

NCCM Program Certification Practice Exam (Sample)

Study Guide



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Questions

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- 1. Which of the following factors is a typical evaluation criterion in proposal evaluation?**
 - A. Innovation strategies**
 - B. Past performance requirements**
 - C. Customer service policies**
 - D. Employee training programs**
- 2. What is the main purpose of contract administration?**
 - A. To create new contracts**
 - B. To manage communications and ensure compliance**
 - C. To negotiate contract terms**
 - D. To evaluate contractor qualifications**
- 3. What are the key elements that contribute to effective leadership competency in contract management?**
 - A. Creativity, Thoughtfulness, Transparency, Student Engagement**
 - B. Survival, Innovation, Delegation, Governance**
 - C. Competence, Character, Collaboration, Vision**
 - D. Efficiency, Strategy, Delivery, Motivation**
- 4. Which ethical principle is primarily concerned with doing good?**
 - A. Justice**
 - B. Beneficence**
 - C. Autonomy**
 - D. Non-maleficence**
- 5. What action should a contracting officer take if a contractor fails to meet deadlines?**
 - A. Issue a warning for future projects**
 - B. Send a show cause notice**
 - C. Terminate the contract immediately**
 - D. Offer an extension without conditions**

- 6. How often should a care plan be reviewed in case management?**
- A. Every week**
 - B. Every 30 to 90 days**
 - C. Every 6 months**
 - D. Only when requested by the patient**
- 7. What is the purpose of price analysis in contracting?**
- A. To evaluate supplier reliability**
 - B. To determine reasonableness of proposed prices**
 - C. To assess contract compliance**
 - D. To manage project budgets**
- 8. What does effective management involve?**
- A. Strict control of all resources**
 - B. Skillfully blending resources to accomplish a goal**
 - C. Delegating tasks without supervision**
 - D. Independent functioning of departments**
- 9. In the context of developing a plan for behavior, what are the two key objectives?**
- A. Modify; Evaluate**
 - B. Produce; Drive**
 - C. Assess; Innovate**
 - D. Plan; Execute**
- 10. What occurs if a contractor does not make progress according to contract provisions?**
- A. A bonus payment**
 - B. A success notice**
 - C. A cure notice**
 - D. A reinstatement notice**

Answers

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1. B
2. B
3. C
4. B
5. B
6. B
7. B
8. B
9. B
10. C

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Explanations

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1. Which of the following factors is a typical evaluation criterion in proposal evaluation?

- A. Innovation strategies**
- B. Past performance requirements**
- C. Customer service policies**
- D. Employee training programs**

In the context of proposal evaluation, past performance requirements are crucial because they provide insight into a vendor's or contractor's ability to deliver successful results based on their historical work. Evaluators often look for evidence of reliability, quality, and effectiveness from previous projects. This criterion helps assess whether the candidate has proven experience that aligns with the needs and expectations of the current proposal. By analyzing past performance, evaluators can better predict the likelihood of future success and minimize risks associated with new projects. While innovation strategies, customer service policies, and employee training programs may play a role in a comprehensive assessment of a proposal, they are generally secondary to the definitive record of past performance, which serves as the most direct indicator of potential success in the execution of the proposed work.

2. What is the main purpose of contract administration?

- A. To create new contracts**
- B. To manage communications and ensure compliance**
- C. To negotiate contract terms**
- D. To evaluate contractor qualifications**

The main purpose of contract administration is to manage communications and ensure compliance throughout the lifecycle of a contract. This involves monitoring the performance of both parties to make certain that all terms and obligations set forth in the contract are being met effectively. Effective contract administration helps to minimize risks and resolve issues that may arise during the execution of the project. It includes activities such as tracking deliverables, managing changes, ensuring that both parties adhere to timelines, and facilitating communication. This ongoing oversight is essential for maintaining the relationship between the contracting parties and for ensuring that the goals of the agreement are fulfilled. Creating new contracts pertains to the initial phase of the contracting process and is not a function of administration, while negotiating contract terms is typically part of the pre-contracting phase. Evaluating contractor qualifications happens before contracts are awarded, making it separate from the duties involved in administering existing contracts.

