

CPAES

CPA Examination Services



NASBA



Mission

Enhance the effectiveness and advance
the common interests of the Boards of Accountancy.

CPA Examination Services

NASBA's flagship program, CPA Examination Services (CPAES), provides boards of accountancy and CPA candidates with a comprehensive array of services related to the Uniform CPA Examination. For more than 25 years, CPAES has maintained its reputation as the leader in delivering high-quality services in all aspects of CPA examination administration through a consistent understanding of the needs and concerns of the boards of accountancy and their candidates.

Through the use of telecommunications and technology, CPAES provides credential evaluation and online registration systems for the CPA candidates of state boards. With CPAES handling administrative aspects of the examination, state board staff will have more time to concentrate on enforcement and other critical functions.



At Your Service

CPA Examination Services is a division of the National Association of State Boards of Accountancy (NASBA). NASBA's mission is to enhance the effectiveness of state boards of accountancy. Through its CPAES division, NASBA assists boards with meeting their regulatory responsibilities by providing a comprehensive array of Uniform CPA Examination related services. CPAES provides application processing, credential evaluation, score reporting and additional services for various CPAES client states and territories.

CPAES works with each client to provide custom-designed services in compliance with their jurisdiction's statutes, rules and requirements. In addition, CPAES representatives consult with state boards to ensure compliance with unique and changing requirements and can offer recommendations upon request by the boards. This consultation also serves to clarify the roles and functions of CPAES as they relate to the boards of accountancy with respect to the services provided.

By outsourcing examination administration tasks to CPAES, boards are able to preserve valuable time and allocate staff resources to other projects and concentrate on their most important mission of protecting the public interest. CPAES representatives are available to discuss offered services in detail through a visit to the board office or by attending a board meeting.

Comprehensive Level of Service

- Provide extended call center hours for candidate convenience. The hours of operation are Monday – Thursday: 8:00 a.m. – 2:00 a.m. Friday 8:00 a.m. – 6:00 p.m. Eastern Standard Time (UTC-5)
- Provide customized services to boards of accountancy
- Design, publish, produce, and distribute examination application materials
- Provide applicants with a toll-free telephone number (800-CPA-EXAM) for requesting information regarding the application for the Uniform CPA Examination
- Offer responses to applicant requests regarding requirements, the application process, the examination, etc.
- Provide applicants with a web site (www.nasba.org) for applying online, tracking application status and accessing answers to frequently asked questions
- Communicate with applicants regarding the receipt and status of their application
- Offer responses to applicant requests regarding international testing and its requirements
- Offer assistance to applicants on using various NASBA tools such as NTS reprint and score viewing
- Direct applicants on the process to exam preparation (AICPA.org)
- Distribute any additional materials, such as Information for Uniform CPA Examination Candidates and Instructions to Candidates
- Evaluate educational qualifications of candidates to determine their eligibility
- Evaluate academic credit from foreign institutions including the receipt of the evaluation, resolution of any discrepancies with candidate and the foreign credential evaluation service
- Communicate with candidates whose application materials are deficient (sixty percent of all first-time applications are deficient)
- Produce rosters of eligible candidates for board review and approval, upon request
- Process and evaluate requests from candidates seeking special accommodations under the Americans with Disabilities Act (ADA). This involves an individual negotiation process with each candidate, including receipt of a signed agreement from the candidate
- Notify National Candidate Database (and/or candidate) of candidate’s eligibility to take the examination
- Remit portion of fees to board, if requested
- Remit portion of fees to National Candidate Database for distribution to NASBA, AICPA and Prometric

- Assist boards of accountancy in acquiring necessary hardware and software to communicate electronically with the National Candidate Database (transmitting both data and funds) and, if necessary, AICPA and Prometric
- Assist board in addressing any electronic communication issues, if necessary
- Resolve any electronic communication issues among the board, CPAES and the National Candidate Database
- Track candidate progress, from scheduling through CBT examination delivery
- Receive candidate scores from National Candidate Database
- Analyze scores and post appropriate credit to candidate records, including credit expiration dates
- Provide board with score reports, including individual candidate credit status
- Hold scores of candidates with deficiencies after obtaining board approval
- Print and distribute score notices to candidates after board approval
- Provide passing candidates with licensure and other information
- Answer candidate questions about score results and diagnostics
- Maintain permanent electronic files for all candidates (paper files will be sent to the board after candidate passes the examination)
- Issue written, oral and electronic reports to the board
- Prepare statistical reports of candidate performance



