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# The Certified Paralegal Program Handbook



This information appears on the NALA website ([www.nala.org](http://www.nala.org)) under “Certification.” Please check the website frequently for updated information.



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# Certification

## Description of Program

In the working environment, professional certification is a time-honored process respected by both employers and those within the career field. The following is a definition used by many to describe professional certification: "Professional certification is a voluntary process by which a nongovernmental entity grants a time-limited recognition to an individual after verifying that the individual has met predetermined, standardized criteria" (Rops, M., *Understanding the Language of Credentialing*, American Society of Association Executives, May 2002).

The definition hits the high points. Certification is voluntary, not imposed by government. It is time-limited, which means that those with the certification must fulfill ongoing educational requirements to keep the certification current, and the criteria for certification are recognized in the community.

## Purpose of the Certified Paralegal Certification Program

Established in 1976, NALA's Certified Legal Assistant ("CLA") program allowed the paralegal profession to develop a strong and responsive self-regulatory program offering a nationwide credential for paralegals. The Certified Paralegal Program establishes and serves as a:

- National professional standard for paralegals.
- Means of identifying those who have reached this standard.
- Credentialing program responsive to paralegal needs and responsive to the necessity of self-regulation to strengthen and expand paralegal career development.
- Positive, ongoing voluntary program to encourage the growth of the paralegal profession, attesting to and encouraging a high level of achievement.

The Certified Paralegal credential has been developed to recognize paralegals who have demonstrated entry-level knowledge and skill to provide competent assistance in the delivery of legal services for lawyers, law offices, corporations, or governmental agencies in the United States. The CP credential is a prestigious indicator to clients, potential clients, employers, and the public at large that the paralegal professional has proficiency in the legal services field.

When the CLA Program was developed, the preferred term was "legal assistant" to designate a nonlawyer employee with specialized education who does work of a legal nature that, absent the legal assistant, the attorney would perform. Legal assistant time is billed to clients at market rates in the same manner as other legal professional staff. By 2004, the preferred term changed to "paralegal" even though bar association rules and guidelines and some statutes still used the term "legal assistant." In 2004, NALA registered the certification mark CP® and in 2019 encouraged paralegals to use the CP®. Since 2011, the term "paralegal" is used almost exclusively, and the certification program is referred to as the Certified Paralegal Program which awards the Certified Paralegal credential.

There are more than 20,000 (active and inactive) Certified Paralegals and more than 5,500 Advanced Certified Paralegals in the United States. More than 35,000 paralegals have participated in this program. A table of the numbers of Certified Paralegals is listed on the NALA website under the certification tab.

## Administration

The NALA Certifying Board is responsible for the content, standards, and administration of the Certified Paralegal Program. It is composed of paralegals who have received the Certified Paralegal certification designation, attorneys, and paralegal educators.

## Accreditation of Certified Paralegal Program



The National Commission for Certifying Agencies (NCCA) has granted accreditation to the NALA Certified Paralegal Program since 2014 for demonstrating compliance with the NCCA Standards for the Accreditation of Certification Programs. NCCA is the accrediting body of the Institute for Credentialing Excellence. The NCCA Standards were created to ensure certification programs adhere to modern standards of practice for the certification industry. The NALA Certified Paralegal Program joins an elite group of more than 120 organizations representing over 270 certification programs that have received and maintained NCCA accreditation. More information on the NCCA is available online at

<https://www.credentialingexcellence.org/>. To maintain accreditation, NCCA requires annual reports of all certification programs. Re-accreditation is required every five years.

## The Certified Paralegal Credential

Use of the Certified Paralegal credential signifies that a paralegal is capable of providing superior services to firms and corporations. National surveys consistently show Certified Paralegals are better utilized in a field where attorneys are looking for a credible, dependable way to measure ability. The credential has been recognized by the American Bar Association as a designation that marks a high level of professional achievement. The CP credential has also been recognized by more than 47 paralegal organizations and numerous bar associations.

## Is it Legal Assistant or Paralegal?

The terms "legal assistant" and "paralegal" are synonymous terms. The terms are defined as such throughout the United States in state supreme court rules, statutes, ethical opinions, bar association guidelines, and other similar documents. These are the same documents that provide recognition of the paralegal profession and encourage the use of paralegals in the delivery of legal services.

NALA has become increasingly aware that while the terms are interchangeable, such as "lawyer" and "attorney", a preference in terms is emerging. Different geographic areas use one term more than another. For this reason, NALA filed for a certification mark "CP" with the US Patent and Trademark Office. The certification mark was successfully registered on July 20, 2004.

## Am I a Certified Paralegal?

Occasionally, paralegals call themselves "certified" by virtue of completing a paralegal training course, or another type of preparatory education. Although a school may award a certificate of completion, this is not the same as earning professional certification by an entity such as NALA. In this instance, the school's certificate is the designation of completion of a training program.

# The Certified Paralegal Exam Description

## How the Certified Paralegal Exam is Developed

The Certifying Board provides oversight for the development and ongoing maintenance of the examination. The Certifying Board, NALA certification program staff, and trained subject matter experts work in partnership with a qualified psychometric consultant to ensure the examination is developed and maintained in a manner consistent with generally accepted psychometric, educational testing practices and national accreditation standards for certification programs.

The Certifying Board selects diverse groups of qualified subject matter experts (SMEs) to participate in exam development activities throughout the exam development and maintenance process. Activities that involve subject matter expert participation include creating job analysis surveys, creating test content outlines, writing and reviewing exam items, and establishing the passing point for exams. Ad hoc committees and/or working groups of subject matter experts composed of Certifying Board members, paralegals, attorneys, educators, and other outside experts may be assembled for these tasks.

Job analysis studies are conducted periodically to identify and validate the knowledge and skills which will be measured by the examination sections. The results of the job analysis studies serve as the basis for the exam specifications. These exam specifications, with weights for each content area, are approved by the Certifying Board.

Qualified subject matter experts write and review items for the exam. Subject matter expert item writers and reviewers complete mandatory training on item writing/review for certification examinations. Items are subject to multiple levels of review and analysis before being used as graded items on the exam.

The Certifying Board oversees a continual process of item writing, review, and evaluation to ensure that exam content remains up-to-date, accurate, and consistent with the content outline.

All NALA certification examinations are prepared and offered in English only. Special accommodations such as requesting translation dictionaries are not permitted; no language assistance will be authorized by the Certifying Board.

## Exam Specifications and 2016 Job Analysis

Since 1986, NALA has conducted nationwide utilization and compensation surveys every two years. A portion of the survey looks at the duties and responsibilities of paralegals, and later surveys have included a section used by the Certifying Board which presents the major areas of the Certified Paralegal Examination and topics included within those areas. Respondents are asked to rate the importance of each skill/knowledge to their work and the frequency of use of the skill/knowledge in their day-to-day work environment.

In October 2016, the NALA Certifying Board, in consultation with PSI Services LLC psychometric consultant Amin Saiar, PhD, conducted its 2016 Job Task Analysis Study ("Study"). The survey was sent electronically to more than 9,000 NALA members and non-members. There were 1,839 respondents for a 19.2 percent response rate, typical of surveys of this nature.

This Study examined the duties and responsibilities of paralegals in the workplace and the goals were to:

- Validate and update the Certified Paralegal Examination content; and
- Ensure that NALA has current information about the roles and responsibilities of

paralegals.

Based on analysis of the Study, improvements in technology, recent refinements by the National Commission for Certifying Agencies (NCCA), and the advice of NALA’s psychometricians, the Certifying Board listened to member and non-member paralegals working in the field and approved a new structure for the Certified Paralegal Examination effective January 2018.

NALA also modified some policies and procedures based upon best practices in credentialing programs, and they are posted on the website under the Certification link and included in this Handbook.

The new examination format opened in March 2018 for one month of post-administration analysis, scoring, and standard-setting.

The modifications announced for the 2018 Examination are part of the continued effort to ensure the Certified Paralegal Exam remains an accurate and relevant reflection of today’s paralegals. The full report may be found on the NALA [website](#).

## Examination Format

The Certified Paralegal Exam consists of two required sections taken in the following order: the Knowledge Exam, then the Skills Exam.

### Knowledge Exam

The Knowledge Exam consists of multiple-choice questions covering the topic areas listed in the table below. The Knowledge Exam is administered on-demand, year-round at testing centers, online (remote proctoring), or with an approved exam proctor, with preliminary result reporting upon completion. Candidates must successfully complete the Knowledge Exam in order to be eligible to take the Skills Exam.

### Skills Exam

The Skills Exam consists of a written assignment; specifications are listed below. The Skills Exam is administered during four testing windows each year: February, April, July, and October. Successful completion of both the Knowledge and Skills Exams is required to obtain the Certified Paralegal credential.

## Certified Paralegal Exam Specifications – Effective 2018

Knowledge Exam		100 points
1	United States Legal System	15
1.A	Sources of Law	
1.B	Judicial System	
1.C	Remedies	
1.D	Administrative Law	
2	Civil Litigation	15
2.A	Jurisdiction	
2.B	Federal Rules of Civil Procedure	
3	Contracts	15
3.A	Formation, Rights, and Duties	
3.B	Enforcement and Defenses	
4	Corporate/Commercial Law	10



4.A	Business Organizations	
4.B	Rights and	
4.C	Responsibilities	
5	Criminal Law and Procedure	5
5.A	Criminal Law	
5.B	Criminal Procedure	
6	Estate Planning and Probate	5
6.A	Estate and Trusts	
6.B	Wills	
7	Real Estate and Property	10
7.A	Property Rights and Ownership	
7.B	Transactions	
8	Torts	10
8.A	Intentional	
8.B	Torts	
8.C	Negligence	
9	Professional and Ethical Responsibility	15
9.A	American Bar Association (ABA) Model Rules of Professional Conduct	
9.B	Unauthorized Practice of Law	

<b>Skills Exam</b>		<b>30 points</b>
1	Writing	12
1.A	Grammar, Spelling, and Punctuation	6
1.B	Clarity of Expression	6
2	Critical Thinking	18
2.A	Reading Comprehension	6
2.B	Analysis of Information	6
2.C	Decision Making	6

## Examination Points and Passing Scores

Once admitted to the Certified Paralegal Program, examinees must successfully complete a two-part examination. The two parts and their total points are:

<b>Examination Name</b>	<b>Total Points</b>
Knowledge Exam	100
Skills Exam	30

## Passing Score for Each Section of the Certified Paralegal Exam

The Certifying Board determines the passing score based on the *Angoff* method, a method that is widely used by certification programs to set passing standards. This process requires that a passing score is established by a panel of content experts based on their review of each examination question and the assignment of an expectation of the percentage of minimally- competent examinees that would answer each question correctly. Panel members include paralegals, attorneys, and paralegal educators, with each review facilitated by a qualified psychometric consultant.

The question-by-question review conducted by the content expert panel is also useful as a final quality review of the examination questions for other corrections that need to be made such as a misspelled word, an outdated process, or a question that may be culturally biased. If a question is not acceptable to the panel, it may be edited, deleted, or substituted by another question with a similar difficulty rating.

