



The Certified Placement & Referral Specialist Certification Exam

Candidate Handbook

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Requirements and processes necessary to earn and maintain CPRS Certification

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NPRA Mission Statement

To cultivate the advancement of professionalism, fairness and the development of the senior placement and referral industry through collective and collaborative initiatives to better serve seniors and their families.

Our Foundation

Founded in 2017, The NPRA recognizes the growing need to create a strong foundation for a viable industry. Our national and local leadership is on point to improve processes and professional development. Our industry offers an invaluable benefit to the families we serve. The association's driving force is to establish fair business practices, to provide better services for consumers through partnerships, innovation, and public policy.

We provide a platform for our members to share their knowledge and views concerning industry practices, legislation, approach, learning, and collaboration. We want to facilitate change, support professional accountability and encourage open lines of communication.

We are a national alliance of agents and care providers facilitating change in the senior placement and referral industry.



Statement of Non-Discrimination

The NPRA recognizes its responsibility to administer all of its policies in a manner consistent with federal, state and local laws and regulations. The NPRA recognizes that equal opportunity is fundamental to equality in all forms of human endeavor.

Therefore, all administrative practices and procedures will be applied free of discrimination on the basis of race, creed, national origin or heritage, age, religion, sex, gender or gender expression or identity, sexual orientation, pregnancy, physical or mental disability, medical condition, ancestry, marital status, or service in the uniformed services

Scope of Practice

The Placement and Referral Agent performs a level of care intake to assist clients in locating and identifying independent living, assisted living, residential care and memory care communities that are appropriate for each client's needs and preferences.

The Placement and Referral Agent also refers clients to other professionals and resources when services are required that are outside of the Placement and Referral Agent's professional abilities.



CPRS Certification Program

CERTIFIED PLACEMENT & REFERRAL SPECIALIST CERTIFICATION

The CPRS Certification was developed by The NPRA under the expertise of Professional Testing Inc., parent company of The Society For Certified Senior Advisors in collaboration with industry subject matter experts.



CPRS Exam Eligibility

TO SIT FOR the CPRS Certification Exam, you must meet all eligibility requirements that have been established by the NPRA Board for the certification exam as follows:

- + You must be an active Placement and Referral Professional
- + You must hold a valid government-issued ID card
- + You must sign and agree to follow the NPRA Code of Ethics (see page 10-12)

Note: On the day of the exam, candidates must present their exam admission ticket and a current government-issued ID with a photo and signature that matches the first and last name registered on the admission ticket.



NPRA Code of Ethics I-V

The NPRA Code of Ethics governs the ethical and professional conduct of Certified Placement and Referral Specialists (CPRS) in working with clients, the public, or healthcare professionals. Every individual who registers for a CPRS Certification Exam must agree to uphold the NPRA Code of Ethics throughout the exam process and as a professional, should he or she earn a CPRS Certification. Exam candidates and CPRS Certified Professionals must have a comprehensive understanding of the code and the consequences and potential public harm that can come from violating any of its principles as follows:

ARTICLE I

An NPRA agent or CPRS shall be guided by the NPRA's Code of Ethics whether working with clients, the public, or other healthcare professionals.

ARTICLE II

The needs of the client shall always be the primary consideration for any referral made by an NPRA or CPRS agent.

ARTICLE III

An NPRA agent or CPRS shall provide safe and effective guidance to families in need.

ARTICLE IV

An NPRA agent or CPRS shall provide equal and fair treatment to all clients, fellow NPRA professionals, and other non-members in the industry.

ARTICLE V

An NPRA agent or CPRS shall observe all applicable local, state, and federal laws governing placement and referral. This includes, but is not limited to, Medicare and Medicaid policies regarding vendor visitation, gifting, and compensation for referrals. An agent will neither compensate nor pay an employee of these organizations for a referral.



NPRA Code of Ethics VI-XII

ARTICLE VI

An NPRA agent or CPRS shall advise the client without pressure or coercion.

ARTICLE VII

An NPRA agent or CPRS shall report any witnessed incidents of elder abuse or suspected abuse to appropriate authorities.

ARTICLE VIII

An NPRA agent or CPRS shall respect the right of the senior care provider to perform an independent assessment before accepting a prospective resident. An NPRA agent or CPRS shall not pressure or inappropriately influence a property to accept any client.

ARTICLE IX

An NPRA agent or CPRS shall not engage in ‘churning’, which is defined as relocating a client previously placed by that agent for additional economic gain. Only a client, client representative, or the property – and not an NPRA agent or CPRS – should initiate such a relocation. If consulted, an NPRA agent or CPRS shall encourage all parties to work to keep the resident in place and relocate only if it is in the best interests of the resident.

ARTICLE X

Any person holding themselves out as a CPRS shall complete CEU credits and any other requirements determined by the NPRA for maintaining certification.

ARTICLE XI

An NPRA agent or CPRS shall maintain confidentiality of client information and use it only in manners permitted by the client and allowed by law.

ARTICLE XII

An NPRA agent or CPRS shall be knowledgeable about state laws and regulations impacting senior placement decisions, including, but not limited to those regarding residency agreements, refund policies, behavioral placements, and caregiver and manager training.