Processing for Re-Examination Candidates

CPAES can handle applications for re-examination after a board has processed a candidate's initial application, determined the candidate's eligibility, and transmitted the candidate's eligibility to the National Candidate Database provided the candidate has scheduled and taken one or more sections of the computerized examination.

CPAES services for re-examination candidates include the following:

- Providing applicants with a toll-free telephone number (800-CPA-EXAM) that may be called to request information during normal business hours
- Responding to applicant requests regarding requirements, procedures, timing of events, etc.
- Providing applicants with a web site (www.cpacentral.nasba.org) for applying online and obtaining answers to frequently asked questions
- Distributing additional materials, such as Information for Uniform CPA Examination Candidates and Instruction to Candidates
- Processing and evaluating requests from candidates seeking special accommodations under the Americans with Disabilities Act (ADA). This involves an individual negotiation process with each candidate and receipt of a signed agreement from the candidate
- Producing rosters of eligible candidates for board review and approval, if requested
- Notifying the National Candidate Database (and/or candidate) of candidate's eligibility to take the examination
- Remitting portion of fees to board, if requested
- Remitting portion of fees to National Candidate Database for distribution to NASBA, AICPA and Prometric

- Tracking candidate progress from scheduling through CBT examination delivery
 - Responding to candidate concerns regarding the CBT process
 - Receiving candidate scores from National Candidate Database
 - Analyzing scores and posting appropriate credit to candidate records, including credit expiration dates, if any
 - Printing and distributing score notices to candidates
 - Providing passing candidates with licensure and other information
 - Answering candidate questions about score results and diagnostics
 - Maintaining permanent electronic files for all candidates
 - Issuing written and oral reports to the board
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National Candidate Database

The National Candidate Database (Gateway) is a database of CPA candidate information created to help boards of accountancy protect the personal data provided by candidates during the application and examination process. As a central repository for all CPA Examination candidate information, the Gateway acts as a national tracking system for CPA Examination candidates. With the ability to track a candidate's history from initial application to grading of the examination, the Gateway is a powerful tool for managing testing information.

Optional Services

Ethics Examination: We provide passing candidates with ethics examination information and track their completion of the ethics examination. Candidate files are forwarded to the board only after the candidate has successfully completed the ethics examination.

Pre-Evaluation: We respond to candidate requests for evaluation of their academic credentials prior to their applying for the examination. A separate application process is required.

Score Verification and Transfers: We can transfer candidate scores upon their requests to other jurisdictions. CPAES may process the entire candidate transfer form or share responsibility with the board for completion of the form. For example, CPAES would record the candidates examination scores and the board would sign the form and affix a seal.

Test Center Audits: We respond to boards of accountancy that want CPAES to observe and evaluate Prometric Testing Centers in a given jurisdiction. CPAES will travel to some or all of a jurisdiction's Prometric Testing Centers to evaluate the centers security, processing efficiency and performance to all other test center site standards. CPAES will also assist any boards that are considering operating their own test centers by performing a feasibility study and responding to any specific board concerns.

Process Special Accommodations (ADA): We respond to complex legal and clinical ADA-related decisions. CPAES' Testing Accommodations Administrator is trained and qualified to evaluate individual eligibility, as well as negotiate and implement appropriate and reasonable accommodations in accordance with the law, while maintaining the integrity of the examination.

Guam Test Center: NASBA's Guam Test Center administers the CPA Examination and other miscellaneous exams including admissions exams, certificate exams and the GRE to international candidates (primarily from Japan and Korea). Because of the center's prime location, international candidates find it an advantageous destination for taking these examinations.