## Examinee Application and Policies

### Steps - Application Procedure and Testing Appointments

The application procedure is a two-step process. Examinees must first be admitted to the Certified Paralegal Program by filing an application form with NALA. Once admitted, examinees must schedule testing times through the PSI Testing Center Network to take the examination.

Examinees may also apply to take the test at Partner Testing Centers or online (remote proctoring). More information about these options is found in the section titled “Testing Centers and Policies.”

Communications to examinees from NALA and PSI are sent via email notifications. **Please** inform NALA of any changes in your email address. Be sure to check your spam filters to allow all email messages from NALA and PSI. From application to testing appointments, the steps are:

### Filing the Application Form

All candidates for the Certified Paralegal credential must meet the examination eligibility requirements and complete and submit an application form for the Certified Paralegal Exam. Application forms may be submitted **at any time**.

### Application Acknowledgment

NALA will acknowledge receipt of the application form and payment. Examinees will also be advised if additional information is needed to complete the form, such as a school transcript or an additional employer attestation.

### Examinee Authorization to Test Sent via Email

Approximately 72 hours after approval, all approved examinees will receive an Authorization to Test by email. The Authorization to Test advises where the login information is located in the examinee’s account on the NALA portal. The login information is required to access the computer-based examination before the application expiration date. If any information is incorrectly listed in the examinee’s account, examinees should contact NALA immediately.

The Authorization to Test also includes a link to the most current examinee information on NALA’s website. Examinees are expected to read and understand the rules and policies of the NALA Certifying Board. Rules and procedures of testing centers including Terms and Conditions of Testing and Policy Statement are discussed in the section titled “Testing Centers and Policies.”

### Email Notification Regarding Scheduling Appointments through PSI

Examinees will receive an email notification from PSI advising that PSI is ready to accept

appointments from NALA examinees. The email message will provide a web address for examinees to use to schedule the appointment(s) and the examinee ID number. This number should be identical to the information provided by NALA. If it is not, examinees should contact NALA immediately.

This mailing is sent to **all** examinees registered for the examination. Examinees taking the exam through Partner testing centers may disregard the PSI scheduling emails.

## **Testing Center Appointments through PSI's Website**

Upon receipt of the Authorization to Test and notification from PSI, all examinees who are attending a PSI testing center or online testing (remote proctoring) are urged to make their appointments as quickly as possible. Space is limited depending on the center location, and if there is a delay in making the appointment, the exact time or date requested may not be available.

## **Applying for the Exam**

Candidates are required to pass both the Knowledge and Skills Examinations of the Certified Paralegal credential to demonstrate that their education, coursework, experience, and training have resulted in sufficient understanding of the knowledge, skills, and abilities required to provide competent evidence-based paralegal services as determined by the job analysis studies and represented on the examination content outlines.

## **Rationale for Eligibility Requirements of New Candidates**

Because there are no comparable means for assessing competence outside of the CP Examination, the Certifying Board does not grandfather candidates and requires everyone earning a CP credential to have successfully fulfilled all published eligibility criteria, including passing of the Examination.

### **Qualifications for the Exam**

Candidates for certification must meet **one** of the requirements in one of the following categories 1, 2, or 3:

#### **Category 1**

Graduation from or completion of a paralegal program or current enrollment in the last semester or quarter of the program that meets one of the criteria listed in sections (a) through (e) below.

- a) approved by the American Bar Association; or
- b) an associate degree program; or
- c) a post-baccalaureate certificate program in paralegal studies; or  
(In addition to the official school transcript, the candidate must submit an original course catalog or an original letter from the school registrar or program director attesting that the program is a post-baccalaureate certificate program requiring a bachelor's degree as a prerequisite.)<sup>1</sup>
- d) a bachelor's degree program in paralegal studies; or
- e) a paralegal program which consists of a minimum of 60 semester hours (or equivalent quarter hours)<sup>2</sup> of which at least 15 semester hours (or equivalent quarter hours)<sup>3</sup> are substantive legal courses.<sup>4</sup>

An official school transcript showing courses taken and date of graduation will also be required.

#### **Category 2**

A bachelor's degree in any field and one year of experience as a paralegal or successful completion of at least 15 semester hours (or equivalent quarter hours) of substantive paralegal courses.

All candidates under Category 2 must submit an official school transcript showing receipt of a bachelor's degree and date of completion. Those applying under the provision allowing for additional course work in lieu of the one-year work experience must submit an official school

transcript showing completed course work.

### **Category 3**

A high school diploma or equivalent plus seven (7) years' experience as a paralegal, plus a minimum of twenty (20) hours of continuing legal education completed within a two-year period prior to application for the examination. Evidence of continuing legal education credit is documented by the attorney/employer attestation that must be signed as part of the application form or by submitting certificates of completion of CLE taken. No further documentation is required.

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<sup>1</sup> Application forms submitted under Category 1(c) will be considered incomplete without submission of the official transcript and the school's verification.

<sup>2</sup> 900 clock hours of a paralegal program will be considered equivalent to 60 semester hours. 90 quarter hours of a paralegal program will be considered equivalent to 60 semester hours.

<sup>3</sup> 225 clock hours of substantive legal courses will be considered equivalent to 15 semester hours. 22.5 quarter hours of legal courses will be considered equivalent to 15 semester hours.

<sup>4</sup> Candidates applying under Category 1(e) may combine college hours from more than one institution. The candidate must have graduated from a paralegal program consisting of a minimum of 15 semester hours (or 225 clock hours or 22.5 quarter hours.) Evidence of the minimum hours required under Category 1(e) must be provided with the application form.

<sup>5</sup> In Categories 2 and 3, " paralegal" is defined as: *paralegals are a distinguishable group of persons who assist attorneys in the delivery of legal services. Through formal education, training, and experience, paralegals have knowledge and expertise regarding the legal system and substantive and procedural law which qualify them to do work of a legal nature under the supervision of an attorney.*

<sup>6</sup> See Footnote 5

## **Ineligibility**

Individuals currently incarcerated for any felony offense or on probation, parole, or other court-imposed supervision for a felony offense are ineligible to apply for the Certified Paralegal Exam.

Applications may be submitted:

- By mail, with documentation.
- By FAX (918-582-6772).
- Online using the form on NALA's website.
- By email to [testing@nala.org](mailto:testing@nala.org).

## **Documentation Required to Complete the Application Form**

- All pages of the application form must be complete. All documentation required to complete the Certified Paralegal application form must be submitted at the time of filing the application. Documentation includes official school transcripts, an official letter of completion, attorney attestations, and payment. Incomplete applications are subject to rejection with a \$75 processing fee.
- Categories 1 and 2 require an official transcript submitted with the application. A transcript is considered "official" if it bears the official seal and authorizing signature of the issuing institution. It may be sent directly by the school or applicant to NALA by mail, email, or fax. The official transcript must indicate all courses taken and the date of graduation. (If an official

- transcript is not attainable, an official letter of completion may be submitted.)
- Category 3 requires a minimum of seven (7) years' paralegal experience under the supervision of a member of the bar, along with a minimum of twenty (20) clock hours of continuing education, as verified by one or more attorney attestations.
  - Attorney Employer Attestations
    - For those qualifying under Category 1, an attorney/employer attestation is not required.
    - For those qualifying under Category 2, the attestation section is required only if applying with one year or more of paralegal experience in lieu of the 15 semester hours of paralegal courses.
    - The attestation section must be completed by all applicants for Category 3.
  - All applications are reviewed by certification staff to ensure proper documentation of education or experience. Applications are deemed complete when they satisfy the eligibility requirements listed in this Handbook and pay the required fee. Once an application has been approved, the candidate will receive an acknowledgment and Authorization to Test by email.
  - Candidates filing incomplete applications must complete the application within 60 days of initial filing or the application will be denied. Candidates with incomplete applications will be advised of any application deficiencies by email.

## Examinee Attestation

All examinees are required to sign the following attestation on the application for the Certified Paralegal Examination. This serves as a pledge of confidentiality, and states the reasons for suspension of authorization to use the Certified Paralegal credential:

"I hereby declare that the above information [on the Certified Paralegal Examination Application Form] is complete and truthful. I further pledge not to divulge the contents of any examination questions for certification as a paralegal by NALA (the "Examination Questions") and agree to be bound by the Code of Ethics and Professional Responsibility of NALA. Inasmuch as it is and ever will be impracticable and extremely difficult to determine the actual damages resulting to NALA should I divulge the contents of any Examination Questions, I agree to pay NALA as liquidated damages and not as a penalty, the sum of \$500 for each breach of my agreement not to divulge the contents of any Examination Questions.

I further understand that the CP designation may be suspended or revoked and that I may be prohibited from taking any further NALA Exams, including but not limited to, any specialty practice area exams or retaking the general Certification Exam for the following reasons:

1. Falsification of information on the application form.
2. Subsequent conviction of the unauthorized practice of law.
3. Failure to meet continuing legal education requirements as required by the Certifying Board.
4. Divulging the contents of any Examination Questions.
5. Subsequent conviction of a felony.
6. Violation of the NALA Code of Ethics and Professional Responsibility.
7. Violation of the "Terms and Conditions of Testing."
8. Engaging in any other conduct determined by a majority vote of the Certifying Board to be unethical or unprofessional.

With full knowledge of the above requirements and agreement to be bound by any decisions of the Certifying Board for Paralegals of NALA, Inc., with respect to examinations or designations, I submit this application."

## Application Fees

Initial application fees:

- Standard (not military, not student)
  - \$250 NALA members
  - \$275 NALA Non-members
- Military
  - \$200 NALA members
  - \$220 NALA Non-members
- Paralegal Student (*The Paralegal student fee is for paralegal students currently in the last semester or quarter of a Paralegal program who do not currently qualify under category 1, 2, or 3.*)
  - \$125 NALA members
  - \$150 NALA Non-members

Retake candidates

- \$60 per subsequent attempt for each Knowledge and Skills Exam

The Certified Paralegal Program has been approved by the Veterans Administration under the licensing and certification benefit. The VA will pay the examination fee for qualified veterans. For further information, see [www.gibill.va.gov/](http://www.gibill.va.gov/) and the [For Military section on our website under the Certification link.](#)

## Withdrawal, Incomplete, or Rejected Applications

Candidates filing incomplete applications must provide the documentation and/or fees required to complete the application within 60 days of initial filing or the application is voided and a new application and fee will be required. If a candidate must withdraw the application, a \$75 cancellation fee is required. If the application is incomplete or rejected, the application is denied, a \$75 processing fee is required.

## Testing Center Fees

Testing center fees are discussed on the PSI Testing Center Information Details page. Partner testing centers may charge a fee. This is included with the information describing the Partner testing centers (Partner Testing Center Details).

## General Policies

### Knowledge Exam

- Candidates must first pass the Knowledge Exam
- Candidates are eligible to take the Knowledge Exam only after they have graduated from a paralegal educational program or are currently in the last semester or quarter of a program if using the eligibility pathway or have the required minimum experience if using the experience category. The new system of on-demand testing will remove deadlines to apply for the examination. Candidates will be able to apply when they are eligible.
- Once candidates receive the authorization to test for the Knowledge Exam, candidates will have up to three attempts within 365 days from the initial authorization to test date to pass the Knowledge Exam.

