

Approved Veterinary Assistant Testing Guidelines For Examination Proctors and Testing Centers

VetMedTeam provides the online testing platform for the Approved Veterinary Assistant (AVA) designation examination on behalf of the National Association of Veterinary Technicians in America (NAVTA). The examination process is designed to be as simple as possible while still adhering to NAVTA requirements.

If there are any questions regarding the protocols, please do not hesitate to contact VetMedTeam at ava-exam@vetmedteam.com.

Permitted Examination Proctors:

The following is the list of NAVTA approved examination proctors:

- Any credentialed veterinary technician (CVT, RVT, LVT) licensed by their state
- Any veterinarian (DVM, VMD) licensed by their state
- Any college or university testing center
- Any commercial licensed/certified testing center

Online proctoring is not permitted by NAVTA. The candidate must be physically in the room with the proctor.

Examination Process:

The AVA examination is online only. It is a timed exam, allowing 150 minutes for 100 multiple choice questions. The passing grade is 75%.

Access to the examination itself is via the candidate's VetMedTeam profile. The candidate, upon completion of the enrollment process, is added to the exam portal and receives full information on the examination, including how to access. The candidate logs into VetMedTeam using their private username and password, by visiting www.vetmedteam.com, when they are ready to take the examination.

The candidate will be required to enter information regarding their proctor upon accessing the exam portal. The examination proctor does not need a testing password or anything of that nature.

Online proctoring is not permitted by NAVTA. The candidate must be physically in the room with the proctor. The examination proctor is required to observe the candidate at all times from login until submission of the examination.

The candidate does not need, and is not allowed, any materials such as a calculator. This is not an open-book examination so notes or textbooks of any kind are not allowed.

Examination Security:

The examination itself is contained within a shell. Accessing the shell, via login and entering proctor information, does not begin the examination. The candidate is provided with information to ensure they understand the process. At that point they are given the option to access the exam itself and start the countdown timer.

The examination window is sensitive to all attempts to move off the page, such as opening a new window or accessing a document. This will break security and cause a failure to successfully submit the exam.

In addition, any IT settings on the network that break the browser session will be considered a fraud attempt. Whenever possible, update security settings to whitelist the domain vetmedteam.com. Please insure the session will be kept active for at least 4 hours.

Examination Access Times and Problem Resolution:

The examination may be accessed at any time. It is recommended that VetMedTeam be advised in advanced of planned testing time.

While the percentage of problems is very low, problems can occur. Some things, such as a failure on the part of the internet provider used by the testing location, can create an issue. Although these issues are not within the control of VetMedTeam, we have created a number of internal administrative examination problem resolution options.

Therefore, any time there is a problem, the examination proctor needs to email ava-exam@vetmedteam.com. Please provide details such as the full name of the candidate. Ask the candidate to provide their VetMedTeam username (but never password) to clarify the candidate in our system. Also provide an overview of the problem and all possible details. AVA related problems are always given highest priority.

VetMedTeam fully understands that testing is stressful for many people and that examination proctors need to have information on testing requirements and expectations. Do not hesitate to reach out to us at any time with questions or concerns.

Thank you,

VetMedTeam

www.vetmedteam.com

ava-exam@vetmedteam.com