NAMS Certificate Menopause Practitioner Exam Candidate FAQs:

1. How will I know whether I can test at a testing center or if it is closed? PSI will call and email if you have been booked at a test center that has closed due to COVID-19. A list of currently closed sites is available at https://www.psionline.com/important-notice-update-concerning-covid-19-coronavirus/ and is updated regularly.

2. What if there is no availability for the test center closest to me within my testing window or eligibility period? Due to high demand and social distancing requirements, site availability may be at reduced capacity. PSI suggests finding another site within travelable distance or working with your exam sponsor to explore options such as an eligibility extension.

3. Will I have to pay a fee to reschedule or cancel my testing appointment if I do so after the allowed time? All reschedule rules and no-show policies are relaxed through April 30, 2020. Candidates are able to reschedule within the 48-hour window of the exam without penalties or additional fees. If you are unable to make your exam and are reported as a no-show, you will be allowed to reschedule at no cost.

4. What if I am in a high-risk category, I feel ill, or I don’t feel safe testing at this time? Candidates are able to reschedule within the 48-hour window of the exam without penalties or additional fees. If you are unable to make your exam and are reported as a no-show, you will be allowed to reschedule at no cost.

5. Will the test center be cleaned and sanitized prior to my appointment? Test Center Administrators (proctors) have always cleaned candidate workstations, keyboards, and mice between use by all candidates. Currently, we are expanding our cleaning and disinfecting program. We have also set expectations for heightened hygienic practices within the testing centers and we are implementing additional QA audits to ensure the application of these new procedures. Additionally, PSI sites will provide and distribute antibacterial wipes and hand sanitizer to help ensure candidates have a safe and healthy experience.

6. How many candidates will be testing alongside me? Will there be appropriate social distancing? PSI is complying with guidelines regarding social distancing. The number of candidates testing at the same time will be dependent upon the size of the test center.

7. Will I be able to wear a mask or other personal protective equipment (PPE)? Following CDC and WHO guidelines, PSI will not allow candidates to wear face masks at owned and operated test centers in the US. Third party sites will determine and follow their own policies and guidelines.