- If the candidate does not take all three attempts of the Knowledge Exam within 365 days of the initial authorization to test date, the application is voided. A new application and fee are required to reapply for the Certified Paralegal Exam.
- If the candidate does not pass the Knowledge Exam in three attempts during the 365 days, a new application and fee are required to reapply for the Certified Paralegal Exam.
- Candidates **MUST** wait 90 days between each of the three attempts of the Knowledge Exam and must submit a retake application and fee to NALA to initiate each additional attempt and receive a new Testing Ticket.

## **Skills Exam**

- Candidates who pass the Knowledge Exam will receive a Skills Exam authorization to test date to take the Skills Exam.
- Candidates have up to three attempts within 365 days from the Skills Exam authorization to test date to pass the Skills Exam.
  - If the candidate does not take all three attempts of the Skills Exam within 365 days of the initial Skills Exam authorization to test date, the application is voided. A new application and fee are required to reapply for the Certified Paralegal Exam. The candidate is required to start over by taking the Knowledge Exam.
  - If the candidate does not pass the Skills Exam in three attempts during the 365 days, a new application and fee are required to reapply for the Certified Paralegal Exam. The candidate must start over by taking the Knowledge Exam.
- Candidates **must** wait 90 days between each of the three attempts of the Skills Exam and must submit a retake application and fee to NALA to initiate each additional attempt and receive a new Testing Ticket.

## **Incomplete/Pending Applications**

Candidates filing incomplete applications must provide the documentation and/or fees required to complete the application within 60 days, or the application will be denied with a \$75 processing fee.

## **Americans with Disability Act**

The Certified Paralegal Examination is administered in compliance with requirements of the Americans with Disabilities Act as amended. Individuals with disabilities that require modification to the examination administration procedures may request specific accommodations in writing by submitting the Request for Accommodation form and a letter documenting the disability to certification staff at NALA. The request form must be accompanied by a current (within two years of the application date) letter from a healthcare specialist or other professional knowledgeable of the candidate's disability stating the specific disability and his or her specific prescription for accommodations. The Request for Accommodation form is available on the NALA website at the Certification Tab/Application & Forms link.

Accommodations are provided to a qualified candidate with disabilities to the extent that such an accommodation does not fundamentally alter the exam or cause an undue burden to the Certifying Board or any partner testing agent. The cost of excessive accommodation requirements shall be borne by the candidate (e.g., electronic communication equipment, etc.).

Reasonable requests for special accommodations will be provided when the documentation supports the need. Reasonable accommodations may include additional time, a private testing area, Braille format, or JAWS software for the visually impaired.

Requests will be reviewed based on the documentation provided. Either legal counsel or the recommending health professional may be contacted for additional information as needed.

The candidate will be notified by email of the outcome of the request for accommodation, and, if granted, will be required to sign an acknowledgment of the accommodation as part of the application file. Certification staff will coordinate with the candidate's testing partner to provide the approved

reasonable auxiliary aids and services.

As the CP Examination is written in the English language, exams will not be translated into foreign languages, and interpreters are not permitted to translate the examination. English as a second language is not considered a disability requiring special testing accommodations.

A candidate who is denied his or her request for special accommodations may file an appeal with the Certifying Board. The appeal should include appropriate documentation supporting the case. The decision of the Certifying Board is final.

## **Confidentiality**

An individual's application status, exam results, and personal identifying information is confidential and will not be released by NALA to any person without the consent of the individual or as required by law, except to exam proctors as required for administration of the Exam.

## **Nondiscrimination**

The Certifying Board adheres to principles of fairness and due process and endorses the principles of equal opportunity. In administering the certification programs, the Certifying Board does not discriminate or deny opportunity to anyone on the basis of race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law. All candidates for certification will be judged solely on the published eligibility criteria determined by the Certifying Board.

## **Appeal Process for Applicants who Receive an Adverse Eligibility Decision**

Applications accepted for the Certified Paralegal Examination are accepted on the basis of proof of meeting the eligibility requirements as enumerated on the application form and in this Handbook and submission of the required fee.

If an applicant is unable to provide proof of qualification of any of the requirements, the applicant is encouraged to contact NALA. The procedures for approving applications allow the following:

- For those qualifying under the 7 years of paralegal experience requirement, attestations of employers are required for the entire 7-year period. If it is not possible to reach former employers whose attestation is required, the Certifying Board will accept an affidavit of the current employer attesting to the previous years of work as a paralegal.
- As stated in the application requirements, applicants may combine hours of course work from more than one institution.

If an application is not accepted, the candidate may, within 30 days of the date of denial of the application, appeal the decision of the Certifying Board under the following circumstances:

- It is not possible to provide a transcript of completed coursework because the school no longer exists.
- If qualifying under categories that require experience, the application may be considered if the experience requirement is not fully met, and the paralegal is able to submit proof of the need for certification for employment or advancement in employment.
- An application for the CP Examination was submitted and previously accepted but has expired, provided the candidate meets the current eligibility requirements.
- Financial hardship.

In appealing a decision to deny an application based on the reasons listed above, the candidate must submit documentation to substantiate the claim, and a signed and notarized attestation that the information is true and correct.



The Certifying Board Chair, working with certification staff, within 30 days of receipt of the appeal, shall make a determination regarding the appeal and the candidate's eligibility to take the examination. In the case of financial hardship, the Chair may suggest a payment plan for the candidate, but the fee may not be waived. The decision of the Certifying Board Chair is final.

## **Cheating and Misconduct in the Certified Paralegal Examination Program**

Cheating and misconduct are not tolerated in the Certified Paralegal Program. Candidates are always expected to conduct themselves with honesty and integrity during all phases of the certification process - including exam preparation, testing, and recertification.

### **Filing a Complaint**

If a candidate is believed to have acted with dishonesty or with intent to misrepresent at any time during the certification process, the Certifying Board reserves the right to bar that individual from the program immediately while investigating the circumstances.

Evidence of misconduct includes, but is not limited to, violation of the terms and conditions of testing, unfairly gaining exam information by using unauthorized materials or websites during the examination, or by providing unfair assistance to another candidate at any time during the exam preparation or delivery period. This evidence may include visual observation during the test period or other tangible evidence.

Evidence may be filed in writing to NALA by examination proctors, fellow examinees, or others with knowledge of possible misconduct. Proctors and examinees may also contact NALA certification staff by telephone on the day of testing if it is believed cheating is observed.

### **Procedures for Investigating Complaint**

The Certifying Board's Procedures for Disciplinary Proceedings are published in their entirety on the NALA website.

### **Discipline**

If the Board concludes that there has been a violation of the terms and conditions of testing by a Certified Paralegal examinee during any testing session, it will determine which of the following disciplines is appropriate:

- All examination sections will be voided with no refund of fees and no scores reported; the candidate may be prohibited from taking the Certified Paralegal Exam indefinitely.
- The candidate will be prohibited from taking the Certified Paralegal Exam (or any section) for a period of not less than two years from the date of the violation.
- All sections must be taken or retaken if the examinee is permitted to retest and, as a condition for retesting, the Certifying Board shall require the candidate to complete a specific number of hours of Legal Ethics, approved for CLE credit, to be completed within a specific period of time prior to eligibility for retesting; documentation of completion of the Legal Ethics CLE hours is required. The program may be approved by a paralegal professional association, bar association, or offered for college credit or continuing education units.

## **Examination Results**

### **Grade Reports**

Results of the Knowledge Exam will be provided to each examinee at the testing center. NALA will upload the same scores to each examinee's NALA online portal. The Skills Exam requires grading by the Certifying Board and results will not be available at the testing center. Results for the Skills Exam

will be released within 6-8 weeks after the close of the testing window. Final results of the Exam are provided to all examinees via upload to each examinee's NALA online portal. Results are not available by email, telephone, or fax.

Examinees are provided with failing scores only. In addition, examinees who need to retest will receive domain-level reports regarding their performance on the Knowledge Exam and Skills Exam. This information is provided as guidance for examinees in preparation for retesting.

Passing scores are not provided. Successful completion of each exam is designated with "Pass." The Certifying Board has determined "Pass" is sufficient to designate successful completion of the exam sections and that if a paralegal has met the standard, the paralegal has earned the Certified Paralegal credential.

### **How a Passing Score is Established**

The passing points, or cut scores, for the exams are established using a criterion-referenced technique. Qualified and trained SMEs participate in determining the passing points working with the psychometric consultant.

The final passing points resulting from this process are approved by the Certifying Board (or SME working group).

### **Appeal of Exam Results**

An examinee may appeal, in writing, to the Certifying Board for review of the Board's actions concerning examination results.

Such appeal must include the candidate's basis for the appeal and any and all relevant documentation to be considered and must be received at NALA within thirty (30) days after the release of the examination results. The Certifying Board Chair and NALA staff will promptly investigate to determine whether the documentation submitted meets the Certifying Board's requirements for review of examination results. If it is determined that the appeal does not meet the requirements, the examinee will be so advised. If the information meets the Certifying Board's requirements for an appeal, such appeal shall be reviewed by an Appeal Committee which shall be comprised of a minimum of three (3) members of the Certifying Board, to include a paralegal educator, an attorney, and an Advanced Certified Paralegal. Each member of the Appeal Committee shall have served a minimum of one (1) year on the Certifying Board.

The Appeal Committee of the Certifying Board will determine whether a decision made by the Certifying Board was inappropriate if: (1) the decision was based on material errors of fact or (2) the NALA Certifying Board failed to follow published criteria, policies, and procedures.

Only facts and conditions up to and including the time of the Certifying Board's decision are eligible for consideration during the appeal process.

After consideration of the matter under appeal, the Appeal Committee shall submit its recommendation for action to the Certifying Board. A majority vote of Certifying Board members shall be final and binding in the matter under appellate review.

### **NALA Code of Ethics and Professional Responsibility**

Each NALA member agrees to follow the canons of the NALA Code of Ethics and Professional Responsibility. Violations of the Code may result in the cancelation of membership. First adopted by the NALA membership in May of 1975, the Code of Ethics and Professional Responsibility is the foundation of ethical practices of paralegals in the legal community.

A paralegal must adhere strictly to the accepted standards of legal ethics and to the general principles of proper conduct. The performance of the duties of the paralegal shall be governed by specific canons as defined herein so that justice will be served, and goals of the profession attained. (See Model Standards and Guidelines for Utilization of Legal Assistants, Section II.)

The canons of ethics set forth hereafter are adopted by the National Association of Legal Assistants, Inc., as a general guide intended to aid paralegals and attorneys. The enumeration of these rules does not mean there are not others of equal importance although not specifically mentioned. Court rules, agency rules, and statutes must be taken into consideration when interpreting the canons.

**Definition:** Paralegals are a distinguishable group of persons who assist attorneys in the delivery of legal services. Through formal education, training, and experience, paralegals have knowledge and expertise regarding the legal system and substantive and procedural law which qualify them to do work of a legal nature under the supervision of an attorney.

