

About Your Score Report – The Next Steps 2025

All candidates may login into their accounts to view the exam results. Information on how to proceed is provided below. Specifications for the Knowledge Exam and Skills Exam are set forth on our [website](http://www.nala.org).

If the Knowledge Exam was passed:

- All candidates who passed the Knowledge Exam will automatically receive an Authorization to Test for the Skills Exam within 48 hours after the [testing center fee](#) is submitted.
- The Skills Exam will consist of a written assignment.
- The Skills Exam will be administered during four testing windows each year: **February, April, July, and October.**
- The Skills Exam must be completed within the next 365 days after receiving notice of eligibility from NALA.
- Candidates who do not pass the Skills Exam must wait 90 days after the initial attempt before applying for the next attempt.
- Candidates must pass the Skills Exam within the first three attempts in a 365-day period or start over by re-taking the Knowledge Exam.
- Candidates will receive a separate email from PSI when PSI is ready to schedule appointments.

If the Knowledge Exam was failed:

- Candidates who do not pass the Knowledge Exam must wait 90 days after the initial attempt before applying for the next attempt.
- Candidates must purchase another attempt for the Knowledge Exam by submitting a Retake application and the testing center fee.
 - [Click here](#) for the PDF application and return it to testing@nala.org.
 - To submit the online Retake application, [click here](#).
 - Click **Exams** in Categories
 - Click **PSI Testing Center Fee**
 - Proceed to payment
- Candidates must pass the Knowledge Exam within the first three attempts during the 365-day period or wait 365 days before trying again.
- Candidates filing a retake application for the Knowledge Exam will receive a **Testing Ticket** from NALA after the testing center fee is submitted.
- The preliminary score for the Knowledge Exam attempt will be presented at the testing center upon completion of the exam. After review, your score will be uploaded to your NALA account.
- Candidates who do not pass the Knowledge Exam on the **third** attempt are required to submit a new application, full fee, and testing center fee.