NAFA Computer Based Testing (CBT)

Frequently Asked Questions (FAQs)

Can I take CAFM/CAFS exams online?
Yes! Thanks to feedback from NAFA Members, the Certified Automotive Fleet Manager (CAFM) and Certified Automotive Fleet Specialist (CAFS) testing processes are now online. This new testing regimen will significantly improve the convenience of earning your CAFM/CAFS.

How will the new CBT improve the convenience of earning my CAFM/CAFS?
The financial and time costs of taking your certification exams are now significantly reduced, affording you the maximum ability to focus on the most important task: passing your exams.

Have the CAFM/CAFS test questions changed?
No. The CBT questions are the same. It’s the same comprehensive content requiring dedicated study time, but with significantly more flexible testing options.

Have the CAFM/CAFS materials changed?
No. The CAFM reference guides and study guides are the same, and you can access them in the same way.

How do I schedule my CAFM/CAFS exam?
You do not need to schedule your exam with NAFA or a testing center. Through NAFA’s new computer-based testing, you will decide when you will take an exam. Scheduling your exams in advance and arranging for a seat at a test center is not necessary.

Where do I test?
As a CAFM/CAFS candidate, you will be able to test on your company or personal computer at anytime, anywhere with a Wi-Fi connection, when you are ready.
Do I need to use a testing center?
No. Scheduling your exams in advance and arranging for a seat at a test center are not required.

Can I really test anywhere, anytime?
Yes! Almost anywhere. There are a few things you need to consider about your testing environment. It needs to be a private space with minimal noise, such as an office, a classroom, a library, or your home. A busy coffee shop would NOT be a good testing environment.

Do I need to register for my exam?
Yes. As a CAFM/CAFS candidate, you can login to NAFA’s Learning Management System (LMS) certification platform at https://learning.nafa.org/Public/Catalog/Home.aspx to register for and purchase your exam.

Do my purchased exams expire?
The online exams have the same expiration date as your CAFM or CAFS program.

How do I login to the LMS certification platform?
You can access the certification platform through NAFA.org > Certification > Certification Testing using the same login and password that you now use.

How do I purchase an exam?
Start by going to https://learning.nafa.org and log in by clicking the blue button “Login / Create Account” using your email address and password. You will see a list of exams. Click to purchase the exam and you will then be provided access to that exam.

Do I need to pay a sitting fee?
No. An additional sitting fee is no longer necessary—you will pay only for the cost of the exam itself.

Are there specific computer requirements for the new CBT?
Yes. Computer requirements/specifications for testing are simple and include:
- Internet access
- A computer with Chrome
- A working webcam with a microphone (the system will alert the candidate if the webcam or browser doesn’t work)
- A private space with minimal noise (office, classroom, library, or candidate’s home)
Is there anything I should bring with me to my exam?
Ensure you have your government-issued photo ID available. You will be asked to show it.

Are paper-based tests (PBT) an option?
It is NAFA’s goal for all certification exams to be taken online. This way you will receive pass/fail results immediately. Also, the exam question results can be analyzed, examand through this data, exams are improved. If you are not able to take a computer-based exam, contact NAFA at certification@nafa.org for assistance.

I’ve already signed up for a paper-based test. What are my options?
Your PBT registration can be easily converted to CBT. Contact NAFA at certification@nafa.org for assistance.

Will exams continue to be proctored?
Yes. The exams will be proctored through the embedded Artificial Intelligence (AI) proctoring feature.

What is Artificial Intelligence (AI) proctoring?
The LMS leverages Artificial Intelligence (AI) and Machine Learning (ML) in place of a live on-site proctor. It examines input parameters such as light shading, facial tracking (compared to the photograph on a government issued ID), and voice recording, as well as keyboard and mouse movement. In addition, the user’s computer screen will be recorded during the exam, and any visits outside the exam will be recorded and flagged. AI-based online proctoring is continuously improving as more data is collected to help its ML engine to detect more cheating behaviours.

What happens if the AI proctoring “flags” my exam?
The results of the AI proctoring are reviewed by NAFA staff who follow specific criteria regarding what is acceptable and what is not.

What are some examples of “acceptable” behaviors?
Acceptable behaviors that may be observed during an AI proctoring session include:
- Candidates clearly concentrating on the questions in front of them
- Looked into distance (resting eyes)
- Head in hand
- Stretching
- Use of calculators on the computer screen
What are some examples of “unacceptable” behaviors?

Unacceptable behaviors that may be observed during an AI proctoring session that may result in a failed exam include:

- Candidate did not show a photo ID
- The photo ID does NOT match candidate’s name
- The candidate’s photo is not displayed throughout the testing process
- The candidate stood up, walked around, walked out of room
- Another person enters the room
- Clearly talks with someone
- Opens a browser or other program
- Answers a phone call
- Accesses the phone
- Food and/or drinks were brought into the testing area

What happens if I am testing in my home and my cat jumps up on my desk?

If you are unexpectedly interrupted and the interruption is so brief or insignificant in nature to render it improbable of impacting the outcome of the exam, the exam grade will stand.

What happens if I am testing in my home and my child needs my attention?

- If you are unexpectedly interrupted during testing, where that interruption distracts from completing the exam or may impact the outcome, you may apply for a complimentary retake of that exam. Promptly inform NAFA of the circumstances regarding this interruption and the steps put in place prior to testing to prevent it. This will only be awarded if screen shot and video review confirm that you did everything reasonable to ensure an interruption-free testing environment.
- If you have NOT taken all reasonable precautions to take your exam interruption-free or it is confirmed you were engaged in questionable or unethical behavior, you will be permitted to retest at your own expense.
- In all cases, you must wait 30 days to retest.

I have a group of employees who are testing at the same time. Will I still use the AI proctoring?

Yes. Contact NAFA at certification@nafa.org for guidelines and assistance.
Will the fee structure change?
Yes. The new testing fees for a NAFA Member is $50.00 (per module) and for a NAFA Non-Member $100.00 (per module). There is no sitting fee.

Will I still need to wait 30 days to retest?
Yes. A thirty-day window must be observed before retesting on the same exam.

How much faster will results be available?
Exam results will be available immediately. Passing results may be considered conditional until the AI proctoring review is complete which could take up to 4 days.

Will I be able to find out which specific questions I answered incorrectly?
No, you will not be able to find out the specific questions you answered incorrectly. All results are communicated in writing via a diagnostic that lists the number of correct questions overall and by subdiscipline. The pass mark is 70%.

Will the exams be open book in the future?
There are currently no discussions in progress regarding allowing the exams to be open book.

Can we register a group of people for exams at one time?
Yes! Contact NAFA at certification@nafa.org for assistance.

Who do I contact if I have questions about taking a CAFM or CAFS certification exam?
If you have questions about certification testing, please email certification@nafa.org.