In 2001, NALA members also adopted the ABA definition of a legal assistant/paralegal: A legal assistant or paralegal is a person qualified by education, training, or work experience who is employed or retained by a lawyer, law office, corporation, governmental agency or other entity who performs specifically delegated substantive legal work for which a lawyer is responsible. (Adopted by the ABA in 1997).

The ABA adopted a revised definition in 2020, removing the term “legal assistant.” NALA realizes that the terms legal assistant and paralegal are used in the United States. NALA recognizes and supports paralegals, regardless of title; however, as an organization, we primarily use the term paralegal.

**Canon 1.**

A paralegal must not perform any of the duties that attorneys only may perform nor take any actions that attorneys may not take.

**Canon 2.**

A paralegal may perform any task which is properly delegated and supervised by an attorney, as long as the attorney is ultimately responsible to the client, maintains a direct relationship with the client, and assumes professional responsibility for the work product.

**Canon 3.**

A paralegal must not: (a) engage in, encourage, or contribute to any act which could constitute the unauthorized practice of law; (b) establish attorney-client relationships, set fees, give legal opinions or advice, or represent a client before a court or agency unless so authorized by that court or agency; and (c) engage in conduct or take any action which would assist or involve the attorney in a violation of professional ethics or give the appearance of professional impropriety.

**Canon 4.**

A paralegal must use discretion and professional judgment commensurate with knowledge and experience but must not render independent legal judgment in place of an attorney. The services of an attorney are essential to the public interest whenever such legal judgment is required.

**Canon 5.**

A paralegal must disclose status as a paralegal at the outset of any professional relationship with a client, attorney, a court or administrative agency or personnel thereof, or a member of the general public. A paralegal must act prudently in determining the extent to which a client may be assisted without the presence of an attorney.

**Canon 6.**

A paralegal must strive to maintain integrity and a high degree of competency through education and training with respect to professional responsibility, local rules and practice, and through continuing education in substantive areas of law to better assist the legal profession in fulfilling its duty to provide legal service.

**Canon 7.**

A paralegal must protect the confidences of a client and must not violate any rule or statute now in effect or hereafter enacted controlling the doctrine of privileged communications between a client and an attorney.

**Canon 8.**

A paralegal must disclose to an employer or prospective employer any pre-existing client or personal relationship that may conflict with the interests of the employer or prospective employer and/or their clients.

**Canon 9.**

A paralegal must do all other things incidental, necessary, or expedient for the attainment of the ethics and responsibilities as defined by statute or rule of court.

**Canon 10.**

A paralegal's conduct is guided by bar associations' codes of professional responsibility and rules of professional conduct.

## Testing Centers and Policies Options of Testing Centers

### PSI Testing Center Network

Most examinees in the Certified Paralegal Program will be utilizing the PSI Premier PLUS and PSI Authorized Test Centers. Combined, there are over 500 PSI testing centers throughout the United States. After examinees are admitted to the Certified Paralegal Program, they will work directly with PSI to confirm testing appointments. The website, <https://test-takers.psiexams.com/nala> has a list of testing centers. Be sure to choose National Association of Legal Assistants (NALA) as the Sponsor name from the drop-down menu of certification programs for an accurate list. You will create an account with the PSI username provided by NALA.

### Examinees participating in Partner testing centers

NALA has established procedures that allow an employer, military base, or school to apply to become a NALA-approved testing center. This is designed for groups of employees, military persons, or paralegal students. A packet of forms and requirements to become an authorized testing center for the Certified Paralegal Exam is available from the NALA website and may also be obtained by contacting NALA.

### Overview of testing centers options

If you are taking the exam at a PSI center or online testing (remote proctoring):	If you are taking the exam at a Partner Test center:
<ul style="list-style-type: none"> <li>All centers through the PSI testing center network are available for the Certified Paralegal Examination subject to the center's hours of operation.</li> </ul>	<ul style="list-style-type: none"> <li>The center must be approved by NALA in advance of the testing window. An examinee's employer or superior ranking officer may qualify or most community colleges.</li> </ul>

<b>If you are taking the exam at a PSI center or online testing (remote proctoring):</b>	<b>If you are taking the exam at a Partner Test center:</b>
<ul style="list-style-type: none"> <li>• All NALA examinees will receive an email with instructions on how to make an appointment through PSI.</li> <li>• Do not contact PSI until you have received your Authorization to Test from NALA.</li> <li>• To schedule your appointment, you are required to use the PSI Username provided by NALA, located in your NALA account. Appointments will only be available to schedule using the PSI Username provided to you by NALA.</li> </ul>	<ul style="list-style-type: none"> <li>• If you receive a communication from PSI, disregard the PSI communication and its instructions. However, if you decide to take the Exam at PSI, your account is already created.</li> </ul>
<ul style="list-style-type: none"> <li>• Be sure to review the rules posted on the PSI website when making your appointment.</li> </ul>	<ul style="list-style-type: none"> <li>• You must arrange your own testing schedule through the school, military base, or your employer. Be sure you know the time you will need for each exam section.</li> </ul>
<ul style="list-style-type: none"> <li>• PSI will charge an appointment fee.</li> </ul>	<ul style="list-style-type: none"> <li>• Fees vary by testing center. Some schools and employers do not charge. Inquire about this in advance from the testing center.</li> </ul>
<ul style="list-style-type: none"> <li>• PSI advises NALA of appointments that are made and confirmed.</li> </ul>	<ul style="list-style-type: none"> <li>• Examinees must advise NALA of appointment times and dates.</li> </ul>
<ul style="list-style-type: none"> <li>• PSI has strict rules regarding cancelation or rescheduling. Changes or cancelations received less than 72 hours prior to the appointment time will result in a forfeiture of appointment and payment.</li> </ul>	<ul style="list-style-type: none"> <li>• Testing center rules regarding fees vary by center. Consult the testing center for these details. Generally, if centers have charges for the proctors and testing facility, payment will be made upon entering the center as part of the check-in process.</li> </ul>
<ul style="list-style-type: none"> <li>• Cancelations more than 72 hours in advance of the appointment time are eligible to be rescheduled. Appointments are canceled or rescheduled online using the same link used to schedule appointments. Contact NALA for questions or concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• Information for schools and employers about qualifying as a Partner Testing center may be found on the website under Certification.</li> </ul>

## PSI Testing Center Network and Appointments

Examinees will receive an Authorization to Test email from NALA when PSI is ready to accept appointments for the Certified Paralegal Exam.

### **Examinees may NOT contact PSI until this notification is received.**

The notification includes the web address and PSI Username. This number should be identical to the information provided by NALA. If it is not, examinees should contact NALA immediately. PSI provides two easy methods to schedule test appointments: Online at <https://test-takers.psiexams.com/nala> or by calling the Candidate Service Center 1-855-340-0065.

When you schedule your appointment, you should be prepared to provide any of the following information:

- The name used to schedule your appointment must match exactly the name shown in your NALA account and your identification. At a minimum, the identification must be a valid, government-issued ID that shows your name in the English alphabet, your signature, and your photograph.
- Your sponsor issued I.D. Number.
- Contact phone numbers - If there is an unexpected event, PSI will use these numbers to contact you.
- Mailing address
- Exam title(s)
- Email address

Test appointments can be canceled and/or rescheduled through the PSI website. Typically, PSI allows you to schedule one day prior if space is available and requires a minimum of two business days to reschedule your exam without penalty.

PSI has strict rules regarding cancelation or rescheduling appointments. Changes or cancelations received fewer than 72 hours prior to the appointment date will result in a **forfeiture** of the appointment and payment. Cancelations more than 72 hours in advance of the appointment date are eligible for rescheduling. Appointments are canceled or rescheduled online using the same link used to schedule appointments. Contact NALA for questions or concerns. In rare cases, weather or an emergency forces a test center closure. If this happens, you will be contacted by the PSI rescheduling department within 24-48 hours to reschedule your appointment. Examinees may also call 800-733-9267 for information. Real-time site information is posted at [psiexams.com](https://psiexams.com). Once examinees have made the appointment, PSI will send a confirmation with testing center rules. The confirmation will also include directions to the testing center location.

## Testing Center Locations

### **PSI Premier PLUS™ - National Test Center Network**

PSI Premier PLUS™ centers are a distinct combination of PSI owned and operated and partner sites – with over 260 PSI Premier PLUS™ Test Centers – located in all 50 of the United States and U.S. territories. These sites are available for delivering high-stakes exams and provide the level of consistency in security, design, and registration procedures that yield an unparalleled commitment to quality.

### **PSI Authorized - Test Center Network**



PSI Authorized test center network sites are independently owned and have been carefully selected for their quality, service, amenities, and passion to deliver the best candidate test experience possible. The map shows a distribution of PSI testing centers. Centers are also located in Alaska and Hawaii.

## PSI testing center policies and recommendations

Further details may be found on the web at PSI FAQ:

<https://candidate.psiexams.com/faqs/faqs.jsp>

- No conversing or any other form of communication among candidates is permitted once you enter the examination area.
- You are prohibited from reproducing, communicating, or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of PSI security policy. Either one may result in the disqualification of examination results, may lead to legal action, and will be reported to your Licensing Authority/Sponsor.
- Electronic devices and recording devices of any kind (including, but not limited to, cell phones, pagers, and cameras) are NOT permitted in PSI testing centers.
- **No** personal items should be brought to the testing centers. PSI will not be responsible for any personal items and suggests that you leave such items in another safe place of your choosing. Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have an alphabet keyboard will be allowed in the examination site.
- You must present valid, unexpired, and acceptable ID(s) in order to take your test. Check your Candidate Information Bulletin or Licensing Authority/Sponsor for the specific rules that apply to your test.
- PSI requires all employees and test takers to conduct themselves in a professional and courteous manner at all times. Exhibiting abusive behavior towards a proctor or other candidates will be reported to your Licensing Authority/Sponsor and may result in criminal prosecution.
- You must arrive at the testing center at least 30 minutes prior to the scheduled exam time in order to be admitted to take your exam.
- Persons not scheduled to take a test are not permitted to wait in the testing center or surrounding common areas.
- Once examinees have made the appointment, PSI will send a confirmation with testing center rules. The confirmation will also include directions to the testing center location.

## PSI cost information

Examinees are required to pay PSI testing center fees. Examinees are required to be present 30 minutes prior to the stated exam start time for check-in and sign-in into the exam session.

Examinees are cautioned that those who are termed “**No-Shows**” will forfeit the examination appointment and fee. A candidate may reschedule an appointment an unlimited number of times prior to the “red zone.” The “red zone” is 72 hours prior to the appointment date and time. Once a candidate is inside the “red zone” the appointment will be forfeited for a change or no-show.

The scheduled testing windows for the Skills Exam are administered during the months of February, April, July, and October. No appointments are available outside of the testing windows.

NALA makes every effort to convey information about the PSI testing center policies, but amendments to the schedule and policies may be made by PSI that are not immediately communicated to NALA.

## Partner Testing Centers

In addition to the testing centers used by NALA through the PSI testing network, NALA may approve testing centers at schools, corporations, and law firms that meet standard facility and equipment requirements for computer-based testing. Schools and employers participate to provide an added service to students and employees, and, in some instances, to lower the cost of testing for examinees.



Partner testing centers and contact details may be found on the NALA website at [www.nala.org](http://www.nala.org) under the Certification tab.