3. What are the key elements that contribute to effective leadership competency in contract management?

- A. Creativity, Thoughtfulness, Transparency, Student Engagement
- B. Survival, Innovation, Delegation, Governance
- C. Competence, Character, Collaboration, Vision**
- D. Efficiency, Strategy, Delivery, Motivation

The key elements that contribute to effective leadership competency in contract management include competence, character, collaboration, and vision. Competence refers to the knowledge and skills necessary for contract management, ensuring that leaders can navigate complex processes and make informed decisions. A leader must have a strong understanding of both the contractual landscape and the strategic implications of contract decisions. Character emphasizes the importance of integrity and ethical behavior in contract management. Leaders must be trustworthy and principled, as this builds credibility with stakeholders and fosters a positive working environment. Collaboration highlights the necessity of working effectively with diverse teams and stakeholders. In contract management, leaders often must engage with various parties, including clients, vendors, and teams across departments. Strengthening collaborative skills ensures that communication is clear and objectives are aligned. Vision involves the ability of leaders to foresee future trends and adapt accordingly. This skill enables leaders to guide their organizations proactively, ensuring that contract management not only aligns with current goals but also prepares for future opportunities or challenges. While other options list important skills and attributes, they do not encompass the holistic blend of qualities represented in the correct answer, which focuses on the fundamental aspects necessary for effective leadership in the context of contract management.

4. Which ethical principle is primarily concerned with doing good?

- A. Justice
- B. Beneficence**
- C. Autonomy
- D. Non-maleficence

Beneficence is the ethical principle that focuses on promoting good and acting in ways that benefit others. This principle underlines the importance of taking positive actions to help people and improve their well-being. In the context of healthcare and ethical practices, beneficence requires professionals to contribute positively to the welfare of their patients or clients, through actions that relieve suffering, increase happiness, and enhance quality of life. Understanding beneficence is essential for practitioners because it not only calls for avoiding harm but also emphasizes the need to actively engage in actions that support and promote the health and well-being of individuals and communities. This principle serves as a guiding framework for decision-making and encourages a proactive approach to addressing the needs of those served. Other ethical principles, such as justice, autonomy, and non-maleficence, while important in their own right, serve different roles. Justice pertains to fairness and equitability in the allocation of resources and treatment, autonomy centers on respect for individual decision-making rights, and non-maleficence is focused on the obligation to avoid causing harm. Each principle contributes to ethical considerations in a different way, but beneficence is the key principle specifically aimed at the promotion of good.

5. What action should a contracting officer take if a contractor fails to meet deadlines?

- A. Issue a warning for future projects**
- B. Send a show cause notice**
- C. Terminate the contract immediately**
- D. Offer an extension without conditions**

When a contractor fails to meet deadlines, it is important for a contracting officer to take a formal step to address the issue while adhering to contractual procedures. Sending a show cause notice is the appropriate action in this scenario. A show cause notice serves as a formal document that requires the contractor to explain why their performance is not satisfactory and what actions they are taking to remedy the situation. This notice not only documents the issue but also gives the contractor an opportunity to respond, which is a critical aspect of due process in contract management. It allows the contracting officer to assess the contractor's explanation and determine if the issues can be resolved without resorting to more severe actions, such as termination of the contract. This approach is consistent with best practices in contract management, as it maintains communication and allows for the possibility of corrective actions before any drastic measures are considered. This process can also help preserve the contractor's relationship with the agency and uphold the integrity of the contracting process. In contrast, issuing a warning for future projects does not address the current situation adequately, and terminating the contract immediately may be too extreme without allowing for the possibility of correction. Offering an extension without conditions lacks accountability and can lead to recurring issues if the underlying problems are not addressed. Therefore, sending a

6. How often should a care plan be reviewed in case management?

- A. Every week**
- B. Every 30 to 90 days**
- C. Every 6 months**
- D. Only when requested by the patient**

A care plan should be reviewed every 30 to 90 days to ensure that it remains relevant and effective in addressing the needs of the patient. Regular reviews facilitate the assessment of the patient's progress and the effectiveness of the interventions in place. This timeframe allows case managers to make necessary adjustments based on changes in the patient's condition, needs, or preferences, as well as to address any new challenges that may arise. The 30 to 90-day window is generally considered best practice in case management, as it strikes a balance between maintaining continuity of care and allowing enough time for meaningful progress to be observed. Frequent enough reviews help in monitoring the effectiveness of the care plan and ensure that resources are being utilized efficiently. In contrast, reviewing the care plan every week may be excessive and impractical for many cases, potentially overwhelming both the patient and the case manager with too frequent assessments. A review every 6 months may neglect the dynamic nature of patient needs, risking outdated interventions. Lastly, only reviewing the plan when requested by the patient does not provide proactive care management, as it could lead to unaddressed changes in the patient's condition or circumstances. Thus, the 30 to 90-day review period is a key part of effective case management.