NPRA
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NPRA Code of Ethics XIII-XV

ARTICLE XIII

An NPRA agent or CPRS shall be knowledgeable about senior industry resources in the regions they serve.

ARTICLE XIV

An NPRA agent or CPRS shall refer out clients whose needs fall outside the agent's expertise.

ARTICLE XV

An NPRA agent or CPRS shall assist with the investigation by NPRA of any grievances lodged against the NPRA agent or CPRS with respect to the Code of Ethics and shall respect any disciplinary actions that are taken.

These principles of professional conduct make up the NPRA Code of Ethics for CPRS Certified Agents. During the exam registration process, candidates must affirm their agreement to uphold this Code of Ethics throughout the CPRS certification process and in their professional work, upon earning certification.

Note: NPRA agents and CPRS certification holders make a professional commitment to follow this Code of Ethics. Although NPRA does not guarantee or track compliance, NPRA investigates allegations of violations when received and takes appropriate disciplinary actions.



NPRA Best Practices

NOTE: All CPRS candidates -there may be some questions relating to these Best Practices

NPRA has established a set of best practices that NPRA members agree to abide by. It is our hope that all placement and referral agents, whether they are NPRA members or not, will abide by these best practices in the best interests of seniors and their families.

We have shared these best practices with referral sources and with community organizations believing that placement and referral agents who follow those best practices are ensuring that seniors and their families are properly cared for. We encourage all referral sources and community organizations to look to placement and referral agents who follow these best practices as their placement partners. We do not require, nor do we support, that either referral sources or community organizations work exclusively with members of NPRA.

NPRA membership is just one way that placement and referral agents can signify that they adhere to NPRA best practices.



NPRA Best Practices Articles I-III

ARTICLE I

It is the Best Practice of an NPRA agent to tour with the client or client's representative whenever possible. Touring with clients should be a regular and core practice for the NPRA agent. Prior to the tour, the agent and senior living providers should be familiar with and respect the expectations of each other regarding tours.

ARTICLE II

It is the Best Practice of an NPRA agent to disclose to their clients the nature and source of their compensation including any financial interest in or familial relationship with any provider referred.

ARTICLE III

It is the Best Practice of an NPRA agent to conduct a quality intake in order to present the options most suitable to each client's specific care needs, financial resources, and personal preferences. The intake should be communicated with full transparency to the senior living providers the client is being referred to. Agents should be respectful to the decision made by the senior living provider to accept or decline the client.



NPRA Best Practices Articles IV-VII

ARTICLE IV

It is the Best Practice of an NPRA agent to, whenever possible, provide multiple suitable options to the client for any resources being referred.

ARTICLE V

It is the Best Practice of an NPRA agent to review any state facility or care violation report of any and all senior living provider referred and share the results with the client or client's representative.

ARTICLE VI

It is the Best Practice of an NPRA agent to personally visit and research a senior living providers before referring the property to a client.

ARTICLE VII

It is the Best Practice of an NPRA agent to maintain professional and general liability insurance of no less than one million dollars (\$1,000,000.00) per occurrence, and two million dollars (\$2,000,000.00) aggregate or the amount required by law (if greater).



NPRA Best Practices Articles VIII-X

ARTICLE VIII

It is the Best Practice of an NPRA agent to respectfully decline any form of gifting beyond the customary referral fee from a senior living provider for referring a client. All gifts should be returned or re-gifted to the provider indicating the agent's appreciation for providing quality care.

ARTICLE IX

It is the Best Practice of an NPRA Agents to implement initial steps upon receiving a referral to inquire if a client is working with another Agent. If another Agent is currently with the client, the Agent should refer the client back to this Agent, unless the client has expressed specific reasons to no longer work with that Agent. In circumstances where the new Agent is not informed of another Agent's involvement until after work has substantially started or completed, both Agents should work to amicably resolve the situation without burdening the client.

ARTICLE X

It is the Best Practice of an NPRA Agents to comply with all state and federal rules regarding labor laws, as well as required state or local laws pertaining to operating a business in the appropriate county and/or city.



NPRA Best Practices Article XI-XII

ARTICLE XI

It is the Best Practice of an NPRA agent to assist with the investigation by NPRA of any grievances lodged against the agent with respect to the Best Practices and should respect any disciplinary actions taken.

ARTICLE XII

Family Choice: It is the Best Practice of an NPRA agent to respect the decision of a client to use the services of another agent. If a client makes such a request in writing, the agent should cease and desist immediately from further contact with the client AND release all senior living providers or any other vendors from any and all obligations to remunerate the outgoing agent from his association with the client.

NPRA agents make a professional commitment to follow these best practices. Although NPRA does not guarantee or track the compliance of members, NPRA investigates allegations of violations when received and takes appropriate disciplinary actions.



CPRS Exam Development

NPRA CREDENTIALING DEPARTMENT

The NPRA Credentialing Department functions independently in its oversight of CPRS certification activities. This includes governance over exam development and administration, eligibility requirements to sit for and then earn the CPRS certification, issuance of certifications, criteria for maintaining the CPRS Certification through enhanced continued competence and developing and implementing disciplinary procedures.



