CPCT Customer FAQ'S

Why is the CPCT 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 Patient Care Technician (CPCT).

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 also include updating the supporting study guide and practice tests.

The CPCT exam certification validates NHA's commitment to professionalism and excellence in the Patient Care Technician profession.

How much is the CPCT exam changing?

After a thorough job task analysis study with industry professionals, our CPCT 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 participating in the CPCT exam?

NHA's CPCT is designed for people:

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

When will the new CPCT Exam and Prep launch?

- The new exam will launch on January 13, 2027.
- The new online study guide will launch October 7, 2026.
- The new printed study guide will launch October 7, 2026.

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

CPCT is the last product to be converted to Pages, so many new and exciting changes have been made to the CPCT Study Guide bringing it to the same feature standard as our more recently updated prep suites. 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:

- New functionality that comes with the transition to the Pages authoring tool such as:
  - Annotation Tools to create bookmarks, highlight important information, and take notes.
  - Video Library with convenient access to all videos found in the module
- Claire AI
- Case Studies with Reflection Activities
- Patient Experience Coach
- Learning Objective Review Cards

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- Biodigital 3-D Images
- Enhanced Digital Flashcards (can mark as known or shuffle)
- Module Outline up front
- Practice Activities throughout each module
- EOM Quizzes
- Flashcards available through NHA Mobile app
- Professionalism Tips videos

**Orange font indicate new features*

Are there end of module quizzes in the new version of the CPCT 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 2.0 version?

The new CPCT Online Study Guide 3.0 version that is launching on October 7, 2026, will take approximately 12 hours and 44 minutes 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 (2.0) 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

	CPCT SG 2.0 Seat Time	CPCT SG 3.0 Seat Time	
CPCT 2.1 Study Guide Table of Contents		**CPCT 3.0 Study Guide Table of Contents**	
Module 1: Patient Care	55 min	130 min	Module 1: Patient Care 1
Module 2: Compliance, Safety and Professional Responsibility	90 min	134 min	Module 2: Patient Care 2
Module 3: Infection Control	75 min	126 min	Module 3: Compliance, Safety and Professional Responsibility
Module 4: Phlebotomy	135 min	110 min	Module 4: Infection Control
Module 5: EKG	115 min	144 min	Module 5: Phlebotomy and Nonblood Specimens
		120 min	Module 6: EKG
Time in minutes	470 min	764 min	*Time minutes*
	7 hours 50 min	12 hours 44 min	

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How do the assessments work?

To help students build confidence and identify areas for improvement in preparation for the CPCT 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

***Formative assessments** are for practice and allow instructors to monitor how a student is learning to provide real-time feedback and guide instruction. **Summative assessments** evaluate how much someone has learned throughout a course measuring overall mastery.

An Implementation Guide and performance reporting are available as support for facilitators 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 the Facilitator Toolkit include?

- Implementation Guide
- Table of Contents
- Test Plan Alignment Guide
- EOM Quiz answer keys
- Practice Activity answer keys
- Two, additional, in-depth classroom activities that cover a "Day in the Life" of a CPCT. Answer keys will also be provided.

Which CPT Preparation materials should I use?

- If you are taking the CPCT exam prior to January 13, 2027, you will need to use the CPCT Online Study Guide 2.1 and Practice Tests.
- If you are taking the CPCT exam on January 13, 2027, or after you will need to use the new CPCT Online Study Guide 3.0 and Practice Tests

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

What version of the CPCT Online Study Guide/Prep should I use?
After January 13, 2027, 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 CPCT 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 CPCT prep cartridges and diminish the old inventory counts in the old prep cartridges.

What will happen to current courses? (Course created prior to January 13, 2027, "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 set up January 13, 2027, or after)
Only the new product will be available for new courses being created. If there are CPCT courses where creation was initiated prior to January 13, 2027, 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 13, 2027, or after?
Only the updated version will be available.

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