

NAPA Examination Policy

NAPA's Retirement Plan Academy (RPA) exams include proctored credential exams and online certificate exams. The Certified Plan Fiduciary Advisor (CPFA®) and Nonqualified Plan Advisor (NPQA™) exams are credential exams. The ESG Investing for 401(k) Plan Advisors program is considered a certificate exam. The exam policies and requirements differ for credential and certificate exams.

Online Credential Exam Policy

- **Enrollment by Individual Exam Purchase:** Candidates will receive login credentials for the online proctored exam platform within three business days of completing purchase of the exam.
- **Enrollment through Virtual Bootcamp:** Candidates will receive login credentials for the online proctored exam platform within five business days of the scheduled live virtual bootcamp. Depending on the date of registration, credentials may be provided on or after the live bootcamp date.
- **Online Proctoring:** NAPA credential exams are administered online using an automated proctor. Proctored online exams can be taken at home using a computer equipped with a webcam and microphone. Any irregularity or suspected violation of exam standards of conduct (see below) will be investigated and may result in disciplinary action.
- **Identification Requirement:** All candidates must use their webcam to take a photo of themselves prior to starting the exam. The photo should show the candidate's full face in neutral lighting so the candidate's identity can be confirmed. The candidate must also present their photo ID during the online exam check-in process to confirm their identity. Candidates may present their photo ID in front of the webcam or prepare a scanned copy of the ID to be submitted during the check-in process. Passports, driver's licenses, identification cards, and other government-issued photo IDs are acceptable.
- **Time Limit:** All credential exams are timed and must be completed within the allotted time. Exams cannot be paused and resumed after starting. Any exam questions left unanswered at the end of the allotted time will be counted as incorrect.
- **Exam Results:** Candidates who complete credential exams will be able to view their pass/fail results within three business days. After three business days, candidates will be able to view a report and, if successfully completed, download a certificate of completion.
- **Exam Grading:** All credential exam results will include a numerical percentage score and Pass/Fail status.

Online Certificate Program Exam Policy

NAPA's Certificate program exam (ESG) is not proctored. It is an open-book online exam. It consists of multiple-choice and true/false questions. Upon completion of a certificate program exam, a candidate will receive an immediate score and feedback/summary report. The summary report will provide the candidate with the exam questions, their responses, and which questions were answered correctly or incorrectly. It is strongly recommended that the candidate print the

results for their records. NAPA will not keep or provide records of certificate program online exams to candidates.

In general, certificate exam candidates are permitted unlimited attempts. Candidates are only required to pass one attempt. The exam will be available in the Learning Management System (LMS) during the 180-day access period.

Study Time

The number of hours of study needed to prepare for NAPA exams varies depending on the length and breadth of the candidate's experience. Many successful candidates begin studying six to eight weeks before attempting their exam to cover all the material to the proper extent.

Additional Exam Policies

- **Lost Exams:** In the unlikely event of the loss or destruction of a completed exam, the exam fee will be refunded. NAPA can assume no other obligation and candidates must take all exams with this understanding.
- **Special Requirements:** It is NAPA's intent to accommodate candidates who have physical, visual, hearing, or other special needs. Specify any accommodation(s) you require during exam registration and notify Customer Care of your needs.
- **Retention Policy:** Exam records are retained for two years. After two years, exam records will be destroyed.
- **Exam Refund & Transfer Policy:** Fees for exams are not refundable. The right to sit for a NAPA exam belongs exclusively to the person named on the exam registration. That person may transfer the right to someone else. However, the transfer must be in writing from the original registrant and must be received no later than the final registration date.
- **Exam Copyright:** NAPA exam questions are subject to copyrights owned by the association. Any reproductions, retransmissions, or republication of all or part of any exam question is expressly prohibited, unless the association has expressly granted its prior written consent to so reproduce, retransmit, or republish the material. All other rights are reserved.

NAPA Examination Standards of Conduct

NAPA's Retirement Plan Academy (RPA) is committed to treating all candidates fairly and equitably during the exam process. Any irregularity or suspected violation of exam standards will be investigated and may result in disciplinary action.

Proctored Credential Exam Standards

Candidates must prepare the testing space prior to the exam and follow all behavior standards during the exam to successfully complete the exam. Candidates are required to share their screens and allow video and audio recording during the exam. Recordings will be reviewed by NAPA staff prior to validating an exam result. Violations of exam policy may result in an invalidated exam, suspension or ban from future exams, and loss of credential for credential holders.

Prior to the exam, candidates must remove the following personal items from the testing space and the candidate's body:

- Cell phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, calculators, and watches (including smart watches)
- Headphones, earbuds, microphones, or other audio transmission devices
- Wallets or purses
- Hats (and other non-religious head coverings), bags, coats, jackets, or eyeglass cases
- Barrettes or hair clips larger than ¼ inch (½ centimeter) wide and headbands or hairbands larger than ½ inch (1 centimeter)
- Jewelry that is removable and larger than ¼ inch (½ centimeter)
- Books or notes

Candidates are permitted to use the browser-based calculator or the Windows on-screen calculator to perform calculations. Candidates may use the notes field to record results in multi-step calculations. Candidates should not use cell phones, handheld calculators, or other software-based calculators during the exam. Using paper to take notes or perform calculations during the exam is prohibited.

If a proctor notes inappropriate items in a candidate's exam space during the exam, that candidate's exam results may be invalidated and they may be disqualified from taking the exam in the future.

During the exam, candidates must not:

- Communicate with others
- Leave the room at any time
- Use reference material of any kind
- Read the questions aloud

- Cover their mouth, attempt to hide their face or move it out of view of the webcam
- Write down questions or copy question text to another application

If any of those actions occur, the automated proctor will notify you with a message on your screen. A human proctor will review the recording and determine whether the exam attempt is valid. Violations of exam policy may result in an invalidated exam, suspension or ban from future exams, and loss of credential for credential holders.

Certificate Exam Standards

Candidates are prohibited from the following during certificate exams:

- Giving or receiving assistance of any kind during the exam
- Cheating, any attempt to cheat, assist others in efforts to cheat, or participation in cheating activities
- Engaging in improper conduct, such as:
 - Arranging for another person to take an exam for the candidate
 - Disclosing the contents of an exam to any other person
 - Presenting false information on an exam application
 - Failing to follow exam instructions
 - Looking at and/or copying the answers of any other candidate during the exam.

Improper conduct includes copying questions and/or answers to an exam, providing exam information to another candidate, and looking at and/or copying the answers or work of any other candidate.

By virtue of the format of the exam, candidates can study with other candidates, work with colleagues for advice/guidance and/or use other study materials or online resources prior to the exam, but the work submitted must be the candidate's own. Candidates cannot receive answers from employers, colleagues, or other exam candidates during the exam, nor can candidates have their exam reviewed by another party for the identification of correct or incorrect answers.

RPA will pursue any evidence that a candidate has cheated or failed to follow the exam rules. Any irregularity or suspected violation will be thoroughly investigated. Violations of exam policy may result in an invalidated exam, suspension or ban from future exams, and loss of credential for credential holders.

RPA may also report its action to NAPA's Professional Conduct Committee.