CPRS Exam Development



NPRA CREDENTIALING DEPARTMENT

The NPRA Credentialing Department upholds NPRA's established policies and procedures in maintaining the integrity of all examinations set in accordance with NPRA's accreditation standards. The CPRS certification is awarded only to individuals who meet the eligibility requirements for the certification and then demonstrate that they meet or exceed the established level of professional competence by passing the certification examination.

Governance for CPRS certification program direction is provided by the NPRA Board of Directors and the CPRS certification team, under the direction of the NPRA's National Executive Director. The National Executive Director oversees all administrative acts of the NPRA Credentialing Department, including management of all NPRA meetings and processes focused on CPRS Certifications, exam development, disciplinary committees, and management of NPRA's business relationships with Professional Testing Inc., the testing service provider that NPRA contracts for the development, delivery, scoring, validation, and security of the CPRS certification exam.

CPRS Exam Development



THE NPRA CREDENTIALING DEPARTMENT FUNCTIONS TO ACHIEVE THE FOLLOWING PROFESSIONAL OBJECTIVES:

- + To create and publish standards, policies, and procedures for the development and administration of the CPRS certification program
- + To determine candidate eligibility criteria to sit for each CPRS Certification examination and for recertification
- + To establish policies, procedures, and requirements for continuing education and recertification for all CPRS Certified Professionals
- + To confer recognition to individuals who successfully earn the CPRS credential and who successfully complete the continuing education and recertification requirements established by NPRA

CPRS Exam Development



THE NPRA CREDENTIALING DEPARTMENT FUNCTIONS TO ACHIEVE THE FOLLOWING PROFESSIONAL OBJECTIVES:

- + To define the scope of practice for the CPRS certification
- + To develop standards for professional conduct, known as the NPRA Code of Ethics, and implement procedures for addressing violations according to NPRA's Professional Practices and Disciplinary Procedures
- + To uphold and promote the validity of the NPRA credential to stakeholders
- + To comply with standards of, implement policies and programs for, and submit relevant certification and recertification information to regulatory bodies to support the validity and reliability of NPRA credentials
- + To acquire, develop, distribute, and maintain information relative to the certification functions of NPRA

Exam Development Process

EXAM DEVELOPMENT PROCEDURES

Professional Testing Inc. specializes in offering comprehensive content services, including certification examination development, and upholds these rigorous standards for exam development, administration, scoring, and equating. NPRA works collaboratively with Professional Testing Inc. to uphold these rigorous standards for the CPRS certification program. This ensures that certified professionals meet minimum standards of knowledge and skills necessary to provide safe and effective placement and referral activities for the protection of the public.



Exam Development Process

EXAM DEVELOPMENT PROCEDURES

All CPRS Certification Exam questions and exam forms are developed by national and representative panels of industry experts called subject matter experts (SMEs), who are recognized by NPRA for their expertise in one or more areas within the placement and referral industry.

These committees are composed to fulfill the qualification requirements for the certification weighted according to the exam content outlines. The CPRS certification exam was developed using the six-point exam development process guided by standards accepted by the American Psychological Association, the American Educational Research Association, and the National Council on Measurement in Education.



The Steps Of This Exam Development

As developed by the Psychometric Team at Professional Testing Inc.

+ **JOB ANALYSIS/ROLE DELINEATION**: A group of industry experts analyzed the specific job requirements in order to develop an outline of the tasks, knowledge, and skills required to perform the job effectively.

+ **VALIDATION STUDY**:

A research survey was conducted to determine the validity of the job analysis. The survey was sent for validation to a large, random, national sample of health and industry professionals who currently fulfill the roles or supervise those who fulfill the roles for which the job analysis was conducted.



Exam Development Process

+ ITEM WRITING:

A national and representative panel of industry experts developed exam questions that are tied to exam specifications and referenced to acceptable texts or documents. Once completed, each exam item, or question, was validated by three SMEs who were not involved in writing the question.

+ EXAM ASSEMBLY:

The questions were reviewed, selected, and approved by an exam committee. The constructed exam was then forwarded to Professional Testing Inc. for final editing.



Exam Development Process

+CUT SCORE DETERMINATION:

The passing score was determined as a standard for public protection. Each question was rated by a group of industry experts using criterion-referenced procedures. The experts estimated the percentage of minimally competent professionals that will answer each question correctly. The passing score was then calculated and based on the overall degree of difficulty.

+ CONTINUAL EXAM EVALUATION:

Following an exam administration, there is a continual evaluation and analysis of each question to help ensure validity. If a question is determined to be flawed, it is reworked or replaced. Exam questions and exam forms will also be retired once they have had significant exposure in terms of exam candidates.

CPRS Certification Exams are developed using the six-point exam development process and are guided by standards accepted by the American Psychological Association, the American Educational Research

Association, and the National Council on Measurement in Education. The CPRS Certification adheres to the 24 Standards of the National Commission for Certifying Agencies (NCCA).



