

About Your Score Report – The Next Steps 2025

All candidates are required to login to 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 Skills Exam was passed:

- All candidates will receive an email within two days with information about the Recertification Process.
- All candidates who passed the Skills Exam will automatically receive a Certification Welcome Packet within the next 30 business days via regular mail.

If the Skills Exam was failed:

- Candidates must pass the Skills Exam within the first three attempts during the 365-day period or start over again by retaking the Knowledge Exam.
- Candidates who do not pass the Skills Exam must wait 90 days after the initial attempt before applying for the next attempt.
- Candidates must purchase another attempt for the Skills 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 **Prometric Testing Center Fee**
 - Proceed to payment
- Candidates filing a retake application for the Skills Exam will receive a **Testing Ticket** from NALA.
- The score for the Skills Exam attempt will not be presented at the testing center upon completion of the exam. Official notification will be provided from NALA after it has been graded and scored.
- Candidates who do not pass the Skills Exam within the first three attempts during the 365-day period must start over by retaking the Knowledge Exam. A new application and full fees are required.