## Testing Center Rules – All Centers Terms and Conditions of Testing

Upon login to the testing website, the Terms and Conditions appear on the computer screen with the login information. These are detailed rules relating to the delivery of the computer-based examination. Each examinee must enter their unique PSI Username and click “I accept these terms and conditions” before signing into the Exam.

### Terms and Conditions

You are asked to agree to the following terms and conditions related to computer-based delivery of the Certified Paralegal Exam any time you sign into the test website. This information was provided to you with your examinee information from NALA.

PLEASE read the following carefully – some of the terms are duplicative of requirements of PSI testing centers, others are specifically required of all NALA examinees.

By clicking “I accept these terms and conditions,” you are agreeing to the following:

- I have read the “Policy Statement” and I am familiar with its provisions.
- I will be continuously monitored during my appointment.
- I consent to video and audio recording of my test session and to the examination of the video and/or audio recording of my test session in the event that any questions should arise concerning possible violations of the procedures and/or rules of the test center. (May not apply to all centers.)
- I will follow instructions of the test proctor, represent myself honestly, and conduct myself quietly to avoid interfering with the performance of other examinees.
- I will only use authorized computer equipment.
- I will not open software programs on the computer provided by the testing center unless instructed by the proctor.
- I will neither give nor receive any form of unauthorized assistance during the examination or any breaks.

I will not bring into the testing room any unauthorized items such as food, drinks, purses, briefcases, backpacks, cell phones, pagers, notes, note pads, photographic equipment, or any electronic devices. If I am observed using an electronic device (including a cell phone) in violation of these rules, it may be confiscated and sent to NALA for examination.

- If I have questions or concerns about the test environment, I will quietly notify the test proctor.
- I will report all problems related to the testing center, proctor, or computer delivery of the exam to the proctor immediately. If an examinee does not report problems with exam delivery immediately to the proctor, NALA will trust there are no problems, and there is no basis for complaint after the examination session has ended.
- I will allow testing center staff 30 minutes to resolve any technical problems that may arise (including power failure). I have the option of continuing the examination or requesting a reschedule of the examination for technical or other problems outside of my control taking more than 30 minutes to resolve.
- I will sign in and out every time I enter or leave the testing room.

- During testing, the exam timer will remain running during any unscheduled breaks; therefore, it is in my best interest to use the restroom or otherwise address personal needs prior to beginning my test.
- I will remain in the test center and may leave only to use those restroom facilities that are closest to the test room. I will not leave the building. I will not access a phone or my personal belongings, except in the case of an emergency. Under such circumstances, I will notify the test proctor before accessing a phone or my personal belongings.
- I will not remove any written, printed, or recorded materials of my examination from the testing center. The examination questions remain the property of NALA and I shall maintain the confidentiality of the questions and answers.
- I will return all materials, including scratch paper, provided to me by the test proctor when I have completed my examination and before I leave the test center.
- Once I begin taking the Knowledge Exam, I understand the Knowledge Exam, including a maximum of two additional attempts, must be completed within 365 days.
- I understand the Knowledge Exam must be successfully completed before I am eligible to sit for the Skills Exam. If I do not successfully complete the Knowledge Exam after three attempts within a 365- day period, I understand I will be ineligible to reapply for the Knowledge Exam for a 365-day period from the original authorization to test date.
- Once I begin taking the Skills Exam, I understand the Skills Exam, including a maximum of two additional attempts if needed, must be completed within 365 days. If I do not successfully complete the Skills Exam after three attempts within a 365-day period, I understand I will start over by reapplying for the Certified Paralegal Exam and begin with the Knowledge Exam.
- If the examination is not completed within the above-listed time frames, credit for passed sections will be forfeited and a new application form will be required.
- Abuse of this site or non-compliance with these terms and conditions will not be tolerated. Should information concerning abuse or non-compliance come to NALA's attention, the candidate's PSI Username will be terminated, and NALA may take further disciplinary action.
- Confirm your intent to be bound by the terms and conditions of this Agreement by checking the box below. By not checking the box, you will decline the Agreement and your exam session will be terminated.

## **Policy Statement**

One of the terms requires that the examinee is aware of the Policy Statement. This consists of a review of the attestation each examinee signed on the application form and other policies related to the Exam Program.

The statement is as follows: The Certified Paralegal Exam was developed by NALA – The Paralegal Association and has been provided to the paralegal profession since 1976. The program is administered by the Certifying Board for Paralegals.

## **Examinee Attestation**

All examinees are required to sign the following attestation on the application for the Certified Paralegal Exam. This statement serves as a reminder of your pledge of confidentiality, and reasons for suspension of authorization to use the Certified Paralegal credential:

"I hereby declare that the above information [on the Certified Paralegal Exam application form] is complete and truthful. I further pledge not to divulge the contents of any examination question for certification as a paralegal by NALA (the "Examination Questions") and agree to be bound by the Code of Ethics and Professional Responsibility of NALA. Inasmuch as it is and ever will be impracticable and extremely difficult to determine the actual damages resulting to NALA should I divulge the contents of any Examination Questions, I agree to pay NALA as liquidated damages and not as a penalty the sum of \$500 for each breach of my agreement not to divulge

the contents of any Examination Questions.

I further understand that the CP designation may be suspended or revoked and that I may be prohibited from taking any further NALA exams, including, but not limited to, any specialty practice area exams or retaking the general certification exam for the following reasons:

1. Falsification of information on the application form.
2. Subsequent conviction of the unauthorized practice of law.
3. Failure to meet continuing legal education requirements as required by the Certifying Board.
4. Divulging the contents of any Examination Question.
5. Subsequent conviction of a felony.
6. Violation of the NALA Code of Ethics and Professional Responsibility.
7. Violation of the Terms and Conditions of Testing.
8. Engaging in any other conduct determined by a majority vote of the Certifying Board to be unethical or unprofessional.”

## **Terms and Conditions – Exam Delivery**

Prior to allowing examinees to sign into the testing site, all examinees are required to review the terms and conditions related to taking the CP Exam via computer-based testing. The information contained in the terms and conditions is also provided to examinees with the PSI Username and other instructions. Each examinee will be required to check “I accept these terms and conditions” prior to starting an examination.

## **Appeal of Results**

An examinee may appeal, in writing, to the Certifying Board for review of the Board’s actions concerning examination results. The specific procedure for the appeal of examination results is posted on the NALA website.

## **Exam Administration Policies and Procedures**

### **Knowledge Exam**

- Candidates must first pass the Knowledge Exam.
- Candidates are eligible to take the Knowledge Exam only after they have graduated from a paralegal educational program or are currently in the last semester or quarter of the program if using the eligibility pathway; or have the required minimum experience, if using the experience category. The new system of on-demand testing will remove deadlines to apply for the examination. Candidates will be able to apply when they are eligible.
- Once candidates receive the Authorization to Test email for the Knowledge Exam, candidates will have up to three attempts within 365 days from the initial authorization to test date to pass the Knowledge Exam.
  - If the candidate does not take all three attempts of the Knowledge Exam within 365 days of the initial authorization to test date, the application is voided. A new application and fee are required to reapply for the Certified Paralegal Exam.
  - If the candidate does not pass the Knowledge Exam in three attempts during the 365 days, a new application and fee are required to reapply for the Certified Paralegal Exam.
- Candidates **must** wait 90 days between each of the three attempts of the Knowledge Exam and must submit a retake application and fee to NALA to initiate each additional attempt and receive a new Testing Ticket notification.

## Skills Exam

- Candidates who pass the Knowledge Exam will receive a Skills Exam authorization to test date to take the Skills Exam.
- Candidates have up to three attempts within 365 days from the Skills Exam authorization to test date to pass the Skills Exam.
  - If the candidate does not take all three attempts of the Skills Exam within 365 days of the initial Skills Exam authorization to test date, the application is voided. A new application and fee are required to reapply for the Certified Paralegal Exam. The candidate is required to start over by taking the Knowledge Exam.
  - If the candidate does not pass the Skills Exam in three attempts during the 365 days, a new application and fee are required to reapply for the Certified Paralegal Exam. The candidate must start over by taking the Knowledge Exam.
- Candidates **must** wait 90 days between each of the three attempts of the Skills Exam and must submit a retake application and fee to NALA to initiate each additional attempt and receive a new Testing Ticket notification.

## Confidentiality of Examinees

The names of examinees for the Certified Paralegal Exam are considered confidential and not released by NALA to any person, except examination proctors, without the express approval of the examinee.

## Other Certified Paralegal Program Requirements

This policy statement refers strictly to the delivery of the Certified Paralegal Examination. It is the responsibility of each examinee to be familiar with the other policies and requirements of the Certified Paralegal Program, including but not limited to, the continuing education requirements to maintain the Certified Paralegal credential as well as examination and testing center fees.

## Timing of Exam Sections

The following are the required sections of the Certified Paralegal Exam with the time allowed as established by the NALA Certifying Board:

- Knowledge Exam – 3 hours
- Skills Exam – 2 hours

The computer-based testing allows the timing of each exam section to be enforced automatically. Timing begins when the test is released by the examination proctor. When the time has expired, the exam will close automatically, and the examinee will not have access to it again. If an examinee has not completed the test, and the time allowed expires, the work completed will be scored. Questions that are not completed will be scored as incorrect answers.

Timing begins once the proctor has released the Exam. There are no scheduled breaks during the Exam. If a break must be taken during testing, the clock will continue to run.

## Instructions from Proctors

Testing center proctors are responsible for the delivery of the Certified Paralegal Exam, including providing scratch paper for the essay question. Questions regarding facilities or equipment should be directed to the testing center proctor.

The NALA Certifying Board is responsible for the Certified Paralegal Examination. Questions regarding the examination content or format should be directed to NALA at 6450 S Lewis, Suite 250, Tulsa, OK 74136, 918-587-6828, FAX 918-582-6772, or [testing@nala.org](mailto:testing@nala.org).

## Presentation of Computer-Based Exam Questions

Timing begins once a candidate has selected the appropriate test section from the examinee dashboard, and the proctor has entered the appropriate credentials to release the examination. There are no scheduled breaks during the Exam. If an unscheduled break is required, the clock will continue to run.

### Objective Questions

- Each objective question will be provided one at a time. Once the answer is selected, examinees are instructed to click “Next” for the next question.
- Each question may be flagged by placing a checkmark in the box entitled “Mark for Review” which appears below the answer options. The selected answer may be changed on review.
- When all questions are completed, the entire list of questions appears. Examinees may review this list before submitting the test for scoring, provided time remains on the examination clock. Questions marked for review by the examinee will be easily identified. Examinees may also scroll over the text of any question on the list and open it to review the question and selected answer.
- When the time has expired, access to the exam will be terminated, and the test will be submitted for scoring. Questions that are not completed will be scored as incorrect answers.

### Essay Questions

The Skills Exam consists of an essay question only. Examinees are allowed 120 minutes (2 hours) to complete the essay.

The essay question requires reading and will be presented on the computer screen. To assist in answering the essay question, candidates will be provided with scratch paper. Timing for the examination begins when the proctor has released the examination to the examinee.

