message. What should I do?

Please read the system requirements for online proctoring (on https://home.pearsonvue.com/nacd) very carefully before registering and complete a system check before the test day. Contact customer service via https://home.pearsonvue.com/nacd/contact to troubleshoot any questions and reduce the likelihood of errors on test day.

If, on test day, you are receiving an error message, please contact customer service via https://home.pearsonvue.com/nacd/contact for support. You can submit a web form (email) about your issue online 24/7.

Can I take a break during the exam?

You will be provided an optional 15-minute break between Parts 1 and 2 of the exam. Or, if necessary, you can take an unscheduled break at any time; however, the exam timer will continue running.

Am I allowed to drink water during the exam?

You are permitted to have a clear glass during the exam to drink from. Please note that eating, smoking, and chewing gum are prohibited during the exam.

You are also provided an opportunity to use the restroom, refill your glass, drink, or eat as needed during the optional 15-minute break between Parts 1 and 2.

How and when will I receive my score at the end of the online exam?

Upon completion of the online exam, the exam will close, and you will need to log into your Pearson VUE account to download the Score Report. For more information on the subject matter, format, and scoring of the exam, please reach out to the NACD Credentialing Team for an emailed copy of "Understanding the NACD Directorship Certification® Exam" video.

TAKING THE *TEST CENTER* EXAM

What should I expect when I arrive at a test center?

To allow time for check-in, you must arrive at the testing center at least 30 minutes before your scheduled appointment time. Late arrivals (30 minutes or more after the scheduled appointment time) will not be admitted.

- Exam admission requires you to present a government-issued ID that is:
    - is valid,
    - contains an image matching the headshot photo,
    - has your name correctly listed, and
    - includes a signature matching the one used during the self-check-in process.
- Pearson VUE will provide lockers in which to store your personal belongings (phones, coats, food, medication, etc.). All watches must be removed and placed out of sight/reach during the exam.
- During the check-in process, you will be asked to empty and turn out your pockets. You may be "wanded" for security or asked to go through a metal detector during the check-in process.
- There will be an inspection of all eyeglasses and other accessories.
- Note-taking and the use of audible beepers, mobile phones, or memory-capable devices are prohibited in the testing room.
- There will be an optional 15-minute break period between the two parts of the exam, but there will be no other scheduled breaks during either part of the exam or during the exam process. You may not leave the testing facility during a break.

For the security of all test takers, upon arrival at the test center, you may experience some or all of the security measures listed below:
- Accessing mobile phones or study materials after arriving at the testing center or during breaks is prohibited.
- All exams are monitored and may be recorded in both audio and video format.
- Smoking is prohibited at the testing center and during breaks.

Can I take a break during the exam?

You will be provided an optional 15-minute break between Parts 1 and 2 of the exam.

Online (OnVUE)

Test-takers are not permitted to take unscheduled breaks during the online exam.

Test Center

If necessary, you can take an unscheduled break at any time by alerting your proctor; however, the exam timer will continue running.

How and when will I receive my score after completing the exam at a test center?
Upon completion of the exam, you will receive a printout of your exam results with a "Pass" or "Fail" score. You also have the option to log into your Pearson VUE account to download the Score Report.

For more information on the subject matter, format, and scoring of the exam, please reach out to the NACD Credentialing Team for an emailed copy of the "Understanding the NACD Directorship Certification® Exam" video.

AFTER THE EXAM

I have passed my exam. When will I receive my certificate?

Congratulations! You will receive an emailed communication within 1–2 business days, including your award collateral and instructions for adding the "NACD.DC" designation to your LinkedIn profile. You will then receive an email from our digital badging partner, Credly, sharing an invitation to download your digital badge and official certificate.

If you have any questions or need help regarding your additional benefits, please reach out to your Board Advisor or email BoardAdvisor@nacdonline.org.

What if I fail the exam?

Should you fail the exam, you will receive feedback organized by test-content area. This feedback can help you to determine your weakest subject areas and inform future exam preparation. You will also receive detailed instructions on how to schedule the exam again. There is a 30-day pause before you are able to schedule your next exam attempt. Please note that there is a $250 fee to retake the exam.

In the event you do not pass on your second attempt, you may retake the exam one final time after an additional 30 days have elapsed, paying a $250 retake fee. If you fail the exam a third time you will have to wait a year before being able to sit for the Certification exam again.

OTHER EXAM ISSUES

What do I need to do to cancel or reschedule my Certification exam?

Online (OnVUE)

You may cancel the exam up to 15 minutes before the online exam begins. To do so, log in to your Pearson VUE account and cancel the scheduled exam time. If necessary, you are eligible to reschedule the exam for a later date and time.

If you are no longer eligible to cancel or reschedule the exam (test center or online) and miss the date and time for the exam, you may incur an exam cancelation fee. For more details, click here.

Test Center

You may cancel the exam up to 48 hours prior to your scheduled exam date. To do so, log in to your Pearson VUE account and cancel the scheduled exam time. If necessary, you are eligible to reschedule the exam for a later date and time.

Will I incur the $250 rescheduling fee if there are issues during the check-in process for OnVUE?

If you begin the check-in process to access your online exam and experience problems, you will be given time to correct any issues. If you cannot fix the problem before the scheduled exam time, you will be permitted to reschedule the exam without penalty.

What other important information do I need to know about the online exam?

- By taking this exam, you acknowledge that the proctor will continuously monitor you by video and audio during the exam. You must consent to audio and video recording of your face, voice, the physical room where you are seated, and the location during exam delivery. You recognize that you have no right to privacy at your current location during exam delivery and that you waive any and all claims asserting a right to privacy. If you do not wish to be recorded (either by video or audio), please notify the proctor immediately that you will not be proceeding with the exam.
- If you do not follow the online proctoring policies, if you are suspected of cheating or tampering with Pearson VUE's or its subcontractor's software, or if a third party is detected in your exam location, the exam will be immediately terminated. Any violations will be reported to Pearson VUE and the testing sponsor/program, with audio and video evidence of the infraction. Your exam may be invalidated, and the testing sponsor/program may take other actions, such as decertifying you and precluding all future participation in the testing program.

RECERTIFICATION

How do I maintain my NACD Directorship Certification®?

Recertification will be required every two years. Directors will need to earn 32 NACD Certification credits within their 24-month recertification cycle in order to recertify. A recertification fee will apply. For more information, visit certification.NACDonline.org/requirements.

How much is the recertification fee?

There is a $195 recertification fee every two years. You will be able to pay the fee online once you have met your recertification credit requirements.

How do I receive education credits toward recertification?

To receive credits toward maintaining your Certification, attend NACD education programs

- through the annual Summit, peer to peer roundtables, annual events, chapter programs, and on-demand learning opportunities, and
- through the NACD Education Network™ by participating in leading director programs provided by world-class universities across the country and around the world.

For more information about recertification, visit certification.NACDonline.org/requirements.

What happens if I don't complete the recertification process?

If you do not complete the recertification process, your Certification will become invalid, and you will be required to start the Certification process over again.