

CPT CUSTOMER FAQ'S

Why is the CPT Prep and Exam being updated?

The National Healthcareer Association (NHA) recently completed in-depth research called a Practice Analysis to identify the tasks and content knowledge required to practice as a Certified Phlebotomy Technician (CPT).

It is best practice to complete this type of research to ensure that certification exams remain current, clear, and comprehensive. Upon completion of this practice analysis, updates are being made to the exam to reflect the most current tasks and knowledge needed to begin work as a phlebotomy technician. These changes drive updates needed to the supporting study guide and practice tests. The CPT exam certification validates our commitment to professionalism and excellence in phlebotomy practice.

How much is the CPT exam changing?

After a thorough job task analysis study with industry professionals, our CPT exam will be updated with minimal impact to domains and content areas. There will not be a pilot scoring period. However, we do want to make you aware that updates have been made to the test plan for the upcoming exam update.

Who would benefit from the CPT exam?

NHA's CPT is designed for people:

- Practicing in or preparing for a career in phlebotomy.
- Interested in differentiating themselves by demonstrating competency against an established benchmark

When will the new CPT Exam and Prep launch?

- The new exam will launch on January 7th, 2026.
- The new online study guide will launch on October 8, 2025.
- The new printed study guide will launch on October 8, 2025.

How is the material for the new CPT different from the previous material?

Some new and exciting changes have been made to the CPT Study Guide. The learning resources will feature changes in both content and function and contain interactive features and practice activities to better engage learners and reinforce key knowledge, skills, and concepts throughout the learning process.

Study Guide features include:

- Annotation Tools to create bookmarks, highlight important information, and take notes.
- Video Library with convenient access to all videos found in the module
- Case Studies
- Practice Activities throughout each module
- End of Module Quizzes
- Professionalism Tips
- Enhanced Digital Flashcards
- Flashcards are available through NHA Mobile app

*Orange fonts indicate new features

Plus, learners will have access to six practice test attempts with remediation including a baseline practice test to take before preparation for the certification exam begins to measure growth against the final practice test.

Are there end of module quizzes in the new version of the CPT Online Study Guide?

Yes, there is one end of module quiz associated with each module (6 modules). Each quiz has unlimited attempts and rationales.

What is the timing of the new online study guide (3.0) and why is the timing increasing from the 2.1 version?

The new CPT Online Study Guide 3.0 version that is launching on October 8, 2025 will take approximately 12 hours to go through if the learner goes through all content, case studies, videos and practice activities.

The increase in timing from the previous online study guide (2.1) is due to the following:

- New content for covering the new tasks that were added
- Patient Experience Coach videos with reflection activities
- Increased the number of practice activities

	CPT SG 2.1 Seat Time	CPT SG 3.0 Seat Time	
CPT 2.1 Study Guide Table of Contents			CPT 3.0 Study Guide Table of Contents
Module 1: Phlebotomy Fundamentals	55 min	111 min	Module 1: Phlebotomy Fundamentals
Module 2: Safety and Compliance	90 min	128 min	Module 2: Safety and Compliance
Module <u>3:Patient</u> Preparation	75 min	135 min	Module 3: Patient Preparation
Module 4: Routine Blood Collections	135min	127 min	Module 4: Routine Blood Collections
Module 5: Special Collections	75 min	125 min	Module 5: Special Collections
Module 6: Processing Specimens	60 min	112 min	Module 6: Processing
Module 7: Focus on Phlebotomy	60 min		
	550 min/ 9.17 hrs	738 min/ 12.3 hrs.	

Why was the Focus on Phlebotomy Module removed from the updated 3.0 version?

The Focus on Phlebotomy module was removed because it doesn't align with the CPT Test Plan Outline. Our goal is to provide study guide content that strictly corresponds to the test plans, including tasks, knowledge statements, and core knowledge. The challenge activities in Focus on Phlebotomy are more appropriate for our learning resource products.

How do the assessments work?

To help students build confidence and identify areas for improvement in preparation for the CPT exam, the new prep will include over 600 practice questions across 6 total practice test attempts. Establish a baseline for each person using prep with a baseline test to compare against the final practice test.

- **Baseline Practice Test:** Take ahead of Study Guide use or other practice assessments/ materials to give you a baseline on where your learner is at.
- **Practice Test (Formative*):** Take any time during exam preparation for practice.
- **Final Practice Test (Summative*):** Replicates the exam experience. Assign right before they take their certification exam.

Practice Tests	# of Attempts	Timed	Rationales Provided	Focused Review Available	# of Items
Baseline Practice Test	1	Yes 2 hours	No	Yes	100 + 20 Pretest Items
Practice Test 2&3	2 each (4 total)	8 Hours	Yes	Yes	100
Final Practice Test	1	Yes 2 hours	No	Yes	100 + 20 Pretest Items

***Definition:** Formative assessments are quizzes and tests that evaluate how someone is learning material throughout a course. Summative assessments are quizzes and tests that evaluate how much someone has learned throughout a course.

An Implementation Guide and performance reporting are available as support for facilitator and learners inside and outside a classroom or learning experience. This guide will also contain specifics on how to best administer the materials.

What will be included in the Facilitator Toolkit?

- Implementation Guide (Facilitator) [IG]
- Test Plan
- Test Plan Alignment Guide
- EOM Quiz answer keys
- Practice Activity answer keys
- Reflection activity answers for Patient Experience Coach Videos

This is available upon purchase of the product through your account manager.

Which CPT Preparation materials should I use?

- If you are taking the CPT exam **prior to January 7, 2026** you will need to use the **CPT Online Study Guide 2.1 and Practice Tests**.
- If you are taking the CPT exam **January 7, 2026 or after** you will need to use the **new CPT Online Study Guide 3.0 and Practice Tests**

What happens after the new exam launches on January 7, 2026...

What version of the CPT Online Study Guide/Prep should I use?

After January 7, 2026, only the updated version of prep is available. Once the new exam has launched all learners should be using the new preparation materials to prepare for the new CPT exam. If you have questions, please contact your account manager.

What will happen to existing inventory?

- All inventory not assigned to an individual will be switched to new product systematically. There is no action needed by you.
- For LMS accounts, the Client Experience Team will add old inventory counts to the new CPT prep cartridges and diminish the old inventory counts in the old prep cartridges.

What will happen to current courses? (Course created prior to January 7, 2026, “active” status, at least one candidate approved on roster)

Courses using older product **will not change and learners won't be affected**. No new learners can be added to courses with old product, only courses using new product can be enrolled or invited moving forward.

What will happen to the new courses? (Courses setup January 7, 2026 or after)

Only the new product will be available for new courses being created. If there are CPT courses where creation was initiated prior to January 7, 2026, but no candidates were approved on the roster and old material was included in course setup, then archive the existing course and create a new course with the new product.

What material will be available January 7, 2026 or after?

Only the updated version will be available.