NPRA Certification Committees

NPRA has a pool of committed and qualified volunteer Subject Matter Experts (SME) for each certification program. Each SME for a given program must hold that certification or qualifications that are equivalent to or exceed the certification, and they must work in the role of the certified professional, or supervise or educate professionals who serve in the specific certificate role.

Due to professional roles and personal commitments, most SMEs were not available for every possible meeting for which they are qualified. As such, the NPRA Director of Credentialing assembled ad hoc committees of qualified SMEs for each certification committee meeting.

The NPRA Director of Credentialing takes care to ensure that each committee includes representation from the major areas of function for the credential, and that it is representative of the geographic and gender distribution of the certified population, with a focus on ethnic diversity as well in relationship to the industry as a whole.



Objectivity in Exam Development

NPRA recognizes that equal opportunity is fundamental to equality in all forms of human endeavor. Therefore, all administrative practices and procedures will be nondiscriminatory on the basis of race, creed, national origin or heritage, age, religion, sex, gender or gender expression or identity, sexual orientation, pregnancy, physical or mental disability, medical condition, ancestry, marital status, or service in the uniformed services. This includes all certification and exam development activities.

NPRA SMEs go through training at the beginning of each certification committee meeting and before virtual item writing to ensure that the objectives of the meeting are understood and that the panel understands the target population of the certification examination. One key element that is part of the instructions for NPRA Certification Committee meetings, covered collaboratively by the NPRA Director of Credentialing and the Professional Testing Inc. Psychometric Team, is to instruct SMEs that all NPRA Certification Exam questions should be unbiased and objective. This includes avoiding any gender, age, ethnicity, geography, or other biases in exam items developed, edited, and included on CPRS certification exam forms. NPRA does allow for exam questions to include gender or age information when that information is critical for candidates to be able to differentiate between correct and incorrect responses. Examples of these exceptions include risk-factor guidelines that differ for men and women, and exercise programming guidelines that differ for certain age groups, such as the elderly.



Security Provisions

Disclosure of examination content or information to persons outside of the exam development committees is prohibited and constitutes a breach of security, compromising and invalidating the examination and certification in question.

All exam development members are required to sign non-disclosure agreements prior to participation, agreeing to abide to security procedures established by the psychometric staff to prevent compromise of any examination. All documents created during exam development meetings are shredded upon conclusion of the meeting by the NPRA Director of Credentialing and Professional Testing Psychometric Project Manager.



Earning The CPRS Certification

In order to earn the CPRS Certification, candidates must first meet the eligibility requirements, and then must register for and pass the certification examination. NPRA will not grant a certification to any individual based on education and/or experience, as all CPRS certifications must be earned. CPRS Certifications continue to be valid as long as eligibility requirements are met, certification is renewed, annual CEU's are obtained, and there are no violations of the NPRA Ethics Policy. CPRS status **must be renewed** through submission of **10 hours or more annually of CPRS-approved continuing education**, and payment of applicable annual renewal fees.

Current information regarding CPRS certification exams, including eligibility criteria, registration, format, design, administration, scoring, passing criteria, professional code of conduct, and maintaining a CPRS Certification can be found within this handbook. The current version is located online at:

www.NPRAlliance.org



CPRS Certification Exam

The CPRS Certification program has competency-based assessments comprised of multiple-choice exams, with 100 scored items and 10 experimental items that make up the entire credentialing exam. Candidates are given two hours to complete the CPRS multiple-choice exam.

NPRA employs Professional Testing Inc., a full-service, third-party testing company, to ensure that NPRA Certifications adhere to national testing standards. The CPRS certification exam is developed by committees of working placement and referral professionals who have been identified as Subject Matter Experts (SMEs) by the NPRA for this CPRS certification program.

Each multiple-choice question that is developed must be referenced to an appropriate text or resource, such as the Professional Testing Job Analysis Document, and current industry standards, guidelines and NPRA's Code of Ethics, and NPRA's Best Practices. Each multiple-choice question is written by at least one SME, and then reviewed and validated by a minimum of 4 more SMEs to ensure that each question is objective, clear, fair, current, maps to the exam content outline, and has only one clearly correct answer (response) and two to three incorrect responses.



Exam Content

NPRA uses competency-based examinations to assess if candidates meet the established level of competence to earn the specific CPRS certification. The CPRS Certification exam is comprised of 110 multiple-choice questions, with 100 scored and 10 experimental questions. The 10 experimental questions are not included in the candidate's score, as they are being evaluated to determine if they perform well enough statistically to be introduced as scored items on a future exam. Only the 100 scored items count toward a candidate's finals score that determines if the candidate passed or failed the exam. The 100 scored items are distributed according to the test specifications, called the exam content outline, for the specific certification program.

Exam content outlines for the CPRS certification program are updated each time that NPRA conducts a role delineation study for the certification program. This is a critical step to ensure that professional certification programs stay relevant and current, with examinations that reflect the composition and focus as established and validated through the role delineation study.



Exam Content

Exam content outlines serve as blueprints for the development of each exam for a given certification program. CPRS exam content outlines are typically divided into major areas of responsibility called Domains. Each Domain represents a logical grouping of Task Statements that detail the job-related functions under each domain. Each Task Statement has associated knowledge and skills deemed necessary to perform the task in a practical setting.