The answer **must** be typed on the computer in order to be graded. The examinee may use cut and paste; however, spellcheck and other word processing functions are disabled for the Certified Paralegal Exam.

The Grading Committee may only consider answers typewritten on the computer window. Examinees will be required to return the scratch paper to the proctor prior to leaving the testing center.

Candidates must be sure they have completed the essay answer **before** clicking the “Finished Reviewing Present Score” button. Once clicked, access to the examination will terminate.

Essay questions are graded by members or former members of the Certifying Board. Examinees are instructed **not** to put their name in the response window.

## **Recertification Process Policies and Procedures for Certified Paralegals**

The Certifying Board supports the ongoing professional development of its certificants. The mandatory recertification process provides certificants with the opportunity to demonstrate the retention, reinforcement, and expansion of their knowledge and skills pertaining to new advances and information over the full spectrum of law and procedures in the legal field.

Recertification also provides encouragement to, and acknowledgment for, participation in ongoing professional development activities and continued learning. To support this purpose, the recertification requirements require continuing education and professional activities that enhance ongoing professional development, recognize learning opportunities, and provide a process for both attaining and recording professional development achievements.

To ensure the proficiency of Certified Paralegals (CPs), the Certifying Board requires that each CP certificant participate periodically in continuing education to refresh existing knowledge and skills, and to acquire knowledge and skills pertaining to law and procedures in the legal field.

The five-year time period established for recertification is based on both the scope of issues that face paralegal professionals and the Certifying Board's belief that new practices, research, and information are introduced in the field with enough frequency that professional development activities should be conducted routinely so that certificants remain current with best practices and emerging knowledge.

The CP credential is valid for a period of five years. CPs may renew their certification after complying with the ethical and continuing legal education (CLE) requirements set forth below. The five-year period is enforced as a reasonable timeframe for staying abreast of the rapid changes in law and procedures in the legal field.

To maintain use of the CP credential, certification must be renewed every five (5) years. CPs are responsible for recording their continuing education through their online NALA portal accounts. CPs are also responsible to update their contact information in order to receive communications related to their certification status.

A CP in good standing is prohibited from retaking the CP Exam.

### **Limitations to the Definition of Continuing Competence**

The competency-based recertification process is intended to assist certificants with increasing their skills, knowledge, and competence while also ensuring compliance with the Code of Ethics. The recertification process does not, however, warrant or guarantee competency, accuracy, or any particular service result, but, rather, participation in the process helps demonstrate the certificant's commitment to providing the highest quality paralegal services through continuous education and professional development.

The Certifying Board acknowledges that not all sources or types of continuing education contribute equally to professional development.

### **Ethical Standards**

Certified Paralegals may lose the CP credential if they have a felony conviction or if they violate the NALA Code of Ethics and Professional Responsibility.

If NALA is aware that a CP has been accused of a violation of the NALA Code of Ethics and Professional Responsibility, NALA will submit the information to the Certifying Board as soon as practicable.

All CPs must submit, with their renewal application, a signed affidavit that they have not been convicted of a felony during the prior five-year period.

## **CLE Hours Required**

Certified Paralegals (CPs) must complete a total of 50 hours of continuing legal education during each five-year recertification period. Certifications will only be eligible for renewal after the timely submission of proof of CLE compliance in accordance with these rules.

Five of the 50 CLE hours completed must address the topic of legal ethics. For purposes of CLE, legal ethics is defined as the code of professional responsibility detailing the moral and professional duties required in the delivery of legal services. To have reported hours satisfy the legal ethics CLE requirement, the sponsor's program must state the seminar or workshop included a legal ethics component and state the specific number of hours of instruction in the area of legal ethics.

Of the 45 remaining CLE hours, a maximum of 10 hours may address non-substantive areas (including, but not limited to, law office management, computer programs or applications, communications, and office technology). Of these 10 non-substantive hours, up to two hours may address the areas of mental health or prevention of substance abuse.

If more than 50 hours are recorded during a five-year period, excess hours may not be applied to a subsequent period for active CPs.

## **Acceptable CLE**

The Certifying Board will only award CLE hours for education that is relevant to the work of paralegals. Reported CLE hours that are not pre-approved are subject to verification by the Certifying Board.

CLE hours are not awarded for work-required activities (paid or unpaid) such as trial preparation, witness interviewing, or research of a case-related subject.

All CLE for the recertification period must be entered into the NALA system prior to the certification expiration date.

## **Types of CLE Programs and Calculation of Hours**

### **Seminars, workshops, and conferences**

**Speakers:** To qualify for CLE hours, programs are required to feature a qualified presenter who has relevant education, experience, certification, or license(s).

**Minimum Length:** There is no minimum length requirement for CLE.

**CLE Hours Calculation:** Certified Paralegals will be awarded CLE for each minute completed at a seminar, workshop, or course (live, online, or self-study). Hours are not awarded for session breaks or lunch breaks. If a lunch includes an educational component, time is awarded only for the actual presentation.

### **Delivery Methods:**

- Live - Hours may be awarded for participation in live CLE programs, including in-house employer programs, training, or online live webinars.
- Self-Study - Web-based self-study programs may qualify. In addition, hours may also be

awarded for self-study audio or video recordings of relevant CLE events. CLE hours are available for reading *Facts & Findings* articles as described below. CLE hours are not available for reading any other articles or books.

**Facts & Findings Articles:** NALA members are eligible to earn one hour of CLE credit by reading five designated articles in each issue of *Facts & Findings*. CLE credit must be submitted within one year of the publication date. No other publications will be considered. Up to two hours of CLE will be available per year with a maximum of five hours of CLE available per each five-year recertification period.

**Retention of Course Information (Proof of Attendance):** Certificants need to retain the following information regarding their CLE attendance during the recertification period and must present the requested information to NALA if audited:

- Delivery method
- Date of course
- Name of course
- Location of course (if applicable)
- Course sponsor
- Course program or agenda
- Certificate of attendance/completion (if available)

## College courses

**CLE Hours:** Hours may be awarded for completion of a college course offered by a college or university that is regionally accredited so long as a grade of 2.0 on a 4.0 scale, or a grade C or above, is achieved.

**Types of Courses:** Hours may be awarded for completing legal ethics courses or courses in specific practice areas as part of a paralegal or law school curriculum. Some non-substantive hours may qualify, such as business courses. All courses must be relevant to the work of paralegals.

**CLE Hours Calculation:** CPs will be awarded 10 CLE hours for each academic quarter unit completed and 15 CLE hours for each academic semester unit completed.

**Retention of Course Information (Proof of Attendance):**

- Delivery method
- Date of course
- Name of course
- Location of course (if applicable)
- Course sponsor
- Course program or agenda that includes course description
- Unit value – specifying quarter or semester credit
- Transcript – unofficial is acceptable

## Advanced Certified Paralegal Program and State Specialty Certifications

**Sponsors:** The Certifying Board will award CLE hours to CPs upon successful completion of an advanced certified paralegal program.

**Types of Programs:** Hours may be awarded for the completion of programs administered by a national organization for paralegals, a state paralegal organization working alone or together with a state bar association, and which include completion of a written examination. Product or software certifications qualify as non-substantive seminars, workshops, or conferences.



**CLE Hours Calculation:** CPs will be awarded CLE hours for each Advanced Certified Paralegal (ACP) certification obtained through NALA. CPs who pass a state or other eligible national certification exam will be awarded the CLE determined by the state agency for CLE or the amount of time it took to take the exam.

**Filing Requests for CLE Hours:** Requests for participation in Advanced Paralegal Certification programs or state specialty paralegal certification programs must be supported by the following:

- Course description
- Hours completed in the course or in taking exam
- Sponsor of certification program
- Copy of certificate or certification issued

## **Presenting or Teaching**

**Types of Teaching:** Hours may be awarded for presenting a seminar or workshop, or for teaching a course in a college-level paralegal program on a subject of substantive law or procedure related to the work of paralegals, including mock trials.

**CLE Hours Calculation:** CPs will be awarded two hours for every one hour of instruction. Hours for seminars or courses with more than one instructor will be awarded pro-rata based upon the number of instructors.

### **Retention of Course Information (Proof of Attendance):**

- Course or seminar description or syllabus
- Number of teaching hours
- Proof of teaching activity from organization or sponsor

## **Published Articles**

**Types of Writings:** Hours may be awarded for publishing an article of at least 1,000 words in a legal periodical or book on a subject of substantive law or procedure related to the work of paralegals.

**CLE Hours Calculation:** CPs will be awarded three CLE hours for an individually authored article of at least 1,000 words published in a legal publication in accordance with NALA *Facts & Findings* Editorial Guidelines or similar published guidelines. Hours for articles with more than one author will be awarded pro-rata based upon the number of authors and words.

### **Retention of Course Information (Proof of Attendance):**

- Copy of article in publication
- Word count

## **Training for Volunteer Activities**

**Types of Training:** Hours may be awarded for time spent in substantive legal training to volunteer paralegal services.

**CLE Hours Calculation:** CPs will be awarded one hour for each hour spent in a classroom, small group, or one-on-one training to learn how to provide volunteer paralegal services.

### **Retention of Course Information (Proof of Attendance):**

- Name of sponsor and training
- Date(s) and time(s) of completed trainings
- Total number of hours of training and instruction

- Training agenda or syllabus
- Sponsor contact information
- Verification of completion from sponsor

## **Reporting Hours in the Area of Legal Ethics**

To have reported hours satisfy the legal ethics CLE requirement, the sponsor's program must state the seminar or workshop included a legal ethics component and state the specific number of hours of instruction in the area of legal ethics.

## **Filing Procedures for All Types of CLE**

CPs are required to enter their CLE hours using the NALA online portal throughout their five-year certification period. Online submissions do not require supporting documentation listed above unless further information is requested or is required through the Certifying Board's CLE audit procedure.

Reported CLE hours are entered as Approved in the NALA online portal and are subject to audit.

All CLE submitted are subject to random monthly audits. CPs receiving notification of an audit must submit the requested supporting documentation to NALA within 30 days to verify CLE hours earned during the current five-year term. The supporting documents required for each type of CLE are listed in the above policies and in this Handbook. Reported hours will be declined if the required supporting documents are not provided within the timeframe given in the request.

CPs who file fraudulent CLE claims or forms, falsely represent a course or program, or misrepresent hours of instruction may be subject to discipline as set forth in the Rules for Disciplinary Proceedings.

Special requests for CLE credit such as teaching courses or seminar presentations should be submitted to NALA with documentation supporting the credit request.

## **Recertification Affidavit and Fee**

CPs who have met the CLE hourly requirements to renew their credential are required to submit a Recertification Affidavit and recertification fee within thirty days of the expiration of their certification. The Recertification Affidavit verifies the Certified Paralegal:

- has met the CLE hours required to renew the credential;
- the hours reported are true and accurate;
- has not violated the NALA Code of Ethics;
- has not been convicted of a felony or the unauthorized practice of law; and
- has not divulged the contents of any Examination Questions or violated Terms and Conditions of Testing.

Because of the importance of the Recertification Affidavit, all Recertification Affidavits are verified for accuracy and eligibility to renew the credential. Receipt of the affidavit and fee is required to complete the recertification requirements and a new certificate will be issued for the next five-year certification period upon receipt and verification.

