

Testing at a Prometric Test Center

The Northeast Gas Association (NGA) is partnering with Prometric, a leading global provider of testing and assessment solutions, to provide computerized testing services for NGA and our member companies. Prometric's state-of-the-art global network and team of testing specialists support the delivery of more than seven million exams each year and the development of millions of test questions. With its core business focused exclusively on testing and advanced security safeguards, we can be assured of maintaining the integrity of the NGA Operator Qualification (OQ) program.

Scheduling an Exam: There are three ways for you to schedule employees for testing at a Prometric test center.

1) **Individual Test Sessions:** Conveniently schedule individual test sessions for employees through a customized NGA URL (www.prometric.com/NGA) which provides access to the online NGA scheduling portal. This portal will enable you to select a day and time of your choice for scheduling a test session.

Instructions:

- Access the scheduling portal
- Click "Schedule My Test"
- Acknowledge the non-disclosure agreement
- Review specific program reminders
- Select desired test session duration, location, test date and time
- Enter candidate demographic information – name, NGA Student ID number and enter your (the scheduler's) email address and phone number
- Complete the appointment

A confirmation email with the appointment details will be emailed to the email address entered during scheduling.

Repeat the above process for each desired test session per individual candidate.

When scheduling appointments months in advance, the online scheduling tool may indicate limited availability at specific test centers (e.g. only 2-3 days are available in a week). In most cases, there is availability on additional days, but the schedule simply has not been opened yet. This is common as Prometric works to optimize capacity at their test centers. If you are looking to schedule for groups of people on these days, you may email our Prometric account manager, David Skarupa, at David.Skarupa@prometric.com. David will check availability and open the schedule on requested dates.

2) **Seat Blocking (an optional service):** At Client's request, seats will be blocked (reserved) for Candidates up to 6 months in advance for a fee of \$7.00/seat. Seat blocking can be done even if you do not know specifically which Candidate will test at that time. The charge for this service applies only if the seat is utilized by a Candidate. All blocked seats that are not scheduled with an appointment at least 21 days prior to the test date will be released by Prometric.

To block seats, you may contact Prometric's Group Scheduling team and request that reserve blocks be placed in the scheduling system per your request. You will need to complete an Excel spreadsheet template, indicating the number of test sessions you would like to reserve as well as the location, date and time of those reservation blocks. Complete Candidate information for all Candidates must be received at least three (3) weeks in advance of the requested exam date or the seat will be released by Prometric.

You may contact Prometric's Group Scheduling team using the web-form accessed through the following link: <https://fs6.formsite.com/Prometric/BulkRegistration/index.html?4=NGAOQ> . The Prometric Group Scheduling team will coordinate and confirm appointments via follow-up emails.

3) Group (Bulk) Reservation (an optional service): At Client's request, seats will be blocked (reserved) for Candidates up to 6 months in advance for a fee of \$12.00/seat. With this option, changes in candidates assigned to a seat may be made up to 48 hours prior to the test appointment for no additional fee.

If you wish to reserve a test session at a Prometric test center but you don't know specifically which Candidate will test at that time, you may contact Prometric's Group Scheduling team and request that reserve blocks be placed in the scheduling system per your request. You will need to complete an Excel spreadsheet template, indicating the number of test sessions you would like to reserve as well as the location, date and time of those reservation blocks. Each Bulk Registration Request shall be for a minimum of three (3) Candidates.

Client shall provide to Prometric's Group Scheduling Team with complete Candidate information for all Candidates at least 48 hours in advance of the requested exam dates. Changes can be made to personnel assigned to a seat up to 48 hours prior to the test appointment time through the Prometric Group Scheduling team for no additional fee. Changes in personnel assigned to a seat may be made between 24 and 48 hours in advance of the test appointment for an additional fee of \$10. Prometric will use its best efforts to accommodate change requests made less than 24 hours in advance of the exam appointment time, but cannot guarantee such requests will be processed (if a request is not processed, there will be no additional charge). Client will be responsible for the full test delivery fee for any seats not released/cancelled 21 days in advance of the requested exam date.

You may contact Prometric's Group Scheduling team using the web-form accessed through the following link: <https://fs6.formsite.com/Prometric/BulkRegistration/index.html?4=NGAOQ> . The Prometric Group Scheduling team will coordinate and confirm appointments via follow-up emails.

Questions on Scheduling at a Prometric Test Center: If you have any questions about the options or process for reserving test sessions, please contact Prometric at 877-370-4096. The hours during which telephone registration service, scheduling and any other services to Scheduler from the Contact Center will be Monday through Friday 8:00 AM to 8:00 PM Eastern Time, excluding holidays observed by Prometric.

Test Session Delivery Fees at Prometric Test Centers:

Testing Fee Structure:

Seat Time (Hours)	Fee
1.0	\$35
1.5	\$40
2.0	\$45
2.5	\$50
3.0	\$55
3.5	\$60
4.0	\$65
4.5	\$70
5.0	\$75
5.5	\$80
6.0	\$85
6.5	\$90
7.0	\$95
7.5	\$100
8.0	\$105

Cancellation, Rescheduling, Late Arrival, No-Show Fee Structure: For a Candidate who is rescheduled, canceled, arrives late, or does not appear for a scheduled Test during the Cancellation/Reschedule Period set forth below, Prometric shall be entitled to the following Cancellation/Rescheduling Fees:

Category	Cancellation/Reschedule Period	Cancellation/Rescheduling Fee
1	30 or more days before Test date	None
2	2-29 days before scheduled Test date	\$25 per cancellation/reschedule
3	a) less than 2 days before Test date, or b) fails to appear for a scheduled Test, or c) presents himself/herself more than thirty (30) minutes after the scheduled start time for taking the Test and is refused admission	The full Test Delivery Fee for the cancelled/rescheduled Test (to be invoiced by Prometric to Client)
4	Event Kit Cancellation Fee - A cancellation made within 5 business days of the test day will be invoiced for that day as it was requested. Onsite Center Cancellation Fee – A cancellation made within 3 business days from the event day originally requested will be invoiced for that day as it was requested.	Event Kit Cancellation Fee- The full rate of the proctor to be invoiced if event is cancelled within 5 business days for an Event Kit session. Onsite Center Cancellation Fee- The full rate of the proctor to be invoiced if event is cancelled within 3 business days for an Onsite Center.

5	<p>Special Accommodations Cancellation Fee - To avoid an interpreter or reader cancellation fee, the appointment would need to be cancelled 2 full business days prior to the appointment date.</p> <p>*For Example- if the Special Accommodations appointment is scheduled for a Friday, Prometric needs to receive the cancellation by 5pm on Tuesday to avoid cancellation fees.</p>	<p>The full rate of the interpreter/reader if cancelled less than 2 full business days prior to the appointment, which is based on current market rates, \$200 separate room fee, and a \$35 Administrative fee.</p>
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Schedulers must make and confirm all cancellations/changes through the Website or direct contact with the Contact Center. Leaving a message on a recorder or a voice mail is not sufficient to confirm cancellation/change.

Please Note:

1. NGA applies a 15% administrative fee that is added to all Prometric fees shown above.
2. All Prometric fees shall be increased by two percent (2%) per annum, beginning on January 1, 2019.
3. NGA will provide technical support for test sessions during the following days/times:
 - Monday – Friday: 7:00 am – 7:00 pm ET
 - Saturday: 7:00 am – 3:00 pm ET