

## **TESTING – REPEAT EXAM FAILURE**

Certification is a validation of professional competency in a field of discipline. The eligibility requirements set forth in the Regulatory and Non-Regulatory Certification Programs are designed to ensure that applicants are knowledgeable, capable, and adequately prepared to demonstrate their competency in the field by passing the certification exam. Despite meeting the requirements, there will be individuals who will fail a certification exam, and a few individuals may fail an exam repeatedly.

The Certification Board strongly recommends that individuals who have failed an exam meet with the NWEA Professional Wastewater Operator (PWO) Representative to discuss additional materials for self-study, or continuing education courses that may supplement a candidate's knowledge to improve their ability to pass the certification exam. Candidates who fail an exam after three (3) consecutive attempts shall be required to complete five (5) additional Contact Hours of approved continuing education training before attempting the exam for the fourth time. The training must be technical in nature and directly relevant to the certification discipline (i.e. not focused on safety). Candidates who continue to fail an exam shall be required to meet with the NWEA PWO Representative after each failed exam to discuss additional materials for self-study and complete five (5) additional Contact Hours of approved continuing education training before attempting the exam.