NWSA to Launch Candidate Management System and Online Remote Proctoring Targeted for the Second Quarter of 2023

(Fairfax, Virginia) - The National Wireless Safety Alliance (NWSA) announced today that the organization will be unveiling a new Candidate Management System (CMS) and Online Remote Proctoring (ORP) testing modality targeted for the second quarter of 2023.

The NWSA's new CMS will provide the industry with two online portals, the NWSA Candidate Portal and the Group Application Portal. The NWSA Candidate Portal will allow candidates to manage contact information, submit applications and payment for NWSA exams, schedule exam appointments, and track exam performance, history, and certifications. Additionally, the Group Application Portal will allow employers to begin the candidate profile creation process, submit applications, and make payments on behalf of candidates.

The CMS launch also enables the NWSA's knowledge-based written exams to be completed online through the new ORP testing modality, offering the highest degree of candidate flexibility. Aligning with industry feedback, ORP can be done at home or in almost any private room with an internet connection. Testing is available 24/7/365 from anywhere around the world, and once approved for testing, candidates can book an ORP session in as little as 15 minutes.

"On behalf of the organization's Board of Directors and Board of Governors, we are ecstatic to announce the launch of new technology that will enable the NWSA's worker credentialing programs to continue to scale," said Executive Director Duane MacEntee. "These new portals will be particularly convenient for industry employers and employees scheduling around work obligations and inclement weather, or even testing at night or on the weekend. Even more, candidates can cancel/reschedule their exam up until the

exam start time with no additional fee. ORP candidates will also receive their exam scores immediately at the conclusion of their tests," added MacEntee.

As NWSA transitions to the new CMS, a blackout period is necessary to complete the transfer of existing data to the new system. The blackout period will last approximately a week in length and will impact application submissions, the processing of practical exam results and creation of certification cards. The dates of the blackout period will be announced at a later time.

Once the new CMS and ORP testing modality launch, NWSA welcomes all feedback to address any issues, improve performance and increase efficiency.

NWSA, headquartered in Fairfax, Virginia, is a national non-profit assessment and certification organization established to provide thorough, independent assessments of knowledge and skills and provide verifiable, ANSI accredited trade certifications to enhance safety, reduce workplace risk, improve quality, encourage training, and recognize the skilled professionals who work on towers and other non-standard communication structures. NWSA currently offers the following industry-wide trade certification programs: Telecommunications Tower Technician 1 (TTT-1), Telecommunications Tower Technician 2 (TTT-2), Telecommunications Tower Foreman and Antenna & Line Specialty Certification Program.

Industry workers, companies and stakeholders are encouraged to visit the NWSA website at www.nws-a.org to learn more about the organization and how to begin the process of obtaining certification.

About the NWSA <u>Candidate</u> Portal

Allows NWSA candidates to manage contact information, submit applications and payment for NWSA exams, schedule exam appointments, and track exam performance, history, and certifications.

<u>All first-time users must create a profile</u>. Existing NWSA candidates will have access to past testing history and certifications once their profile has been approved. To create a profile candidates must provide:

- ... Personal Email address (not a work or shared email)
- ... Password
- ... Legal First Name
- ... Legal Last Name
- ... Address
- ... Date of Birth
- ... Phone Number
- ... Copy of Government ID
- ... If applicable Candidate ID or Certification Number
- ... Photo – to be used for profile and certification card

About the NWSA <u>Group Application</u> Portal

Allows an employer to begin the candidate profile creation process, submit applications, and make payments on behalf of candidates.

<u>All first-time users must create a group application profile</u>. No past submissions will be populated once the profile has been created. To create a group application profile the following must be provided:

- ... Email address – preferably a work account. *If user is also a candidate the email address **cannot** be the same as what is provided on the candidate portal.
- ... Password
- ... First Name
- ... Last Name
- ... Address

Once a group application profile has been created the provider may create their organization, find, or begin application process for candidate, and/or bulk pay.

To find or create candidates the provider must know:

1. If the individual(s) have created a candidate profile, applied, or tested previously.
2. If yes, the provider must supply the candidate's last name and candidate ID.
3. If no, the provider must supply the candidate's legal first and last name and their personal email address (not a work or shared account).

Providers may pay for any application that they have created.

About the NWSA Online Remote Proctoring (ORP)

Online Remote Proctoring (ORP) offers the highest degree of candidate flexibility. ORP can be done at home or in almost any private room with an internet connection. Testing is available 24/7/365 from anywhere around the world, and once approved for testing, candidates can book an ORP session in as little as 15 minutes. This will be particularly convenient for scheduling around work obligations and inclement weather, or even testing at night or on the weekend. Even more, candidates can cancel/reschedule their exam up until the exam start time with no additional fee. ORP candidates will receive their exam scores immediately at the conclusion of their tests.

ORP incorporates additional exam security measures allowing for this more flexible testing option. The online proctor will monitor the candidate in real time via webcam, microphone, and screen share, with the assistance of artificial intelligence (AI). All recordings are stored and will be reviewed for testing irregularities.

The online proctor will lead each candidate through a check-in process that is anticipated to take about a half hour. They will check the candidate's ID, ensure the computer meets minimum requirements and is set up properly, and ensure that the computer is not running any inappropriate software. Additionally, the online proctor will have the candidate perform a 360-degree room scan using the computer's camera to show that the candidate is in the room alone and that there is nothing that could be used during the exam to offer an unfair advantage. When appropriate, NWSA will provide digital resources (e.g., on-screen calculator, digital white board, digital notepad, and PDF documents) on screen through the test driver software.

ORP offers significant advantages, particularly related to candidate flexibility and test security. Due to these benefits, NWSA will be directing all candidates to test via ORP. NWSA does plan to maintain in-center testing for extenuating circumstances if online testing is not an option.

NWSA is committed to ensuring all its candidates have a positive test experience and are prepared for test day. Materials are in development to help candidates with the new processes, including videos of what to expect and an exam demo so that candidates can practice taking an exam in the computerized environment.

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