IQEX: CPAES offers the International Qualification Examination (IQEX) to qualifying candidates each year. The purpose of IQEX is to facilitate the U.S. CPA qualification process for accounting professionals from other countries whose professional bodies have entered into mutual recognition agreements with NASBA and the American Institute of Certified Public Accountants (AICPA). These agreements have been established with the Canadian Institute of Chartered Accountants, Instituto Mexicano de Contadores Publicos, Institute of Chartered Accountants in Australia, CPA Australia, and the Institute of Chartered Accountants in Ireland.



Licensing Services

Licensure Application Processing: We provide a comprehensive service of processing candidate applications for licensure that includes evaluation of academic and other credentials required for licensure by the board. Communications with the board is ongoing with the board approving all applications.

Reciprocal Candidate Evaluation: We provide CPA's who are planning to practice in other jurisdictions an individual evaluation of academic and other credentials prior to the completion of a license application.

Wall Certificate Service

Wall Certificate Service offers custom certificate design, printing, custom framing, and timely processing and distribution of decorative wall certificates for professional agencies. Wall Certificate Service is designed to enhance the quality of licensing certificates for professional and licensing agencies by offering creative and professional design options. This service efficiently produces professional wall certificates that state board members can be proud to present.



Disaster Recovery Services

- Provide boards with hardware and software necessary to conduct routine backups to existing systems (this should be done on a quarterly basis at a minimum)
- Provide a secure storage area in Nashville, TN for electronic backups
- Provide the board with emergency contact numbers for key NASBA staff
- Assign a key point of contact for board staff at NASBA during the recovery process
- Process applications and fees for licensure and renewals

NASBA will need the name and telephone number of your service provider, as well as your account information to provide the following services:

- Contact your telephone service provider to re-route all incoming calls to one of NASBA's toll free numbers
- Gain access (through your service provider) to your web site in order to update with news bulletins regarding board office closure and contact information
- Contact your internet/web service provider to have all attempts to gain access to your Web site re-routed to our website at www.nasba.org
- Set up a special page on our web site to provide information to all interested parties
- Contact the U.S. Postal Service or other carriers to have mail and packages re-routed to our Nashville office
- Respond to all inquiries regarding licensees that are in the Accountancy Licensee Database. NASBA can only provide information that is in the ALD at the time, and only that which the board has authorized for release.
- Transfer candidates' scores, upon their request, to other jurisdictions
- Assist board in acquiring necessary hardware and software to set up temporary offices
- Provide board with temporary office space in our Nashville office
- Assist board with temporary relocation of staff to our Nashville office
- Provide board with temporary staff to assist in relocation to other areas and recovery efforts
- Update candidate records to reflect extensions of Notices to Schedule (NTS) or conditional credit, if the candidate has been negatively impacted by disaster
- Assist candidates impacted by disaster with Prometric scheduling, rescheduling and cancellations
- Process and evaluate requests for special accommodations from examination candidates seeking special accommodations under the Americans with Disabilities Act (ADA)
- Respond to all inquiries and concerns regarding examination candidates that are in the National Candidate Database
- Evaluate educational qualifications of examination or licensee candidates to determine eligibility
- Acknowledge receipt of materials

- Provide candidates with online score reporting
- Print and distribute score notices directly to candidates
- Provide passing examination candidates with licensure and other information
- Answer candidate's questions about score results and performance charts
- Distribute additional materials, such as Information for Uniform CPA Examination Candidates



What's NASBA's FISH Philosophy?

"As you enter this place of work, please choose to make today a great day. Your colleagues, customers, team members and yourself will be thankful. Find ways to play! We can be serious about our work without being serious about ourselves. Stay focused in order to be present when your customers and team members most need you. And should you feel your energy lapsing, try this surefire remedy: Find someone who needs a helping hand, a word of support, or a good ear, and make their day!"

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Contact Information

Patricia Hartman

Director, Client Services

150 4th Avenue North, Suite 700

Nashville, TN 37219-4273

Tel: 615-880-4273

Email: phartman@nasba.org

NASBA

National Association of State Boards of Accountancy

150 4th Avenue North, Suite 700

Nashville, TN 37219-4273

Tel: 615-880-4200 Fax: 615-880-4290

www.nasba.org