Detailed exam content domains with complete knowledge and skill statements for the CPRS Certification program is as follows on the next pages.



CPRS Study Materials

RECOMMENDED STUDY MATERIALS FOR THE CPRS CERTIFICATION EXAM

The CPRS certification exam was created to test the real-world knowledge of a placement and referral agent. Most test questions are based on general business practices. Limited reading material is available at the resources listed below:

- NPRA Mission Statement
- NPRA Best Practices
- NPRA Code of Ethics
- This CPRS Exam Handbook

The NPRA exercises the right to develop study materials in the future upon the approval of the NPRA Board of Directors.



The CPRS Exam Registration Process

Exam Registration: Computer-based Testing (CBT)

Candidates wanting to register for computer-based testing may visit the NPRA website for details and registration. The CPRS Exam will be conducted at a site near you by a third-party proctor.

- www.NPRAlliance.org



The CPRS Exam Process



The confirmation process for the CPRS exam registrations is automated, with email confirmation of registration dates being either approved or unavailable generally received by candidates within minutes of submitting their registration. On occasion, when there are technical issues, this process can take up to two to three business days following registration. Once a candidate's preferred examination location choice is approved, the candidate will receive his or her admission ticket via email and is subject to NPRA's reschedule and cancellation policy. If the preferred examination choice is unavailable, the candidate will receive an email with direction as to how to request a new exam choice through the NPRA. Exam registration portal will be provided at no additional charge. CPRS Special Accommodations Candidates with a special testing need will be accommodated as best as possible.

Candidates requesting testing accommodations may not register online. All Americans With Disabilities Act (ADA) candidates must submit proper documentation to support ADA requests. This documentation must be submitted, along with a completed registration form, at least 15 to 30 days prior to the requested exam date. Please contact NPRA Exam Registration at 888-330-2756 for further assistance. The confirmation process for CPRS exam registrations with special accommodations requires approval through the third-party contracted testing centers. The confirmation process for these types of registrations results in a confirmation email to be received roughly 24 to 72 hours after the registration is initially processed. On occasion, special accommodations cannot be made on the requested exam date or at a specific location. In this instance, a member of the NPRA Exam Registration Department will contact the candidate for alternate testing locations, dates, and/or times.

The CPRS Exam & Renewal Fees



CPRS CERTIFICATION FEES*	NPRA MEMBER** PRICING	NPRA NON-MEMBER PRICING
First Time Certification	\$749.00	\$1,449.00
Cancellation/Reschedule 30 or more days before test date	No Additional Cost	No Additional Cost
Cancellation/Reschedule 5-29 days before test date	\$35	\$35
Cancellation/Reschedule/No-Show or less than 5 days before test date	\$200.00	\$249.00
Retake (if a no-pass score on first test)	\$149.00	\$249.00
Annual Renewal*	\$189.00	\$549.00
Late Renewal Penalty 1 to 3 months	\$100.00	\$300.00
Late Renewal Penalty 4 to 6 months	\$199.00	\$600.00

*All Fees are Non-Refundable

**Membership payments to NPRA are offered as payment annually or on a recurring monthly basis. Receipt of NPRA Member pricing for CPRS Certification requires a commitment to pay for an annual 12-month membership to NPRA regardless of the payment option chosen.

Fees are reviewed and determined by the NPRA Board of Directors on an annual basis



The CPRS Exam Pricing



Exam Fees

Payment for the CPRS Exam must be made online via Visa or Master Card.

NPRA does not accept checks, cash, purchase orders, or invoices and will return all incomplete registration applications and/or registration applications with checks, cash, purchase orders, invoices, declined credit cards.

Exam Administration

The CPRS Exam was developed by the NPRA and Professional Testing Inc, the testing service company that NPRA contracts with for the administration, scoring, and security of CPRS certification exams. Third-party proctored testing sites are utilized.

Test Taking Strategies For The CPRS Exam



Test-Taking Strategies for CPRS Certification Exams

All exam questions are based on an exam content outline for the specific certification program, which can be found at in this booklet. The exam content outline lists the specific Task Statements that make up the exam blueprint for a given CPRS certification exam, and the percentage of questions that are mapped to each Domain of grouped Task Statements, similar to the principle of specificity that helps guide an effective referral or placement. CPRS certification candidates familiar with the content outline can use it to guide their studies, helping to alleviate test anxiety as they prepare for their examinations and a career in the field.

The following strategies may prove helpful for candidates taking NPRA Certification Exams as well as other standardized tests:

- + Pace yourself and make efficient use of your time. You should be halfway through the exam (or slightly more) when half of your time is up.
- + Read each question carefully and avoid skimming or speed-reading. Be sure you understand what the question is asking. Pay special attention to phrases such as BEST, MOST, etc.
- + Try to anticipate what the answer is but still read all response options carefully before finalizing an answer. Remember that there is only one correct answer and two response options may appear to be similar without careful reading.