Failure to return the complete affidavit with the recertification fee will result in revocation of the

certification.

If your certification is revoked and you are in the appeals process, you are prohibited from using the CP credential.

## Pre-Approval

Programs for CLE hours can be pre-approved on a per-program basis. Pre-approval of all programs offered by a particular sponsor is not available. Sponsors for CLE events may include paralegal education providers, bar associations, attorney organizations, law firms, and paralegal associations.

**Pre-Qualification of Requests by Certified Paralegals:** CPs may contact NALA in advance of a program to seek information about these requirements and to determine whether participation in a CLE program would meet the Certifying Board's requirements.

**Pre-Qualification of Programs by Seminar Providers:** Seminar providers may complete a "Seminar Approval" form which is on the NALA website. Upon receipt of the form, and the approval fee, the sponsor will be notified if the program is approved and the maximum number of CLE hours that may be awarded. Any sponsor-approved program must publish course information and approval according to procedures received after approval.

**Return of Documentation:** Documentation submitted to substantiate requests for CLE hours will not be returned.

## Retired Status of Certified Paralegals

Retired status may be requested by any CP who:

- has been certified for more than five years; and
- is 55 years of age or older; and
- retires from employment.

The CP must provide an affidavit verifying age and employment status. Upon receipt of the completed affidavit, verifying all requirements, the CP will be permitted Retired status and will be relieved from meeting further requirements for continuing legal education.

Any CP who becomes permanently disabled and is no longer working may submit an affidavit with medical proof of disability and, upon receipt of the required documentation, be permitted Retired status.

CPs in Retired status must show their credential as CP Retired and will appear in the directory of all CPs available to employers and the general public.

CPs incorrectly using the Retired designation may be subject to disciplinary proceedings, including loss of the credential.

Any CP who returns to employment will no longer retain Retired status and will be required to meet the same requirements as all other CPs. A reactivation fee of \$125 will be required to reactivate the credential, with the five-year recertification period remaining the same as it was prior to retirement. If the CP is in retired status past the last recertification date, a new recertification period begins on the date of reemployment.

The Retired status request forms are included in this Handbook below and on the website under the Certification tab.

## **Procedure for Notice of Revocation of Certified Paralegal Credential for Failure to Meet CLE Requirements**

Notwithstanding anything in these rules to the contrary, the procedure for revocation of certification and use of the CP designation for failure to meet continuing education requirements shall be:

- Notice of expiration of the CP designation. Certificants receive a four- year reminder notice of expiration. In addition, reminder notices will be sent three months prior to the expiration date, two months prior to the expiration date, and a final reminder one month prior to the expiration date.
- If the required continuing legal education hours and the completed recertification affidavit and payment of the recertification fee have not been received, a notice of revocation is mailed to the individual's last known address advising that the certification has been revoked and further use of the CP designation is prohibited.

## **Appeal of Revocation of Certified Paralegal Credential for Failure to Meet CLE Requirements**

A CP may appeal the revocation of the CP credential for failure to meet CLE requirements in writing to the Appeals Committee and include the following:

- CLE documents were lost in transit (via mail or electronically); or
- the CLE programs were attended but evidence of attendance was destroyed, lost, or misplaced; or
- CLE hours were rejected but are believed to be within the published guidelines.

An appeal must include all relevant documentation and must be received by NALA within 30 days after revocation. The appeal shall be reviewed by the Appeals Committee. Decisions by the Appeals Committee are final and shall be communicated by NALA to the paralegal within 10 days of the decision.

## **Hardship or Extreme Circumstances as Basis of Appeal**

An appeal of the revocation of the CP credential based on hardship or extreme circumstances will be considered under the following conditions:

- The five-year certification period has expired; and
  - The CP is on active military or active military reserve duty; or
  - The CP has extenuating personal challenges, which could include long-term unemployment or severe medical issues hampering one's ability to work or engage in activities outside of work for a period of one year or more.

An appeal must be filed with the Appeals Committee within 30 days after the revocation of the certification. If the committee members are unanimous in their decision, the paralegal will be advised within 10 days of the Appeals Committee decision. If the committee members are unable to come to a unanimous agreement, the appeal will be forwarded to the full Certifying Board for review and decision. The paralegal will be advised within 10 days of the Certifying Board decision.

During the appeal, the CP credential is revoked and may not be used or claimed by a paralegal.

The following options will be available to the paralegal, based upon the hardship:

### **Option 1**

The Certifying Board, or a committee thereof, may allow the paralegal to retake the Certified Paralegal Exam as a new candidate for certification.

The Board or committee may waive the examination application fee if they deem it appropriate. However, the application fee waiver will be valid for a limited period of time to be determined by the committee or Certifying Board, and the paralegal must retake the Certified Paralegal Exam within that time.

### **Option 2**

The Certifying Board, or a committee thereof, may grant the paralegal up to an additional one year from the date of the decision to complete the CLE requirements needed.

With this option, the paralegal must comply with all recertification requirements as any other CP. The extension of up to one year will apply against the ensuing five-year renewal period. The expiration date of the CP credential will not be adjusted forward to accommodate the extended time.

The CP must enter CLE hours through their NALA online portal account and advise NALA when the hours have been entered. Certification staff will review the hours for accuracy.

The recertification fee may be waived only one time for a CP.

If the requirements are not met within the extended time period, certification will be revoked consistent with Certifying Board policies.

## **Use of the Certification Marks**

The certification marks are a distinctive visual symbol that indicates an individual is qualified to provide paralegal services by virtue of having 1) completed the education and examination requirements for certification by the National Association of Legal Assistants; 2) agreed to adhere to the Code of Ethics and Professional Responsibility of the National Association of Legal Assistants; 3) agreed to continuing education requirements to maintain the national certification; and 4) completed an ACP course\*. The certification marks cannot be used by individuals who have not met these requirements, and their use may be revoked for failure to comply with ethical standards and recertification requirements. *\*Applies only for the ACP*

The marks may not be altered, modified, hand-drawn, or typeset. The marks may not be reproduced electronically or scanned in such poor quality as to distort or significantly alter their appearance. All reproduction of the certification marks must be made from original reproduction artwork provided by NALA and with these guidelines.

Always specify in a tag line at the end of an article, at the bottom of an advertisement, or at the bottom of the first page of a brochure or promotional literature that these certification marks belong to the National Association of Legal Assistants. Example: "CP® is a certification mark of the National Association of Legal Assistants."

With the CP® or ACP mark, it is permissible to add "Certified Paralegal" or "Advanced Certified Paralegal" after the mark itself so that your nonlawyer status is clearly indicated on firm promotional literature and other documents that may carry the marks. However, your nonlawyer status must be clearly stated at the outset of any communications.

The certification marks may not be used as part of, or incorporated in, the name of a firm or firm logo or imply that the firm is entitled to use the marks. This rule applies even in those cases where one or more firm members are authorized to use the marks in association with their own

names. (This rule is most applicable to offices and businesses owned by paralegals that offer paralegal services to law firms.)

The marks must not be used on promotional items such as coffee mugs, t-shirts, jewelry, etc.

The marks cannot be used in a way that they appear to be part of an individual's title or degree. They must always be used in connection with services provided by the individual who is entitled to use the mark.

Specific instructions and examples will be provided to new certificants upon passing the examination and are available on the NALA website. The instructions are listed on the website under the Certification/Recertification Process/Quick Links tab.

# Appendix A - Request for Accommodation



6450 S Lewis Ave, Suite 250 | Tulsa, OK 74136 | PH: 918-587-6828 | FAX: 918-582-6772 | www.nala.org

## Certified Paralegal Examination Request for Accommodation

Please complete the following information. In a separate letter please describe your specific disability, when and how it was first identified, and the accommodations you are requesting because of it. Submit the completed form and the requested documentation to the NALA Certifying Board at the address listed above or email it to [testing@nala.org](mailto:testing@nala.org). This form must be submitted when the CP Exam application is submitted.

Name of Applicant:
Preferred Email:
Address:
City, State, ZIP:
I hereby declare under penalty of perjury that the documentation and foregoing are true and correct. Falsification of any of the information will result in disqualification.  Signature:

### I. REQUEST FOR ACCOMMODATION:

A. Do you require any form of reasonable accommodation in order to take the Certified Paralegal examination?

Yes       No

B. If yes, please state the reason for the need:

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If no, please discontinue this form.

Please attach current documentation (within the last two years) from a doctor, psychologist, psychiatrist, or other appropriate professional, certifying your disability and recommending the necessary accommodation.

II. PAST ACCOMMODATIONS MADE FOR THE REASONS SET FORTH IN SECTION I:

- A. High School  
Were you in a special school or program?  Yes  No  
Did you receive special accommodations for classroom tests?  Yes  No  
Did you generally receive extra time for classroom tests?  Yes  No
- B. Did you receive special accommodations for taking the SAT or ACT examinations for admission to college?  Yes  No
- C. College:  
Did you use disabled student services?  Yes  No  
Did you generally receive extra time for exams?  Yes  No
- D. Have you received any special accommodations for any other professional examinations?  Yes  No

If yes, what accommodations were provided? (Check all that apply)

Formats:

- Braille       Tape       Large print

Help:

- Reader       Recorder       Sign language interpreter

- Extra breaks/rest period     Extra testing time

Other. Please describe:

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Please include documentation of special services and testing accommodations you have received in other examination situations because of your disability.

III. **ACCOMMODATIONS REQUESTED FOR THE CERTIFIED PARALEGAL EXAMINATION (Check all that apply):**

Formats:  Braille       Tape       Large print

Help:  Reader       Recorder       Sign language interpreter

- Extra breaks/rest period     Extra testing time

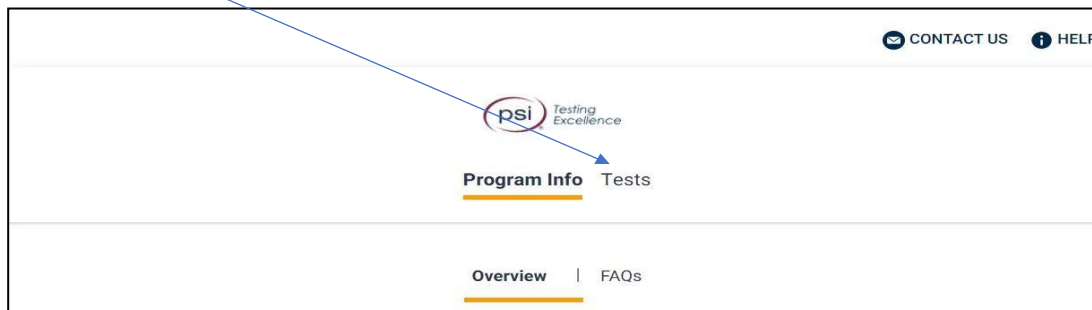
Other. Please describe:



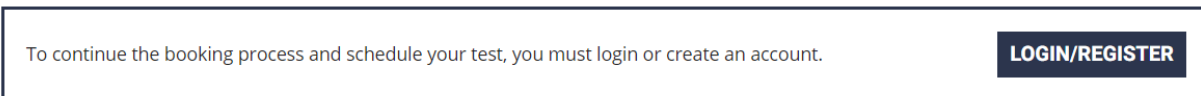
# Appendix B - Certified Paralegal Exam PSI Scheduling Portal Instructions

## PSI Portal Screenshots

1. Select the link embedded in the Authorization to Test email or select the following URL: <https://test-takers.psiexams.com/nala>.
2. Select **TESTS** to create an account.