7. What is the purpose of price analysis in contracting?

- A. To evaluate supplier reliability
- B. To determine reasonableness of proposed prices**
- C. To assess contract compliance
- D. To manage project budgets

The purpose of price analysis in contracting is fundamentally about determining the reasonableness of proposed prices. This process involves evaluating the prices submitted by suppliers or contractors to ascertain whether they are fair and appropriate compared to market conditions, historical data, and the costs expected to be incurred. By conducting price analysis, contracting entities can ensure they are not overpaying for goods or services, which is crucial for maintaining budgetary constraints and ensuring efficient use of funds. It allows organizations to detect any anomalies in pricing and provides a basis for negotiating more favorable terms. While other elements such as evaluating supplier reliability, assessing contract compliance, and managing project budgets are important in the overall contracting process, they do not specifically address the validation of the pricing proposals themselves. Price analysis focuses exclusively on the financial aspect, ensuring that prices are not only competitive but also justified based on the context of the transaction.

8. What does effective management involve?

- A. Strict control of all resources
- B. Skillfully blending resources to accomplish a goal**
- C. Delegating tasks without supervision
- D. Independent functioning of departments

Effective management involves skillfully blending resources to accomplish a goal. This approach emphasizes the importance of coordinating and harmonizing various resources—such as personnel, finances, technology, and time—to achieve organizational objectives efficiently and effectively. Good management recognizes that resources are interdependent and that their optimal use requires thoughtful planning, teamwork, and adaptability. Successful managers assess their resources' strengths and weaknesses, align them with the organization's goals, and create an environment that fosters collaboration and innovation. This strategic blending helps to ensure that everyone is working toward a common purpose, ultimately leading to improved performance and successful outcomes. In contrast, other approaches, such as strict control of all resources or independent functioning of departments, may stifle creativity and hinder collaboration, while delegating tasks without supervision can lead to a lack of accountability and coherence in efforts.

9. In the context of developing a plan for behavior, what are the two key objectives?

- A. Modify; Evaluate**
- B. Produce; Drive**
- C. Assess; Innovate**
- D. Plan; Execute**

In the context of developing a plan for behavior, focusing on the key objectives of "Produce" and "Drive" highlights the importance of not only creating a behavior plan but also ensuring it actively drives desired outcomes. "Produce" suggests the necessity of generating effective strategies, interventions, or changes that can lead to behavioral improvements. It's essential to develop tangible methods or activities that can generate a positive impact on behavior. "Drive," on the other hand, emphasizes the need to motivate and sustain engagement with the behaviors that are being targeted for change. This can involve fostering motivation in individuals to adhere to the plan or creating an environment that supports the desired behavior. The interplay of producing effective strategies and driving them into practice ensures that the objectives of the behavior plan are not only developed but also effectively implemented and maintained over time. In contrast, the other options focus on different aspects that may not fully encompass the essence of developing an actionable and impactful behavior plan. For example, assessment is important but does not convey the active aspect of influencing behavior. Similarly, terms like innovate or execute may indicate processes associated with planning but lack the proactive focus on outcome-oriented behavior change that "Produce" and "Drive" encapsulate. Understanding these two components can significantly enhance the effectiveness of any behavioral

10. What occurs if a contractor does not make progress according to contract provisions?

- A. A bonus payment**
- B. A success notice**
- C. A cure notice**
- D. A reinstatement notice**

When a contractor fails to make adequate progress in accordance with the provisions outlined in the contract, a cure notice is typically issued. This notice serves to formally inform the contractor that they are not meeting the expected performance standards and provides an opportunity for them to rectify the situation before any further actions are taken, such as termination of the contract. The cure notice outlines the specific deficiencies or areas where progress is lacking, and it sets a timeframe for the contractor to address these issues. This mechanism is crucial in construction and contract management because it helps maintain accountability and gives contractors a chance to correct their course of action, ensuring that the project can proceed as planned. Other options presented do not align with the situation of insufficient progress. For instance, a bonus payment would not be applicable in cases of non-performance, as it is usually given for exceeding expectations. Likewise, a success notice would imply that all is well and no issues exist. A reinstatement notice typically relates to reinstating a contractor after a contract has been terminated, which is not relevant in the context of evaluating progress.