Test Taking Strategies For The CPRS Exam



Test-taking Strategies for the CPRS certification Exam

- + Do not overanalyze or read into the question. Each question is written as clearly as possible and should be interpreted as it appears. There is no hidden meaning or attempt to be tricky.
- + Eliminate the least plausible response options. Eliminating one or two response options will increase your chances of selecting the correct answer.
- + Take care in marking your selected response correctly on paper answer sheets and/ or the computer if testing at a CBT facility.
- + Answer every question. Remember, there is no penalty for guessing.
- + Although first instincts are best, change your answer if you feel strongly about it.
- + Response options on CPRS certification exam are randomized. If you know absolutely nothing about a question, it is best to simply guess and move on.

Exam Knowledge Domains

BUILDING A CARE PROVIDER NETWORK 17%

Identify potential care providers	5%
Complete a care provider profile	4%
Execute referral contract/ agreement	4%
Maintain pre-screen findings	4%

PROVIDING FAMILY CONSULTING AND SUPPORT 20%

Establish purpose for contact	5%
Conduct comprehensive intake	5%
Educate the family	5%
Meet with the prospective resident	5%



Exam Knowledge Domains

IDENTIFYING CARE OPTIONS SUITABLE FOR THE CLIENT 37%

Personally match care options with client needs	5%
Refer clients to providers	4%
Coordinate tour	4%
Tour providers with client/ representative	4%
Follow-Up client/ representative after the tour	4%
Follow-Up care provider after the tour	4%
Clarify pricing for the client	4%
Facilitate the move-in process	4%
Follow-up after move	4%



Exam Knowledge Domains

COMPLETE REQUIRED DOCUMENTATION 14%

Manage client information	7%
Manage referral agreements	7%

DEVELOPING THE BUSINESS 12%

Develop a business plan	2%
Ensure compliance with laws	2%
Develop internal processes	2%
Maintain professionalism	2%
Development network	2%
Market the business	2%



ANATOMY OF MULTI-CHOICE QUESTIONS

A multiple-choice question consists of a stem and response options.

The stem is a statement or a question and often includes key words to help candidates understand what is being asked or assessed. The stem may be presented as a direct question, an incomplete statement, or a best-answer format.

For instance:

Direct Question: What is the difference between Alzheimer's and Dementia

Incomplete statement: Alzheimer's is a _____ of Dementia

Best-answer format: Which statement **BEST** describes what sundowning is?



ANATOMY OF MULTI-CHOICE QUESTIONS

Response options consist of one correct or clearly best answer and distractors (all of which are incorrect). **Distractors** usually contain common errors and are often drawn from the same conceptual category as the correct response. Distractors are also similar in length, complexity, grammatical construction, etc., to the correct response.

For example:

What kind of community is the **BEST** fit for a client who wanders?

- A. an assisted living community
- B. a secured memory care community
- C. a “wander guard” device
- D. a shared room with a spouse in IL

(The correct answer is B.)



Exam Scoring and Passing Criteria



Exam Scoring and Passing criteria

The CPRS certification exam is scored according to procedures accepted by the American Psychological Association, the American Educational Research Association, and the National Council on Measurement in Education. The candidate's score is derived from the number of questions answered correctly, and is then converted to a scaled score ranging from 200 to 800 points, with the passing point set to be determined after the cut score determination process has been completed. Candidates who earn a scaled score above the cut score or more points will be awarded the CPRS certification for which they tested.

All test forms for an examination are built to a standardized test blueprint. Using a test specification ensures that test forms are comparable in content coverage, that test content is weighted in accordance with the requirements for competent performance, and that all forms of the examinations adhere to standards for content validity. However, the actual items for an exam change over time. This is done to ensure the content is up-to-date and relevant, and to enhance test security. Since items differ in terms of how easy or hard they are, different test versions may not be equally difficult. As a result, NPRA conducts reviews of the test forms to ensure that the passing score required is adjusted so that it is equivalent across the different test forms. NPRA uses scaled scores to enable us to compare candidate performance on different test forms, or with people who may have taken different test forms.

Exam Scoring and Passing Criteria



Exam Scoring and Passing criteria

CPRS candidates who sit for examinations at CBT facilities receive their exam scaled score and pass/fail status upon submission of the examination for scoring. This is referred to as immediate score reporting, which requires CPRS certification exams to be launched with an established passing point.

The CPRS certification examinations use a process known as item response theory (IRT) to establish an equivalent passing score across different test forms. This robust method is an industry standard for larger certification programs, especially when programs provide immediate score reporting.

The psychometricians at Professional Testing Inc. perform IRT equating for the CPRS certification program.

Exam Scoring and Passing Criteria



Exam Results

The CPRS CBT exams are administered via secure internet-based testing systems at proctored CBT facilities in the U.S. Exams are scored upon completion, with candidates receiving their exam scaled score and pass/fail status immediately upon submission of their completed examination.

The scaled score and pass/fail status on the results candidates receive from Professional Testing Inc. constitute a candidate's official score and pass/fail status. Only the scaled score determines pass/fail status. Any details that go beyond this scaled score (e.g., domain performance in percentages) is provided only as a guide for failed candidates to identify the domains where they have the greatest room to improve, should they choose to take the examination another time.