3. Select the Examination. You are ready to create an account. Select **LOGIN/REGISTER**.





4. You will be prompted to **CREATE AN ACCOUNT** with PSI.
  - The ID is the PSI Username located in your NALA account.
  - The first and last name must be the same as you provided on your NALA application and match exactly with your current valid government-issued ID.

ID *	
First Name *	Last Name *
Middle Name	Generation
Email *	
Password *	<b>Your password must contain:</b> <ul style="list-style-type: none"><li>• At least one capital letter A-Z</li><li>• At least one lower case letter a-z</li><li>• At least one number 0-9</li><li>• At least one special character !@#%&amp;'/*^&amp;V*</li><li>• At least 8 and up to 32 characters</li></ul>
Confirm Password *	

5. Select your test format: **Test Center** or **Remote Online Proctored** (*The Skills Exam is*

not available for this testing option.)

Modality

 Site Proctored <b>SELECTED</b>	 Atlas Remote Proctored SELECT
--	---

### Scheduling at a Test Center *If Online Remote Proctored is selected, go to STEP 9.*

6. If **Test Center** is selected, enter the “**City or Postal Code**”, and select **FIND**.

Search Test Center Location

7. Select a date and time to book an appointment.

Choose a Date and Time

<p>October 2021</p> <table border="1"><thead><tr><th>Sun</th><th>Mon</th><th>Tue</th><th>Wed</th><th>Thu</th><th>Fri</th><th>Sat</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td><td></td><td>1</td><td>2</td></tr><tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td><b>8</b></td><td>9</td></tr><tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr><tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr><tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr><tr><td>31</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> <p>○ Available ● Selected</p>							Sun	Mon	Tue	Wed	Thu	Fri	Sat						1	2	3	4	5	6	7	<b>8</b>	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31							<p>Time slots available for October 08, 2021</p> <p>08:00 AM</p> <p>01:30 PM</p>
Sun	Mon	Tue	Wed	Thu	Fri	Sat																																																		
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- You will receive a message confirming the Test Center, booked date, and booked time. Please review the booking before selecting **CONFIRM**. Once your booking is confirmed, select **DONE**.

**Booking Confirmed!!** [Print Confirmation](#)

Email Address: asingla81@psionline.com      Home Phone: 111224444      Office Phone: 2221112345

## Scheduling via Remote Proctor

- If **Online Remote Proctoring** was selected, enter the “**Country and Timezone**” and select **NEXT**.

**Select Timezone:**

Select Country \*  
United States

Timezone

- Select a date and time to book an appointment to take the test.

**Book Your Test:**

(UTC: -08:00) Pacific Time (America/Los\_Angeles)  
[Change Timezone](#)

**Choose a Date and Time**

October 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Available    Selected

Time slots available for  
October 06, 2021

- 07:30 PM
- 08:00 PM
- 08:30 PM
- 09:00 PM
- 09:30 PM
- 10:00 PM
- 10:30 PM
- 11:00 PM
- 11:30 PM

- You will receive a message confirming the test format, booked date, and booked time. Please review the booking before selecting **CONFIRM**. Once your booking is confirmed, select **DONE**.

**Review Booking:**

Email Address: asingla81@psionline.com	Home Phone: 111224444	Office Phone: 2221112345
---	--------------------------	-----------------------------

📅 Wednesday, October 06, 2021

🕒 5:30 PM Pacific Time

Before taking your remote online proctored exam, please check system compatibility - click [HERE](#)

By continuing, you agree to The Company's [Conditions of Use And Privacy Notice](#).
 CONFIRM

12. Your booking will now display in your account. You will be able to **LAUNCH** your test within 30 minutes of your booked test time.

**IMPORTANT: BE SURE TO CHECK THE COMPATIBILITY OF YOUR COMPUTER** to include Audio/Video Check, Webcam Check, and System Check.

**Bookings:** ⓘ

---

1 DAYS 0 HOURS 22 MINUTES until test

📅 Wednesday, October 06, 2021 Add to Calendar ▾

🕒 5:30 PM Pacific Time

📄 [Print Receipts](#)

📄 [More Information](#)

Before taking your remote online proctored exam, please check system compatibility - click [HERE](#)

🖥️ **Online Proctored (Live).**  
Click the Launch button at your scheduled test time.

LAUNCH

# Appendix C – Certificate of Attendance



## CERTIFICATE OF ATTENDANCE

Certified Paralegals are required to record evidence of 50 hours of continuing legal education hours to renew the CP credential every five years. CLE hours are recorded in CPs' accounts through the [NALA online portal](https://www.nala.org/online-portal). Of the 50 hours, five hours must be in legal ethics, and no more than 10 hours may be recorded in non-substantive areas. If attending a non-NALA sponsored educational event, this certificate may be used to obtain verification of attendance. Please be sure to obtain the required signatures for verification of attendance. The requirements to maintain the CP credential are available from NALA's website at: <https://www.nala.org/certification/recertification-process/>. Please keep this certificate in the event of a CLE audit or further information is needed.

**PLEASE COMPLETE THE SPACES BELOW AND ATTACH A PROGRAM**

Session Length	Session Topic (Description and Speakers)	Validation of Attendance
Name of CP (Please Print)		NALA Account Number (On Mailing Label)
Signature of CP		Name of Seminar/Program Sponsor
Address		Authorized Signature of Sponsor Representative
		Date of Educational Event
City:	State (XX):	
Preferred e-mail address		Location:

For Office Use Only	
Substantive hours	
Non-substantive hours	
Ethics	

# Appendix D – Recertification Affidavit



## CERTIFIED PARALEGAL RECERTIFICATION AFFIDAVIT

This form should not be completed or submitted earlier than thirty days prior to the expiration date of your certification and should only be submitted once the 50 hours of CLE credit, including five hours of legal ethics, have been recorded in your NALA account.

**NOTE:** *If you are a NALA member, your membership dues are separate from your certification.*

If the Recertification form is mailed, it must be accompanied by a check, money order, or credit card information (VISA, Master Card, Discover, or American Express are accepted).

I, \_\_\_\_\_, hereby swear or affirm that I have, since my last certification, earned a minimum of fifty hours of CLE hours necessary to maintain my NALA CLA or CP status; the hours reported to NALA are true and accurate; that I have not violated the NALA Code of Ethics, nor been convicted of a felony or the unauthorized practice of law; that I have not divulged the contents of any Examination Questions or violated any of the Terms and Conditions of Testing; that I understand that my failure to meet the continuing education requirements as required by the NALA Certifying Board or falsification of information provided to the NALA Certifying Board may result in my NALA CLA or CP designation being revoked.

Date		Account # (if known)	
Signature			
Print Name			
Address			
City, State, ZIP			
Date Certified (mm/yyyy)			
Email and Phone			
Note: We only use email to communicate with you. If this is not acceptable, please check here <input type="checkbox"/>			
Please complete the payment information below. (\$25 recertification fee paid by)			
Check/Money Order			
<input type="checkbox"/> MasterCard	<input type="checkbox"/> VISA	<input type="checkbox"/> Discover	<input type="checkbox"/> AmEx
Name on card:		Acct. #:	Exp. Date:
Billing Address:			

# Appendix E – Request for Certified Paralegal Retired Status



## Certified Paralegal Retired Status

I, \_\_\_\_\_  
(Name)

hereby swear or affirm that:

- I have been certified for more than five years;
- I am at least 55 years of age or older;
- I have retired from employment as of

\_\_\_\_\_  
(Date)

I understand that if the Retired status is permitted, my credential must be shown as CP Retired any time it is used.

I also understand that, should I return to work I will no longer retain Retired status and will be required to meet the same requirements as all other Certified Paralegals. A reactivation fee of \$125 will be required to reactivate the credential, with the five-year recertification period remaining the same as it was prior to retirement. If the CP is in retired status past the last recertification date, a new recertification period begins on the date of reemployment.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State ZIP

Email: \_\_\_\_\_

Note: We will communicate by email regarding this form. If this is not acceptable check here:

# Appendix F – Request for Certified Paralegal Status – Permanent Disability



## Certified Paralegal Retired Status – Permanent Disability

I, \_\_\_\_\_

hereby swear or affirm that:

- I am permanently disabled and no longer working as of

\_\_\_\_\_

(Date)

- Medical proof of permanent disability is included with this affidavit.

I understand that if the Retired status is permitted, my credential must be shown as CP Retired any time it is used.

I also understand that, should I return to work, I will no longer retain Retired status and will be required to meet the same requirements as all other Certified Paralegals. A reactivation fee of \$125 will be required to reactivate the credential, with the five-year recertification period remaining the same as it was prior to retirement. If the CP is in retired status past the last recertification date, a new recertification period begins on the date of reemployment.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State ZIP

Email:  
\_\_\_\_\_

Note: We will communicate by email regarding this form. If this is not acceptable check here: |



# Appendix G – Certified Paralegal Reactivation Affidavit



## Certified Paralegal Reactivation Affidavit

I, \_\_\_\_\_  
(Name)

hereby swear or affirm that:

- I have been in Retired status since: \_\_\_\_\_  
(Date)
- I have returned to work as of \_\_\_\_\_  
(Date)

and am no longer eligible for Retired status.

I also understand that since I have returned to work, I am required to meet the same requirements as all other Certified Paralegals. A reactivation fee of \$125 is required to reactivate my credential, with my five-year recertification period remaining the same as it was prior to retirement. If the CP is in retired status past the last recertification date, a new recertification period begins on the date of reemployment.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State ZIP

Email: \_\_\_\_\_

Note: We will communicate by email regarding this form. If this is not acceptable check here:

\$125 reactivation fee payment information. Please complete the payment information below:

Check # \_\_\_\_\_ || Master Card || VISA || Discover || AmEx

Account # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name as it appears on card \_\_\_\_\_

Billing Address \_\_\_\_\_

# Appendix H – Appeal Form



### APPEAL

Pre-Certification appeals must be filed within 30 days after the application decision or the release of the CP Exam results. Certification appeals must be filed within 30 days after the expiration date of the certification.

NALA Account Number:	Date of Appeal:
<b>Appeal:</b> <input type="checkbox"/> CP Exam Application Denial <input type="checkbox"/> CP Exam Application Extension <input type="checkbox"/> CP Exam Results <input type="checkbox"/> Certified Paralegal Credential Reinstatement <input type="checkbox"/> CLE Extension	<b>For Staff Use Only:</b> Application Approval: _____ CP Credential Issued: _____ CP Credential Expiration: _____ CLE Hours: _____
Grounds for Appeal (attach additional documentation, if needed):	
Name of Appellant (Print or type):	
Signature:	
Address:	
City, State, ZIP	
Preferred Email:	