Candidates who achieve a final scaled score above the cut line on their certification exam will be awarded the CPRS designation. Candidates who pass the CPRS exam will receive their certificate within six weeks after the scores are released. Candidates who achieve a final scaled score below cut point will receive a "failed" status on the examination. Candidates who fail the exam have the ability to retake the certification exam at a reduced rate IF retesting is completed within 30 days following the failed exam. (see "Exam Fees" earlier in this chapter).

Professional Testing Inc. also sends the score reports to the NPRA via secure data transfer, for all candidates who complete the CPRS examination. These exam results are stored with the NPRA for future verification of certification.



Verification of Certification Status



Verification of Certification Status

NPRA may allow the public and employers to easily verify an individual's current CPRS Certification on www.NPRAlliance.org. This information may be readily available via telephone also from the NPRA, if for example a caller asks; "Is my professional certified with NPRA?" Only members of the NPRA will be found using the online search tool on NPRAlliance.org. Individuals who have let an NPRA Certification expire and are still in their six-month grace period following their expiration date, will not show up in this search engine until they complete all steps required to renew their certification and are paid members.

It is important to note that certifications are issued by legal name (first and last). Searches using nicknames, middle names, or abbreviated versions of full names will not retrieve the desired professional. As such, NPRA may provide a link to "view all of our members" as well as a phone number that the public and employers can call to verify if a professional holds the CPRS Certification.

NPRA also provides a "CPRS Agents" search tool on NPRAlliance.org, allowing the public to find and verify those members who are Certified Placement and Referral Specialists in their area.

CPRS Exam Administration and Security



Candidates are emailed admission tickets after the final determination and verification of the exam location, date, time as well as payment is verified. The CPRS candidate must bring the following items to the examination location:

- + Admission ticket
- + Current government-issued identification with photo ID and signature

Every attempt within reason is made to ensure a quiet and comfortable testing environment for all candidates. However, some environmental distractors cannot be anticipated. Candidates are encouraged to bring appropriate clothing (see admission ticket for clothing restrictions) to help adapt to cooler or warmer examination rooms and to bring ear plugs if one is sensitive to noise distractions. Ear plugs will be subject to inspection by the proctor. Only the individual named on both the admission ticket and registration roster and whose name on the photo identification matches the registration roster will be permitted to take the examination. Candidates are strongly advised to contact NPRA if an admission ticket is not received via email. Failure to notify NPRA may prevent entry into the examination center.

CPRS Exam Administration and Security



Candidates have one hour and thirty minutes to complete the 110-question multiple-choice exam unless provided with special time accommodations. Candidates must arrive on time. Candidates are required to adhere to the following examination policies:

- + No visitors are allowed in the examination rooms.
- + Candidates must perform all of their own work, without assistance. Sharing information or disturbing others is cause for dismissal with no refund.
- + Impersonating another candidate, giving or receiving help on the exam, or removing exam materials or notes from the examination site is cause for dismissal with no refund.
- + No dictionaries or other supplies are allowed during the exam.
- + **No purses, bags, or any powered communication devices such as cell phones and PDAs are allowed in the examination room.**
- + No food or drinks are allowed in the examination room unless approved in advance by NPRA for medical reasons.

Candidates may be disqualified from taking or continuing forward in the examination process, or from receiving exam results, if NPRA, Professional Testing Inc., and/or the examination proctor determine, either through direct observation or through statistical analysis, that the candidate engaged in collaborative, disruptive, cheating, or other unacceptable behavior before, during, or following the administration of the NPRA Certification Exam.

Confidentiality Policy



The purpose of the CPRS Certification Exam is to protect the public and other stakeholders against ineffective practices and procedures. The examinations are intended to ensure minimal entry-level competency of referral and placement professionals. Sharing of examination information with and between candidates compromises the validity of the examination. Consequently, in order to maintain the integrity and security of all NPRA Certification Exams, examination questions, answers, or other source materials are never released to candidates under any circumstance.

National Placement and Referral Alliance

Candidates are expected to prepare for and pass examinations on their own merit. Candidates who intentionally pursue examination information beyond what is legally and ethically shared by NPRA and NPRA employees, including pursuit of previous examination candidates, are considered to be engaging in unethical and illegal acts and will be disqualified from eligibility. All candidates who take the CPRS Certification Exams voluntarily agree to maintain examination confidentiality and are contractually obligated to uphold this agreement. Printed examinations are the copyrighted property of the NPRA and should any confidentiality agreement be violated the culpable person or persons will be prosecuted by the NPRA.

NPRA does not discriminate against any individual on the basis of religion, gender, ethnic background, age, national origin, or physical disability. No information submitted to NPRA and Professional Testing will be released to a third party without authorization and a written consent from the candidate. This includes examination results and pass/fail status.



Cheating and Other Testing Violations



The purpose of the CPRS examination is to protect the public by ensuring that candidates for certification have achieved entry-level competence to work in a designated role within the referral and placement industry. Candidates are expected to pass the CPRS Certification Exam based on their own merit and without assistance (e.g., without referencing study materials or websites). Previous exam candidates who share exam information with future exam candidates undermine the very purpose of the exam by putting the public at risk should an unqualified candidate achieve a passing score through means other than their own merit.

All CPRS Certification Exams are legally defensible, proctored examinations ensuring candidates the most valid test experience. You may be disqualified from taking or continuing in the examination process, or from receiving exam results, if the NPRA, Professional Testing Inc, NPRA proctors, or personnel at the contracted testing center have determined at any time during the exam registration, administration, or scoring process, through examiner observation or statistical analysis that a candidate was engaged in collaborative, disruptive, or other unacceptable behavior before, during, or following the administration of the CPRS Certification Exam. This includes irregular behavior associated with any aspect of the examination and violations of the NPRA Code of Ethics.

Candidate Comments



Upon completion of a CPRS Certification Exam, candidates are given the chance to submit comments about the examination and testing environment. At the conclusion of an CPRS computer-based exam, candidates are asked to complete a brief online survey about the testing environment. These comments are also reviewed by the Testing Manager at Scantron, and then copied and forwarded to the NPRA Director of Credentialing. Where necessary, the NPRA Director of Credentialing will follow up with the testing center to determine if further action is warranted.

Maintaining Your CPRS Certification



CPRS Credentials continue to be valid as long as eligibility requirements are met, certification is renewed prior to the renewal expiration date, annual CEU's are obtained, and there are no violations of the NPRA Ethics Policy. CPRS status **must be renewed** through submission of **10 hours or more annually of CPRS-approved continuing education**, and payment of applicable annual renewal fees.

CPRS Credentialed Agents can renew their certification at any point during their certification cycle; however, CEUs should be accrued for the current certification cycle and cannot be applied to future cycles. Renewals can be completed online via the NPRA.

As stated in the NPRA Code of Ethics, CPRS Credentialed Agents agree to remain up-to-date on the latest referral and placement practice and understand its practical application.

Renewing an Expired Certification



NPRA extends a professional courtesy of an extension to individuals unable to submit renewal information by their expiration date. During this “grace” period, the certification is technically expired, and the individual is not a current CPRS Certified Professional for the given certification.

In those situations, there are penalty fees associated with processing the application. Individuals submitting renewal applications up to three months late will be assessed a renewal penalty of \$100 per late certification, while those submitting renewal information three to six months late will be assessed a \$199 renewal penalty per late certification.

Individuals in situations where they must submit their renewals within the six-month grace period following their expiration date must submit the renewal via mail or email, with all appropriate paperwork including the renewal fee plus the penalty fee. Individuals who are unable to submit their application within this grace period will lose their certification and have no option but to re-register to take the exam to re-earn the certification.

Renewing an Expired Certification



Exceptions to the extension policy will be considered on a case-by-case basis for documented cases of serious illness, bereavement, natural disasters, and other emergencies. In these instances, candidates must contact NPRA Educational Services to request reinstatement of their certification. Individuals in this situation must provide documentation to support their request for reinstatement, along with proof of CEU requirements and the proper reinstatement fee.

Reinstatement will only be considered for individuals who are within 6 to 12 months beyond their expiration date. Reinstatement is only offered one time per certification. All reinstatement requests are reviewed by the NPRA Director of Credentialing, who ultimately makes the final decision regarding all reinstatement requests. Late renewal periods will be activated based upon the original renewal cycle period and not rolled forward from that date renewed. For example, original renewal period is July 31, 2020 to July 31, 2021 and renewed in the grace period on November 30, 2021. The next proceeding renewal period would be July 31, 2021 to July 31, 2022. CEUs earned to renew one's certification in the grace period do not roll forward towards the next renewal cycle including any CEUs earned beyond the CEU requirement.

Retired/Inactive/Emeritus Status



The purpose of holding a professional credential is to practice and demonstrate continued competency in a given field. Therefore it is NPRA's policy not to grant retired, inactive, or emeritus status.

If you have questions about renewing an expired certification in situations that meet the parameters above, please contact the NPRA Executive Director.

Continuing Education Units (CEUs)



First and foremost, the purpose of continuing education is for the protection of the public. By completing continuing education that advances knowledge, skills, and abilities, CPRS Certified Professionals stay current with the latest research, professional standards, and guidelines in the referral and placement industry. This helps the referral and placement professional to be better prepared to provide safe and effective referral and placement services to seniors .

The second purpose is to help the professional advance his or her career. Given the dynamic nature of the referral and placement & senior living industry and the vast amount of research published annually, it is imperative for referral and placement professionals to complete continuing education on a consistent basis.

The NPRA Professional Education Department reviews and approves continuing education courses from many providers. This provides CPRS Certified Professionals with ample opportunities to earn their CEUs for certification renewal. CEUs are evaluated by hours. One hour of education equals one CEU.

- + Completion of any College course relating to older adults with a grade of C or higher*
- + Any CEU approved education offered at a NPRA National or Chapter meetings
- + Any CEU approved education offered at a senior-related conference
- +Presenting or teaching on a subject related to referrals and placements to a group. (Limited to 5 CEU's annually)

*NPRA members who are CPRS' may update their CEU attendance on the website at www.NPRAlliance.org

